

3rd Quarter of 2011: July - September

Total Calls: 3,803

Top 10 Need Requests

1	Electric Service	
	Payment Asst.	12.0 %
2	Food Pantries	3.0 %
3	Rent Payment Asst.	3.0 %
4	Fans/Air Conditioners	1.0 %
5	Prescription Expense Asst.	1.0 %
6	Gas Service Payment Asst.	1.0 %
7	General Legal Aid	1.0 %
8	Free School Supplies	1.0 %
9	Referral to Physicians	
	Accepting Medicaid	1.0 %
10	Section 8 Housing	
	Choice Vouchers	1.0 %

Unmet Needs

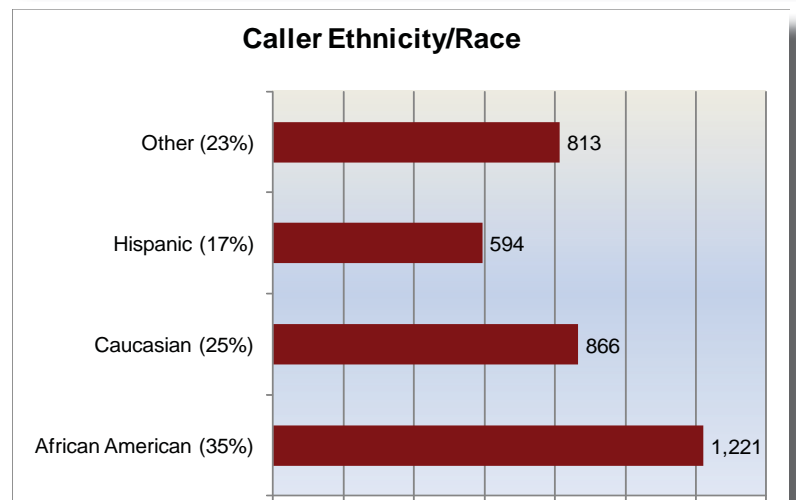
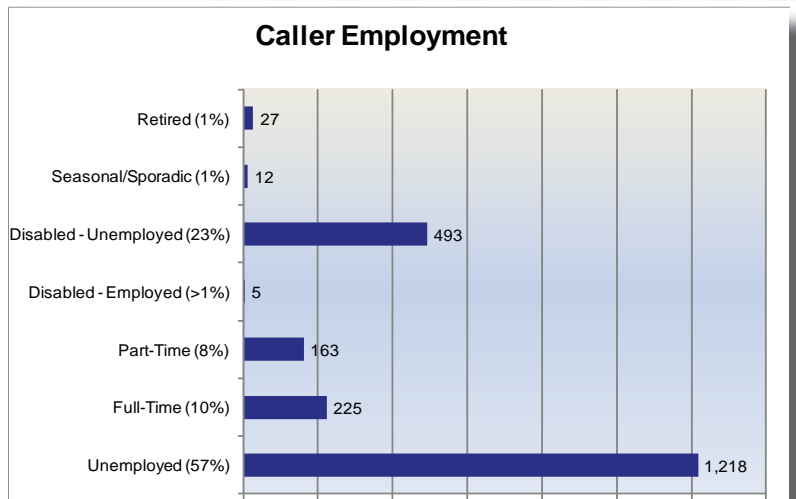
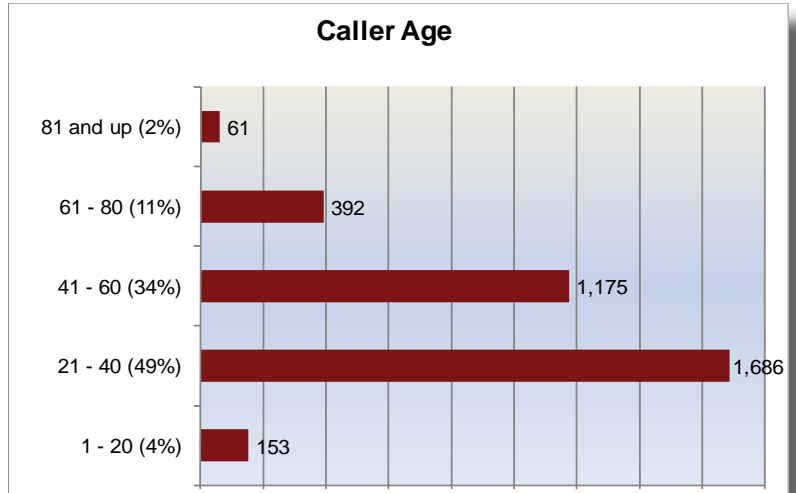
1	Electric Service	
	Payment Asst.	2.0 %
2	Rent Payment Asst.	1.0 %
3	Homeless Shelter	>1.0 %
4	Student Financial Aid	>1.0 %
5	Fans/Air Conditioners	>1.0 %
6	Gas Money	>1.0 %
7	Gas Service Payment Asst.	>1.0 %
8	Free School Supplies	>1.0 %
9	Bus Fare	>1.0 %
10	Rental Deposit Assistance	>1.0 %

Caller's Zip Code

77801	702
77802	575
77803	2,030
77805	27
77806	37
77807	248
77808	184



Caller Demographics *



* Graphs do not reflect data not captured or client's right to refusal