CALL 2-1-1
Quarterly Data Report
October - December 2017

**Top 10 Service Requests**

- General Legal Aid
- Food Stamps/SNAP
- Home Rehabilitation Grants
- Home Rental Listings
- Community Shelters
- Gas Service Payment Assistance
- Food Pantries
- Holiday Gifts/Toys
- Rent Payment Assistance
- Electric Service Payment Assistance

**Additional Contact Statistics**

- 216 contacts involved a household with children ages 0-5 or a pregnant woman
- 310 individuals stated currently receiving SNAP benefits
- 51 individuals/household member identified as a veteran
- 178 individuals served age 60 or older

**Resource Database Updates**

In the 1st quarter of FY 2018, CALL completed the annual review and update of resource records for 28 agencies in Ottawa County—14% of the total agency resource records for the county.

In addition, CALL made 67 interim updates to Ottawa County agency records in the database - including changes to services and programs, events, agency personnel and contact information, agency location and hours, and physical access of locations.