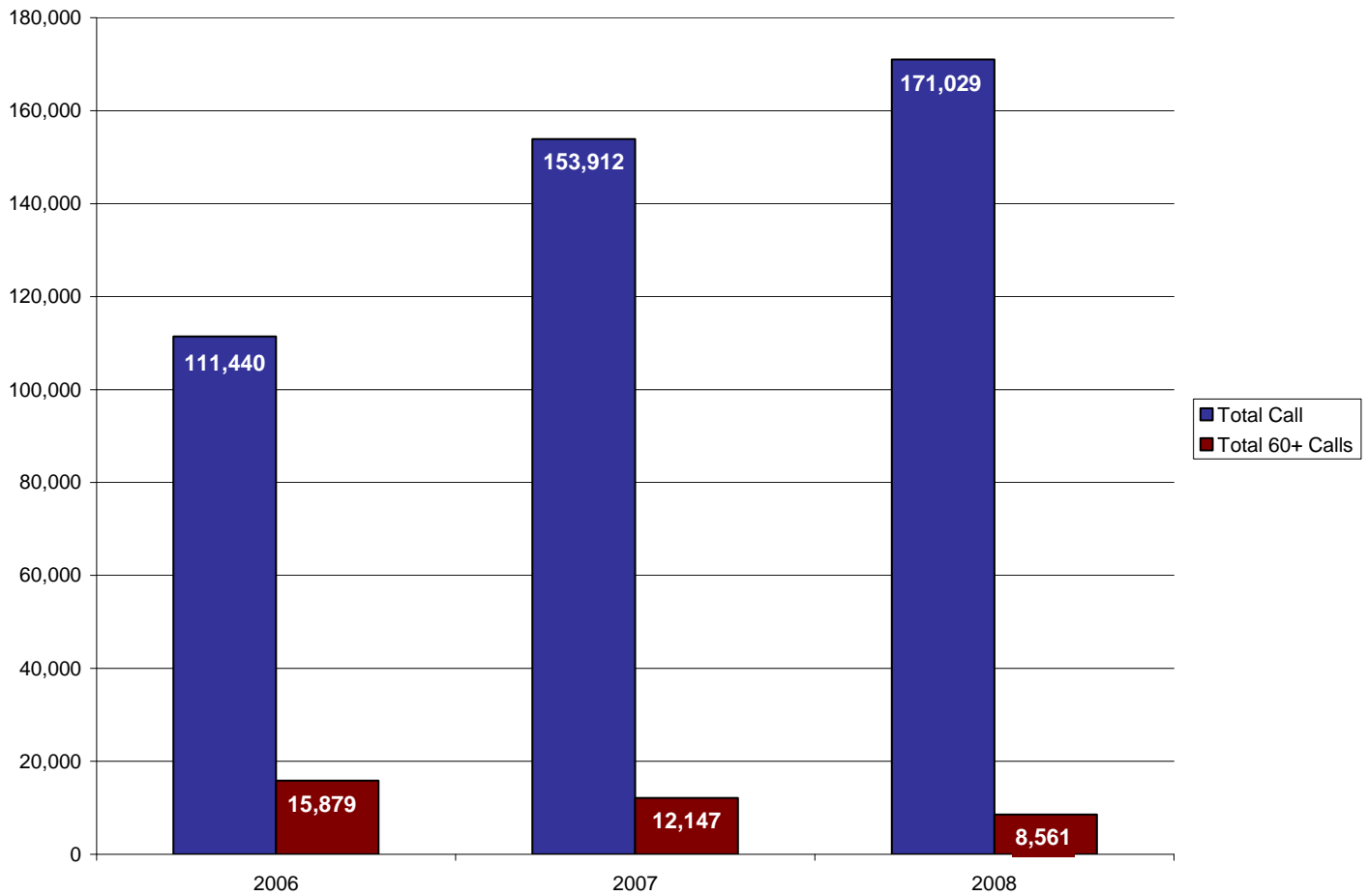


**Total Calls Received
January 1 – December 31
2006-2008**



Total calls increased **38.1%** from 2006-2007, and increased **11.1%** from 2007-2008

60+ calls decreased **30.7%** from 2006-2008, and decreased **41.9%** from 2007-2008

Increases/decreases in the number of calls received from one period to the next do not necessarily reflect a change in the number of people in our community that need assistance. Media coverage, public relations efforts, weather and other factors may impact the number of calls handled.

