

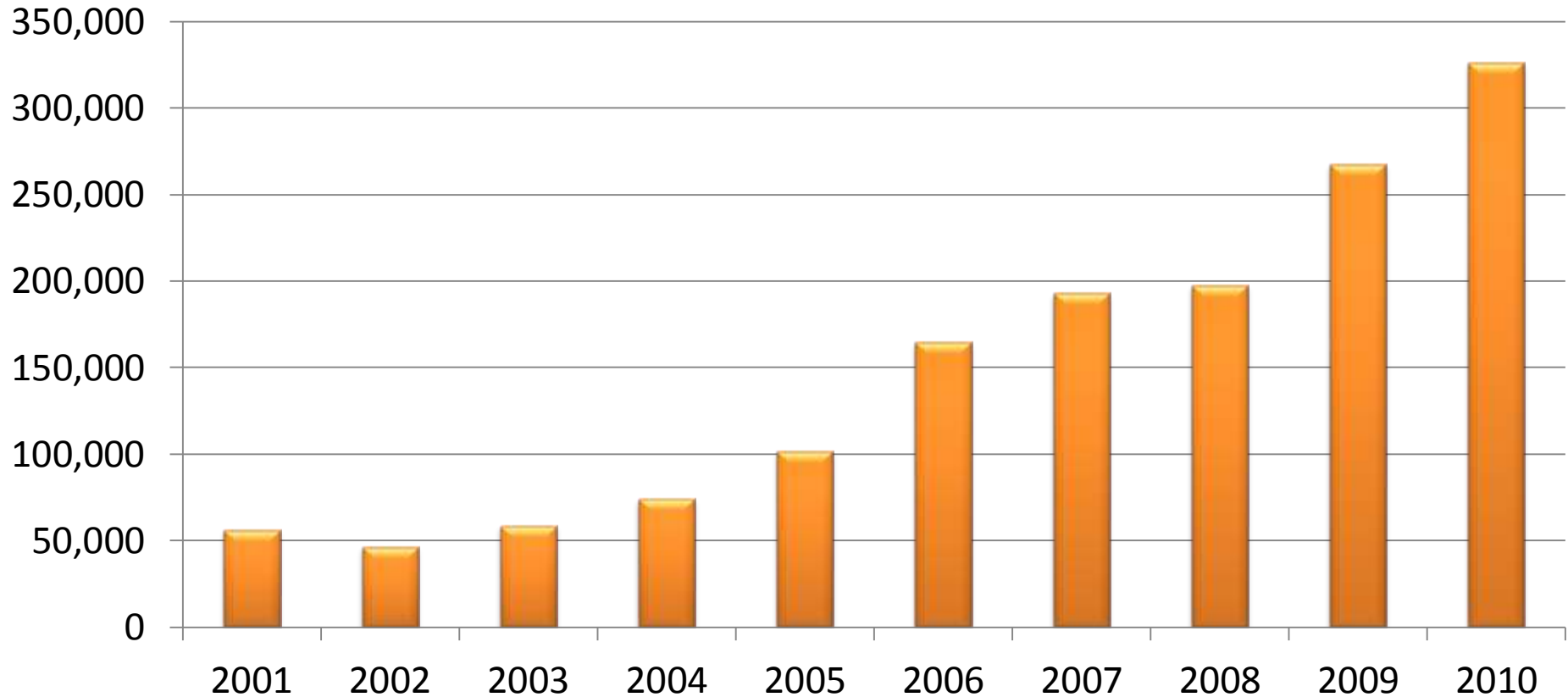


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2-1-1 Needs and Trends August 10, 2011

