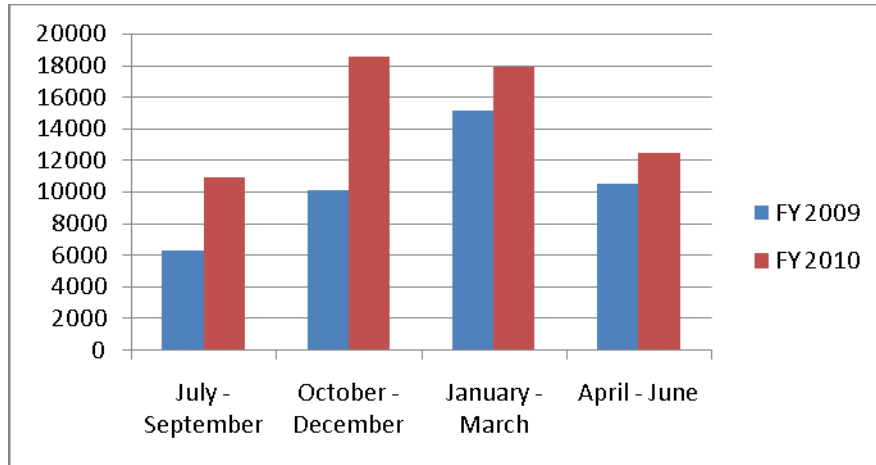


Call Volume

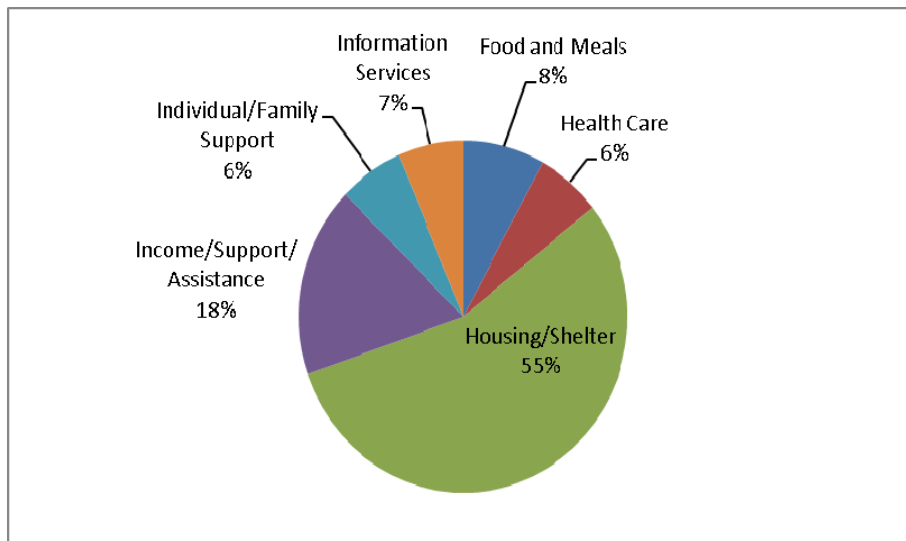
Between July 1, 2009 and June 30, 2010, there were 59,690 calls placed to the United Way 2-1-1 system from within the 24 county service delivery area.

In comparison to last year, there were 17,708 additional calls placed to the United Way 2-1-1 system from within the 24 county service delivery area.



Requested Services

In FY 2010, residents of the 24 county service delivery area most frequently requested assistance in the areas represented in the chart below. The six needs listed account for 80% of the calls received during this timeframe.



Referrals

Between July 1, 2009 and June 30, 2010, there were 68,398 referrals given to individuals who contacted the United Way 2-1-1 system from within the 24 county service delivery area.