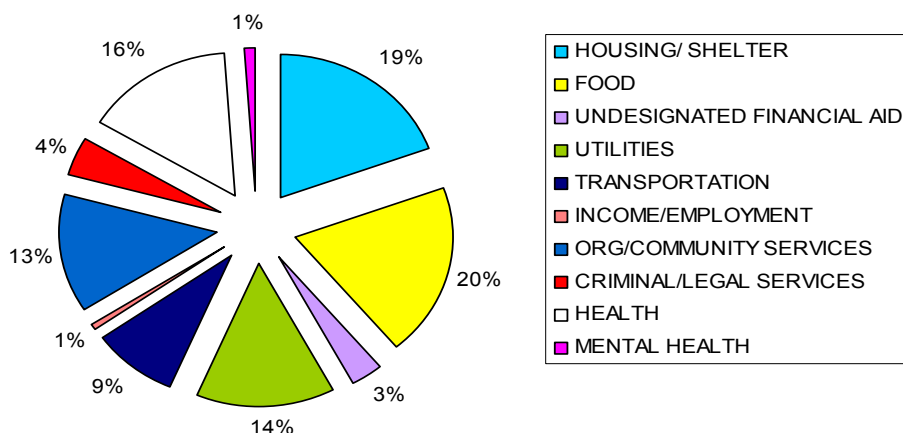




Statistics are compiled on a month-end basis  
As of February 28, 2010 (Midland County)

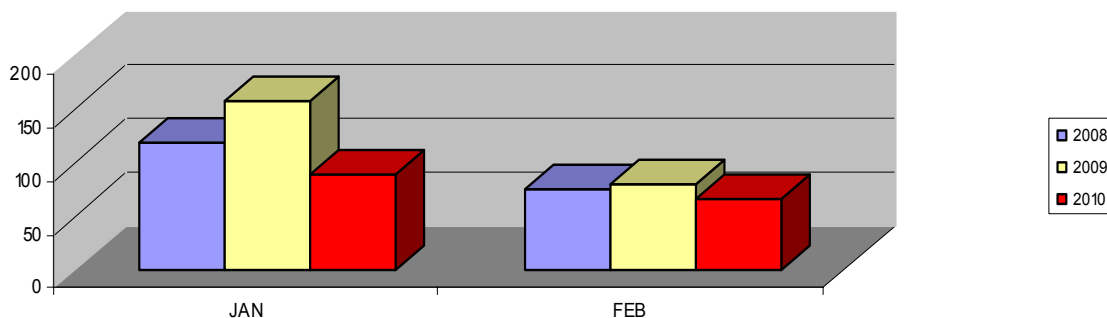
Top requested service categories

Year to date %



ORG/COMMUNITY SERVICES captures non-duplicated calls unique from other service categories. Examples would include (but not limited to) churches and agencies providing calls on behalf of a client or update funding information, connecting volunteers/donations, providing reference information outside of call center database, telephone numbers, etc

Utilities

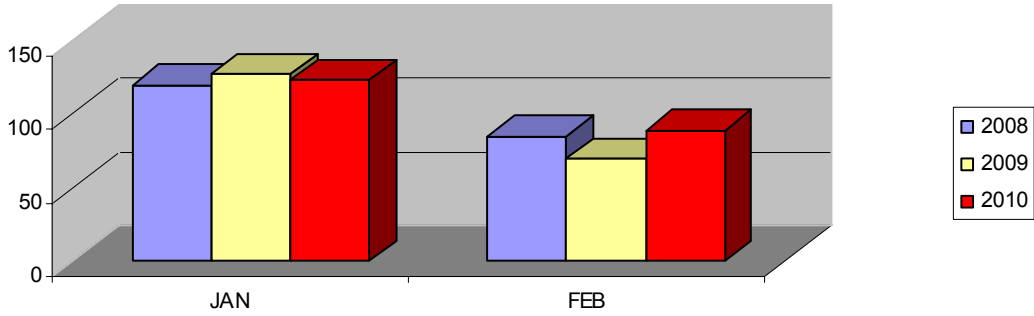


Includes: electric, heating, water and telephone bill assistance.

Utilities YTD Comparison

	JAN	FEB	Total YTD
<b>2008</b>	118	75	193
<b>2009</b>	156	80	236
<b>2010</b>	89	66	155

### Housing / Shelter

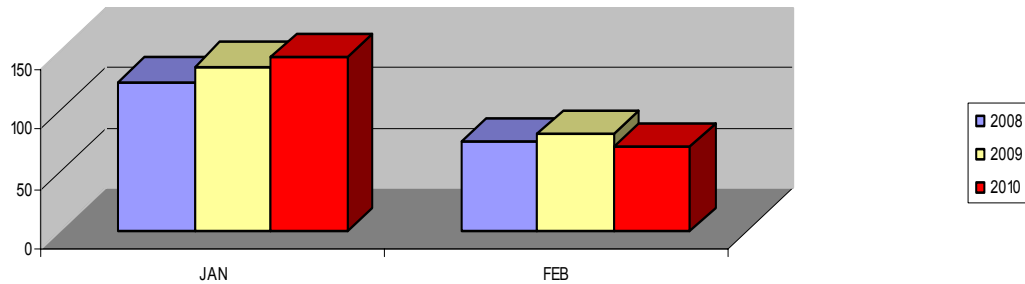


Includes: rental assistance, deposit assistance, housing search information, shelter information

### Housing/Shelter YTD Comparison

	JAN	FEB	Total YTD
<b>2008</b>	120	85	205
<b>2009</b>	127	70	197
<b>2010</b>	123	89	212

### Food



Includes: food pantries, baby food, commodities, home delivered meals, food baskets

### Food YTD Comparison

	JAN	FEB	Total YTD
<b>2008</b>	124	74	198
<b>2009</b>	136	80	216
<b>2010</b>	144	70	214

### ITEMS OF NOTE:

- Total calls for the Call Center = 752 in February. 58% of this total is Midland County calls
- Food continues to be the number one requested need, comprising 15% of Midland County calls in February, although much lower than January 2010.
- Calls for assistance with deliverable fuels dropped from last month and last year at this time. The mild winter could be the reason for decreased assistance requests this year.
- Assistance with low income tax preparation calls increased over last year due to the assistance with marketing Earned Income Tax Credit information through MI 2-1-1 and DHS state wide.