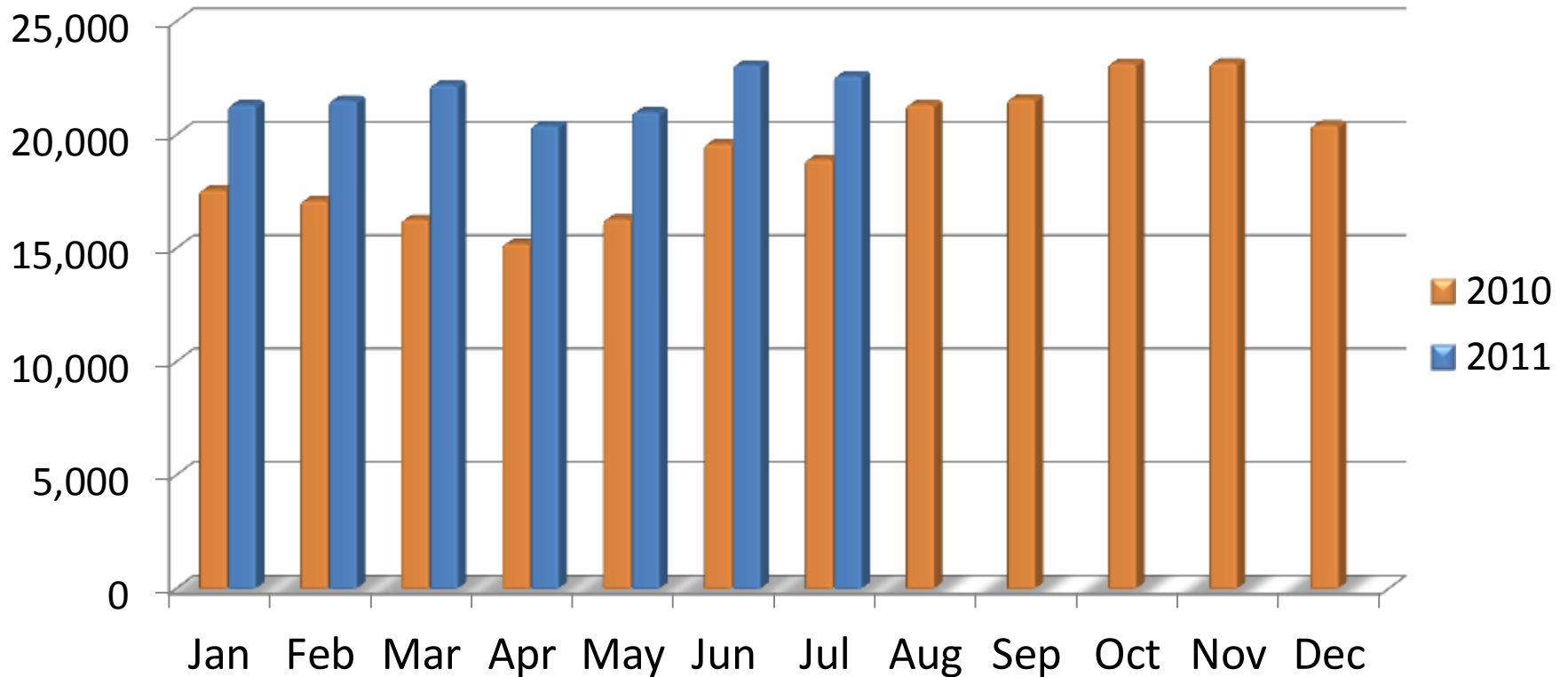
Calls to United Way Helpline by Year



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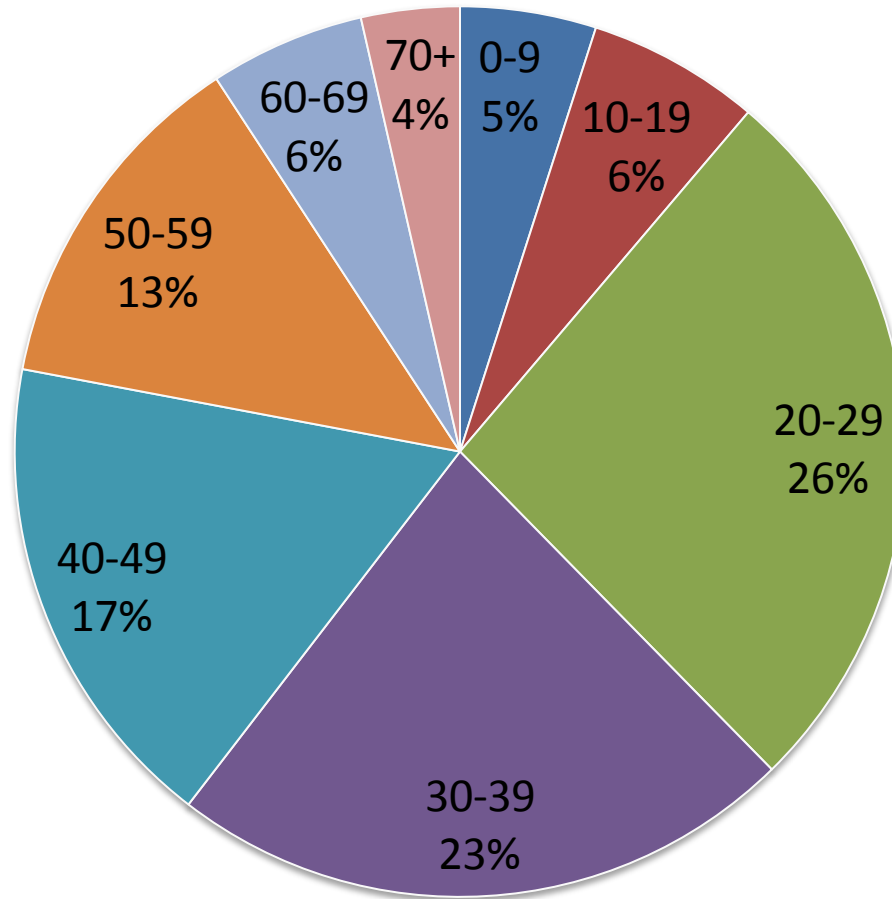
