CALL 2-1-1
Quarterly Data Report
January - March 2018

Monthly Contacts

<table>
<thead>
<tr>
<th></th>
<th>Calls</th>
<th>Web Searches</th>
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<tbody>
<tr>
<td>January</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>February</td>
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<tr>
<td>March</td>
<td>42</td>
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</tbody>
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Contacts by Zip Code

- 49600: 11
- 49609: 6
- 49614: 3
- 49625: 3
- 49645: 2
- 49675: 1
- 49626: 1
- 49634: 0
- Other: 1

Top 10 Service Requests

1. Housing Search Assistance
2. Undesignated Financial Assistance
3. Food Pantries
4. Extreme Cold Weather Shelters
5. Home Rental Listings
6. Heating Fuel Payment Assistance
7. General Legal Aid
8. Rent Payment Assistance
9. Gas Service Payment Assistance
10. Electric Service Payment Assistance

Additional Contact Statistics

- 17 contacts involved a household with children ages 0-5 or a pregnant woman
- 58 individuals stated currently receiving SNAP benefits
- 11 individuals/household member identified as a veteran
- 36 individuals served age 60 or older

Resource Database Updates

In the 2nd quarter of FY 2018, CALL’s Resource Manager worked closely with resource management staff at 211 contact centers around the state to prepare for a statewide transition to a new database platform.

This work involved testing of key database components, review and feedback to help ensure that data migrated correctly into the new system, and participating in weekly calls to share status updates and strategy as the final transition date of April 1 approached.