

MIDLAND COUNTY

Top Service Requests

January 2010

Request	# calls	%Total Calls
Food Pantries	138	21%
General Info/Phone Number	86	13%
Rent/Mortgage Assistance	68	10%
Consumers Bill Assistance	44	7%
Dental Assistance	40	6%
Deliverable Fuel Assistance	27	4%
Vision/Hearing Needs	23	4%
Gasoline	22	3%
Prescription Expenses	21	3%
Car Repair	20	3%
Water Bill Payment Assistance	18	3%
Subsidized Housing Lists	17	3%
Undesignated Financial Aid	17	3%
Community Shelter/DV Shelter	13	2%
Bus Fare	13	2%
General Legal Aid	12	2%
Diapers	12	2%
Low Income Housing	10	2%
Cleaning/Grooming/Household Items	9	1%
Total call volume	652	

January 2009

Request	# calls	%Total Calls
Food Pantries	123	16%
General Info/Phone Number	96	13%
Rent/Mortgage Assistance	82	11%
Deliverable Fuel Assistance	73	10%
Consumers Bill Assistance	52	7%
Water Bill Payment Assistance	27	4%
Dental Assistance	23	3%
Prescription Expenses	22	3%
Car Repair	21	3%
Vision/Hearing Needs	19	3%
Subsidized Housing Lists	18	2%
Gasoline	16	2%
General Legal Aid	16	2%
Undesignated Financial Aid	15	2%
Clothing	14	2%
Community Shelter/DV Shelter	12	2%
Home Rehabilitation/Repair	12	2%
Bus Fare	10	1%
Furniture	9	1%
Total call volume	753	

ITEMS OF INTEREST

- Total calls for the Call Center = 950 in January.
- Midland County calls totaled 68% of total calls.
- Food continues to be the number one requested need, comprising 21% of Midland County calls in January.
- Calls for assistance with deliverable fuels dropped for the all time high of 73 calls in January 2009, to 27 requests in January 2010.
- Dental assistance requests doubled from last year; most likely due to the change in administration of the Emergency Dental Program. Red Cross referred anyone requesting dental assistance to 2-1-1 for assistance.
- Assistance with diapers and Personal/Household supplies popped into the top requests this month. This may be a sign of lower disposable income in households that remain on unemployment or under employed.