2-1-1 Monthly Call Volume 2010 & 2011



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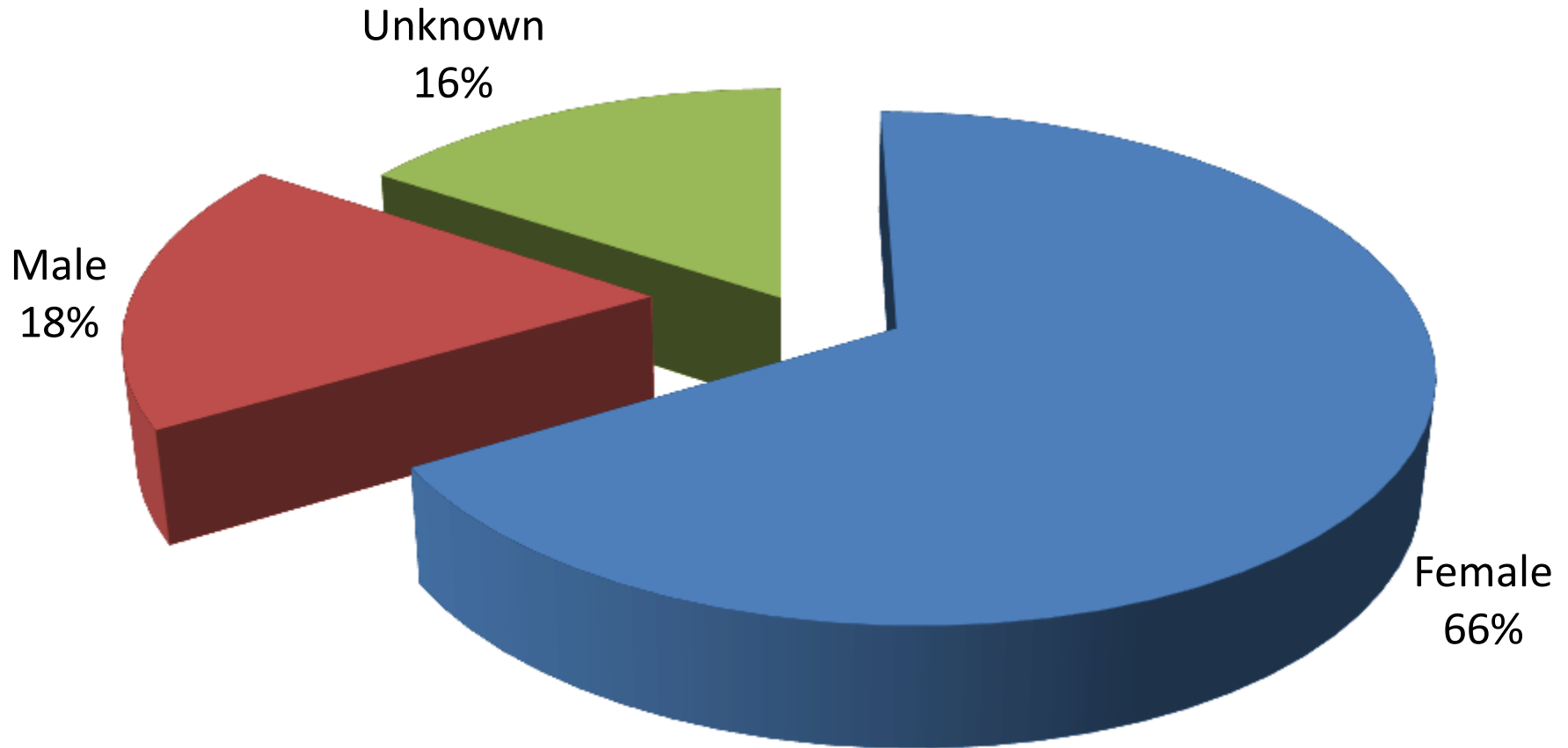
Ages of 2-1-1 Callers in 2010