All 2-1-1 Calls: Top 10 Needs		
	Jan - Dec 2008	% of Total 2008 Needs Requested
Electric Payment Assistance	20,277	9.83%
Rent Payment Assistance	10,904	5.28%
Food Pantries	10,204	4.86%
Food Stamps	8,597	4.17%
Medicaid	5,413	2.62%
Disaster Food Stamps	4,948	2.40%
Holiday Gifts/Toys	3,698	1.79%
Free School Supplies	3,685	1.78%
Homeless Shelters	2,492	1.21%
Water Bill Payment Assistance	2,460	1.20%
Total Top 10 Needs Requested:	72,678	35.22%
Total Needs Requested:	206,328	

60+ 2-1-1 Calls: Top 10 Needs Requested		
	Jan - Dec 2008	% of Total All 60+ 2008 Needs Requested
Electric Bill Payment Assistance	1,629	14.04%
Benefits Assistance	603	5.19%
Food Pantries	410	3.53%
Gas Bill Payment Assistance	303	2.61%
Case/Care Management	295	2.54%
Rent Payment Assistance	275	2.36%
Medicaid	271	2.34%
Food Stamps	262	2.25%
Dental Care	248	2.13%
Special Needs Registries	234	2.01%
Total 60+ Top 10 Needs Requested:	4,495	38.73%
Total All 60+ Needs Requested:	11,605	

All 2-1-1 Calls: Top 10 Zip Codes						
	Jan - Dec 2006	% of Total All 2006 Zip Codes	Jan - Dec 2007	% of Total All 2007 Zip Codes	Jan - Dec 2008	% of Total All 2008 Zip Codes
76112: East Fort Worth	5,649	5.07%	7,214	4.69%	7,157	4.18%
76119: Southeast Fort Worth	5,330	4.78%	6,505	4.26%	6,158	3.60%
76116: West Fort Worth	4,176	3.75%	5,429	3.53%	5,446	3.18%
76010: Arlington/SE Tarrant Co.	3,324	2.98%	4,878	3.17%	4,738	2.77%
76106: North Fort Worth	2,980	2.67%	4,377	2.84%	4,580	2.67%
76133: Southwest Fort Worth	3,877	3.48%	4,407	2.86%	4,310	2.52%
76105: Southeast Fort Worth	3,471	3.11%	4,297	2.79%	4,156	2.43%
76104: South Central Fort Worth	3,201	2.87%	4,348	2.82%	3,893	2.28%
76011: Arlington/SE Tarrant Co.	-	-	3,166	2.06%	3,045	1.78%
76180: Northeast Tarrant Co.	2,668	2.39%	3,253	2.09%	2,956	1.72%
76117: Haltom City/NE Tarr Co.	2,251	2.0%	-	-	-	-
Total Top 10 Zip Codes:	36,927	33.14%	47,874	31.10%	46,439	27.15%
Total All Zip Codes:	111,440		153,912		171,029	

All 2-1-1 Calls 60+: Top 10 Zip Codes						
	Jan - Dec 2006	% of Total All 2006 Zip Codes	Jan - Dec 2007	% of Total All 2007 Zip Codes	Jan - Dec 2008	% of Total All 2008 Zip Codes
76119: Southeast Fort Worth	1,264	7.96%	804	6.29%	555	6.48%
76112: East Fort Worth	801	5.04%	531	4.37%	400	4.68%
76105: Southeast Fort Worth	892	5.62%	579	4.77%	387	4.52%
76104: South Central Fort Worth	703	4.43%	460	3.79%	324	3.78%
76106: North Fort Worth	489	3.08%	389	3.20%	269	3.14%
76133: Southwest Fort Worth	507	3.19%	400	3.29%	266	3.11%
76116: West Fort Worth	505	3.18%	411	3.38%	265	3.10%
76180: Northeast Tarrant Co.	381	2.40%	311	2.56%	224	2.62%
76117: Haltom City/NE Tarr.Co.	-	-	-	-	194	2.26%
76110: South Fort Worth	-	-	-	-	194	2.26%
76107: West Fort Worth	387	2.44%	301	2.48%	-	
76010: Arlington/SE Tarrant	386	2.43%	296	2.44%	-	
Total Top 10 Zip Codes:	6,315	39.77%	4,482	36.90%	3,078	35.95%
Total All Zip Codes:	15,879		12,147		8,561	