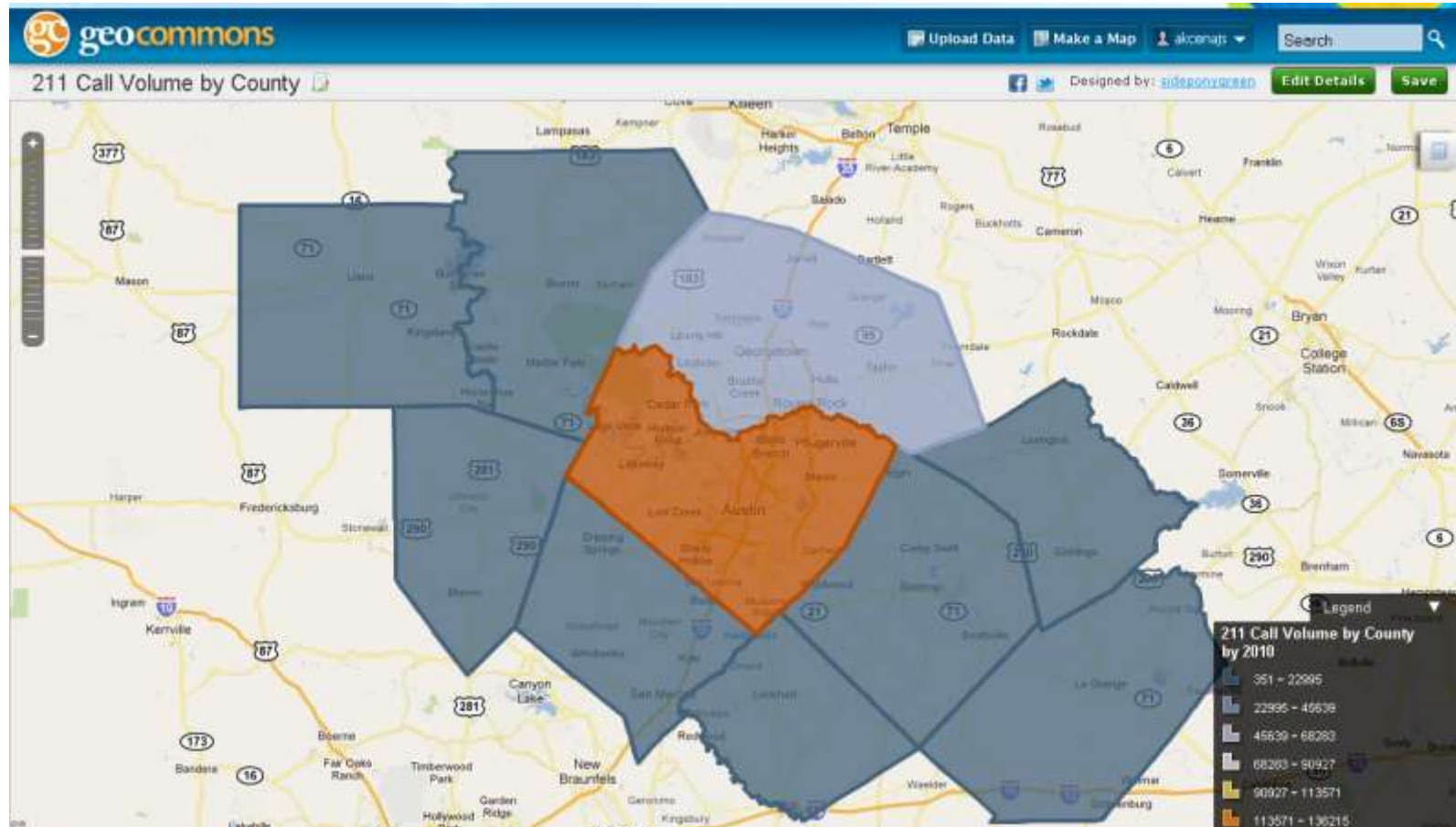
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Gender of 2-1-1 Callers in 2010



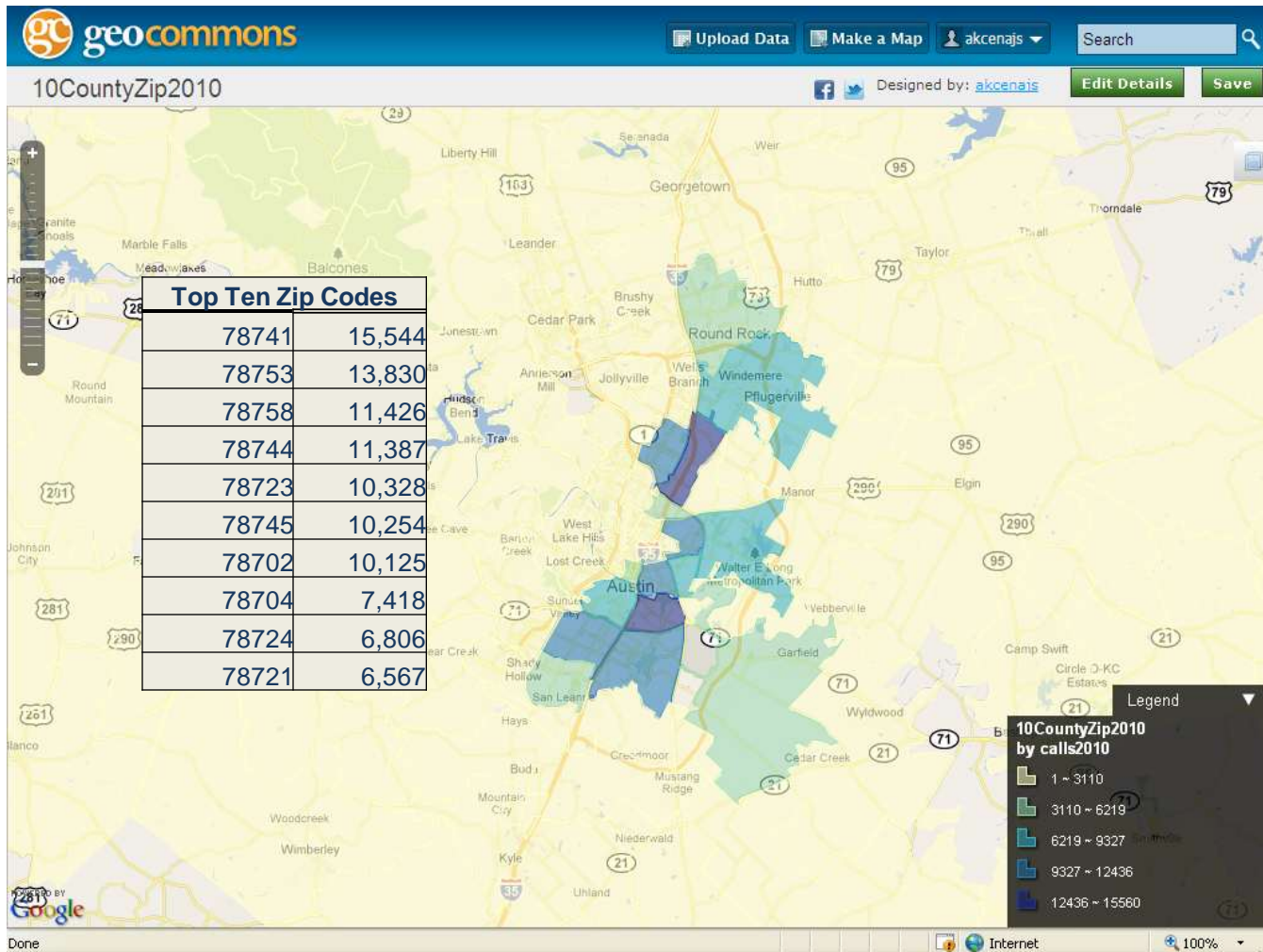
2010 Calls to 2-1-1 Ten County Region



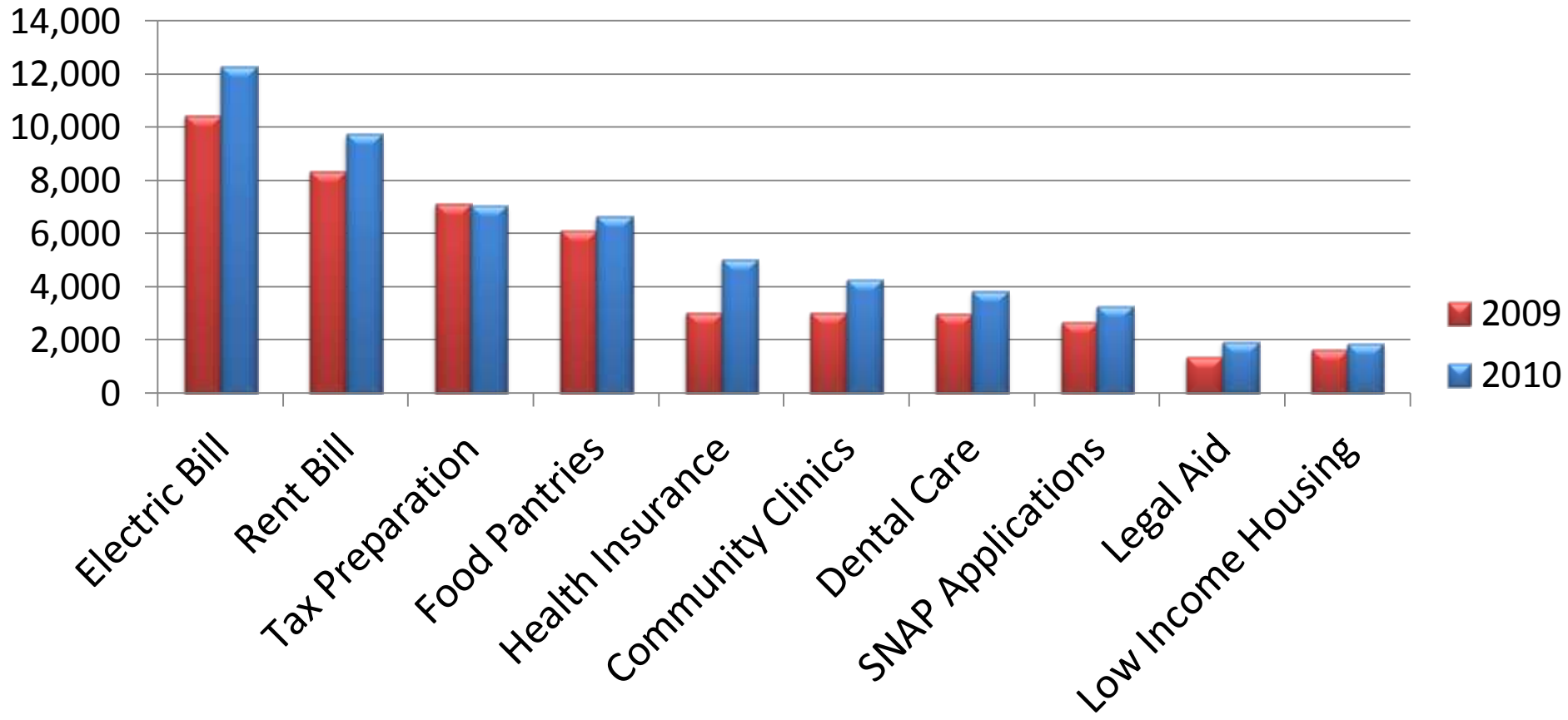
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Top Ten Zip Codes



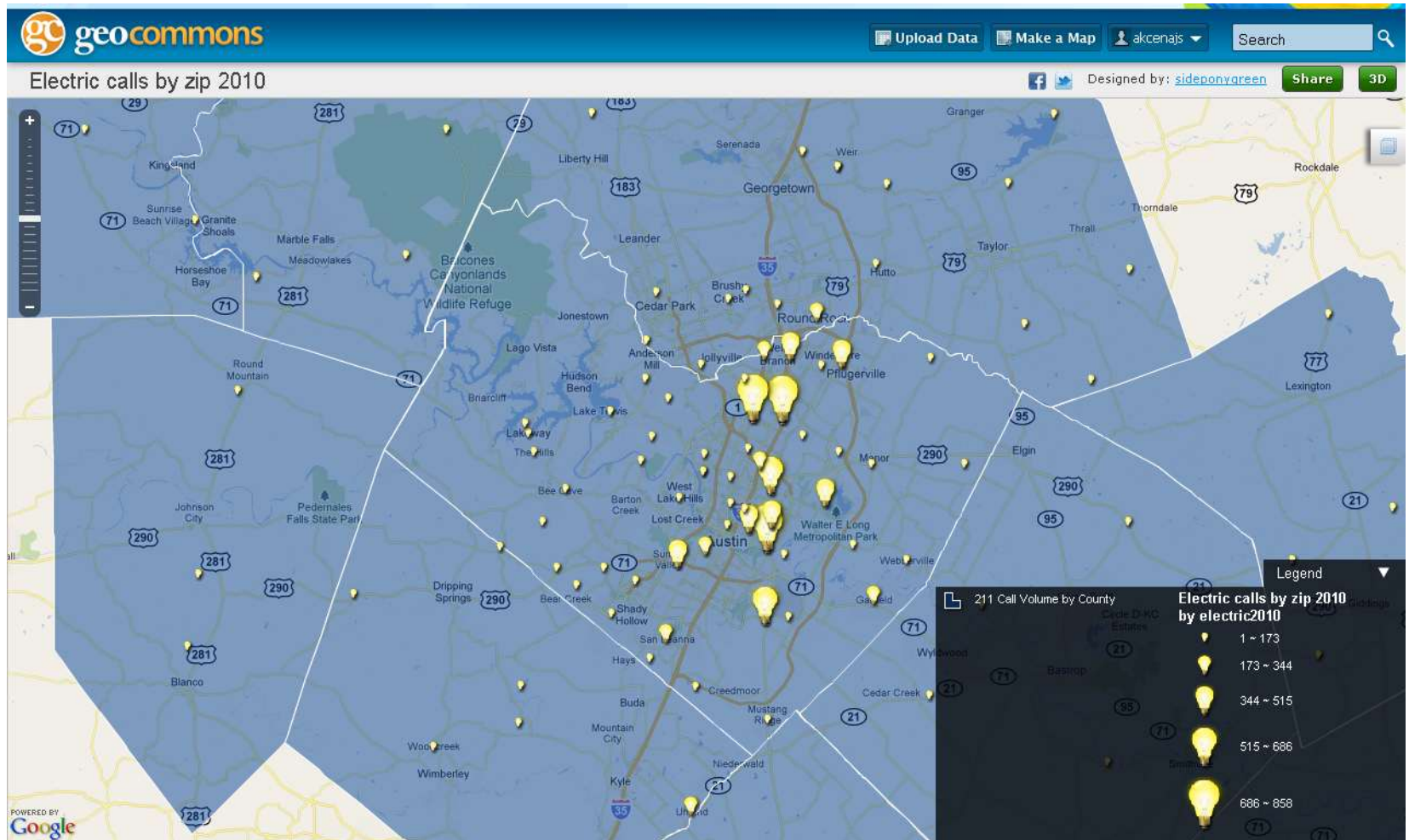
Top Caller Needs, 2009 & 2010



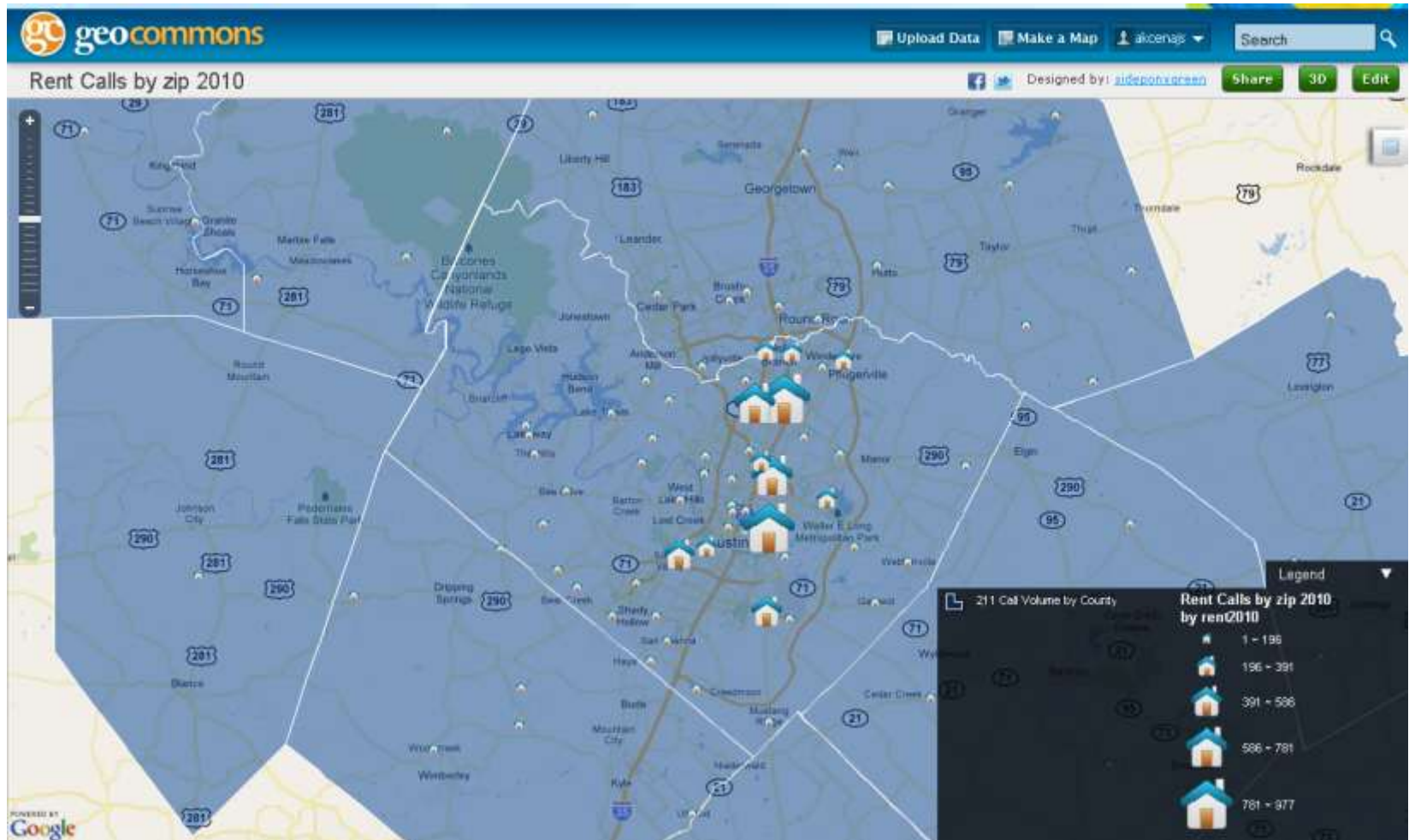
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Electric Bill Calls in 2010



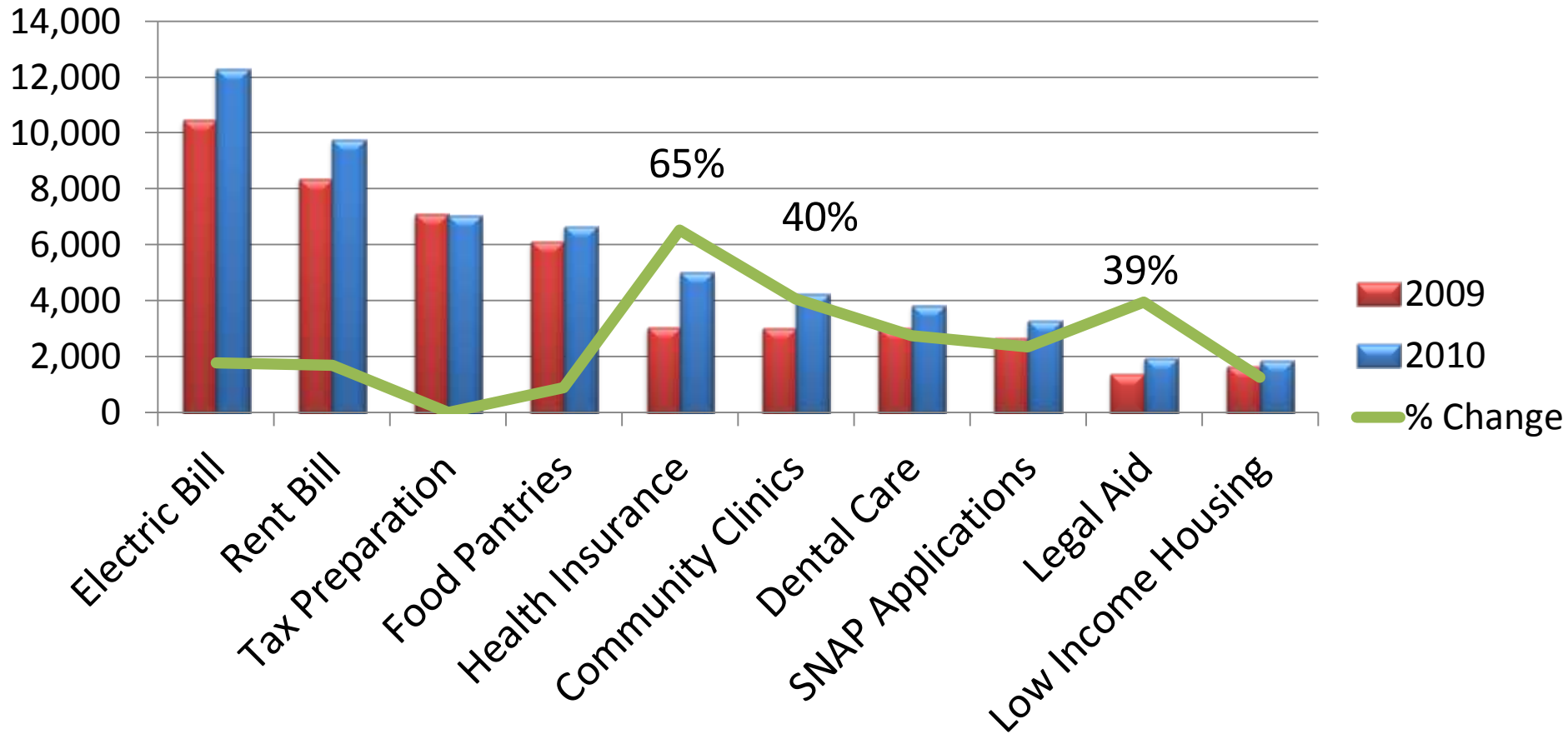
Rent Bill Calls in 2010



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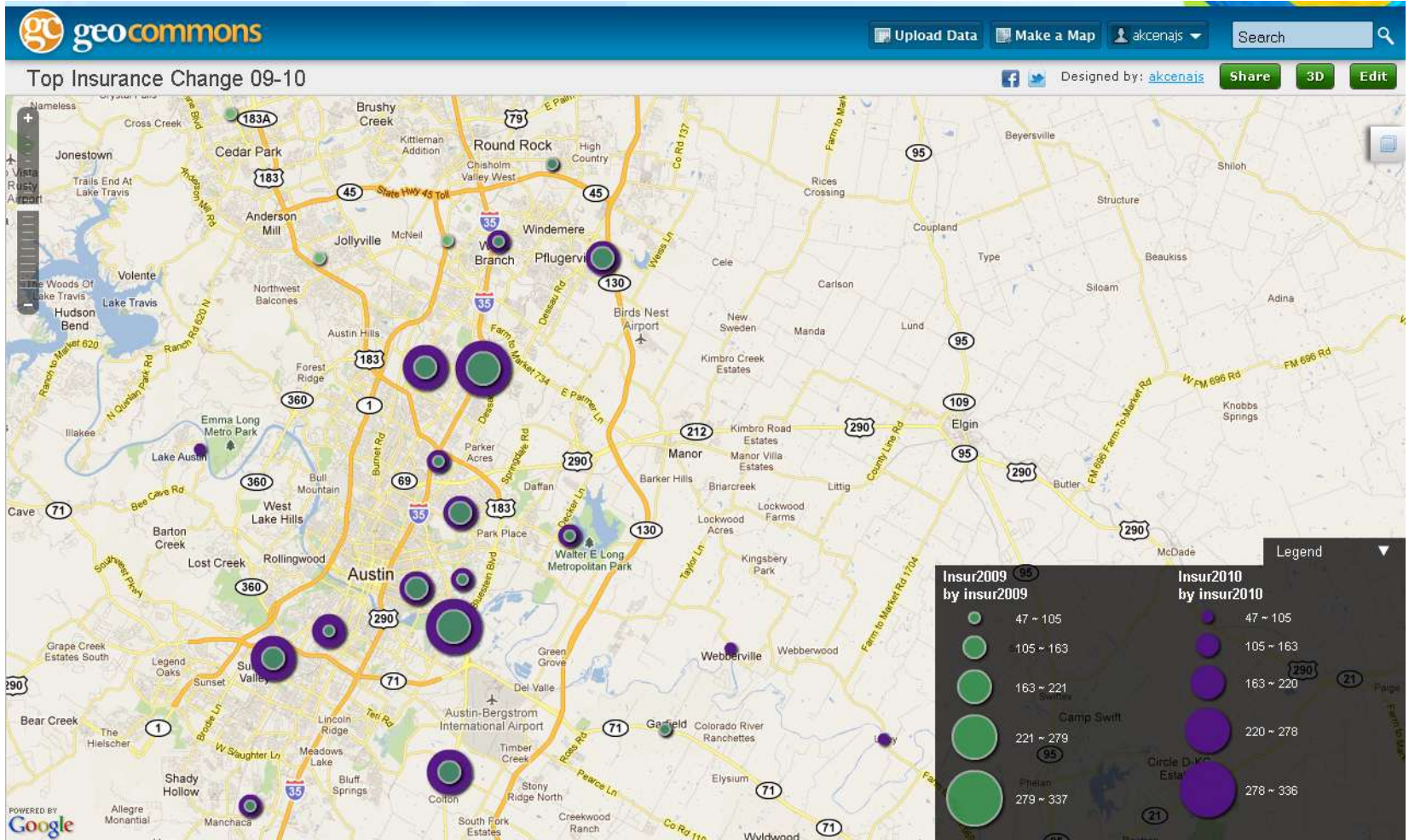
Top Caller Needs, % Change



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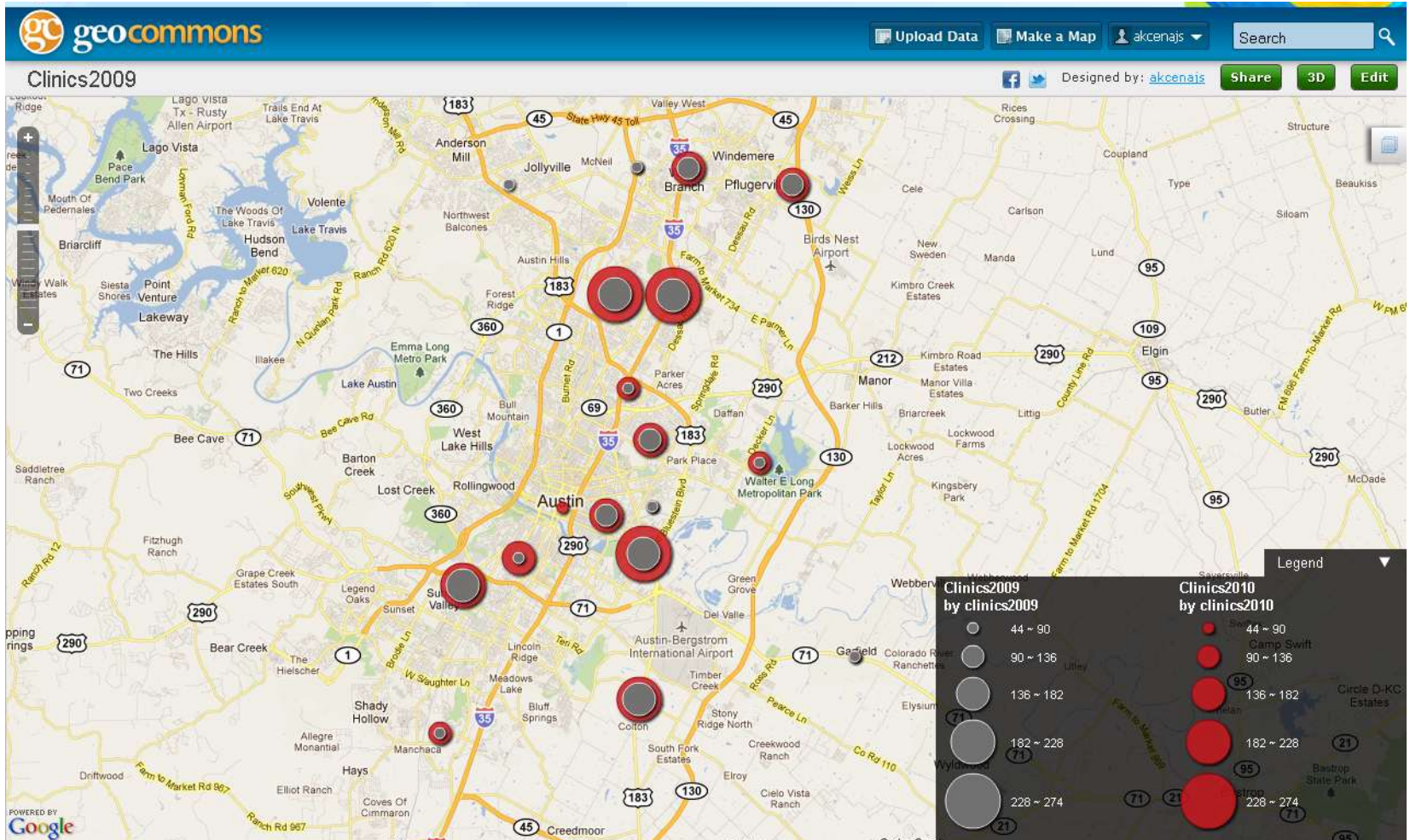
Health Insurance Change from 2009 to 2010



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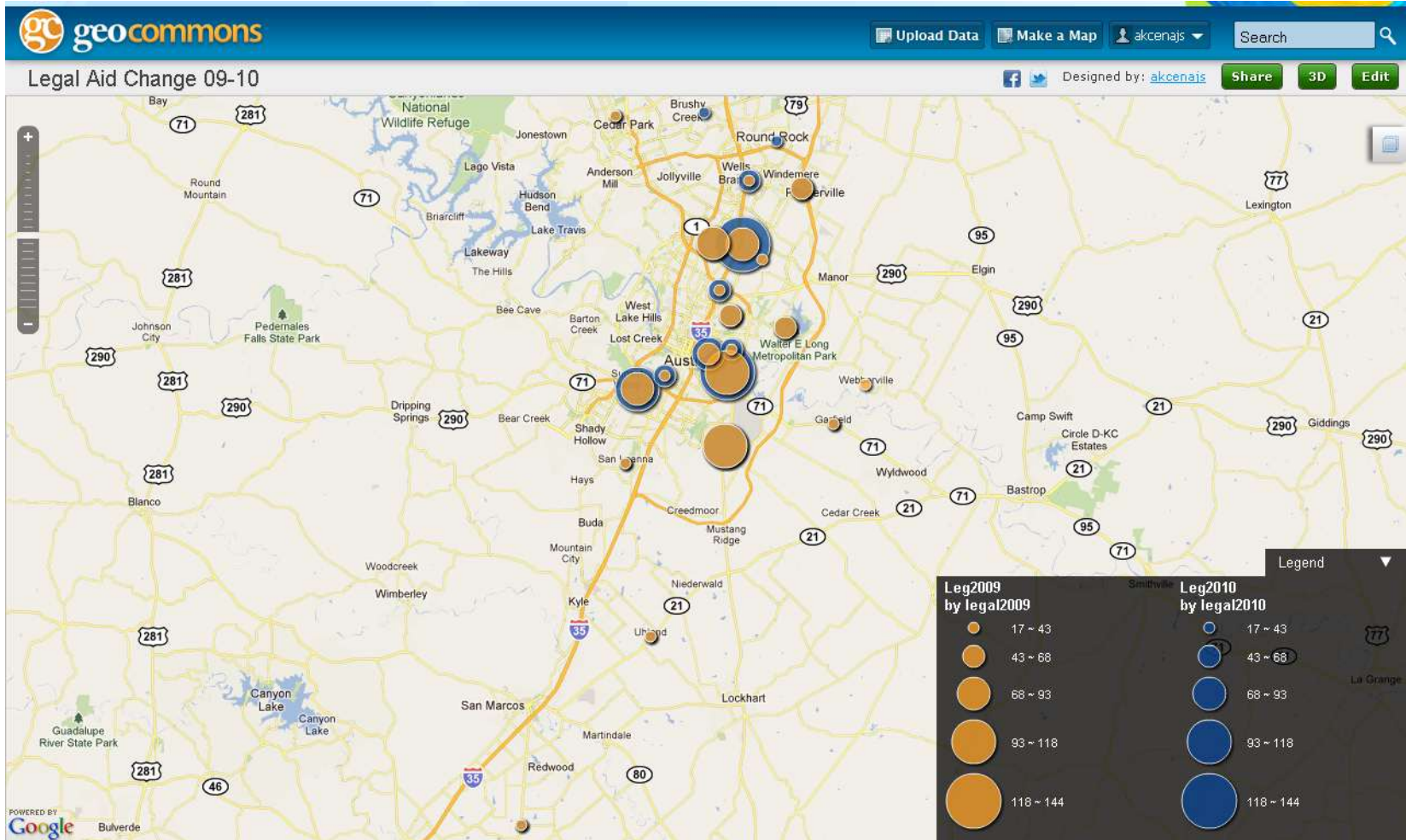
Community Clinics Change from 2009 to 2010



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Legal Aid Change from 2009 to 2010



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