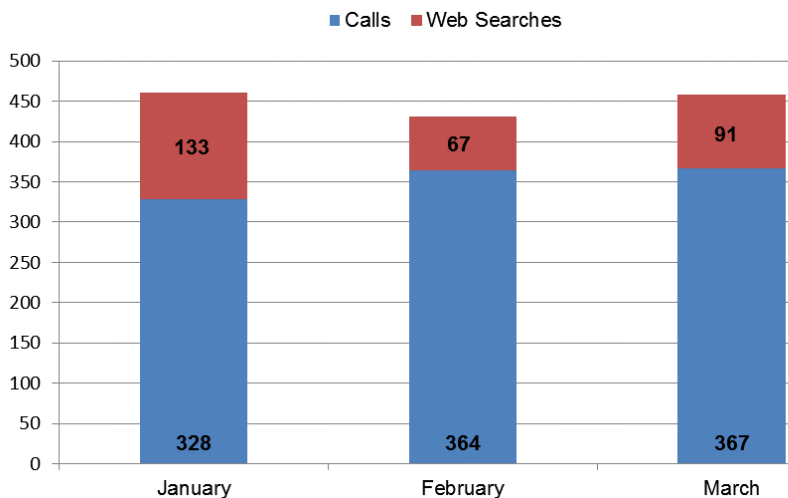
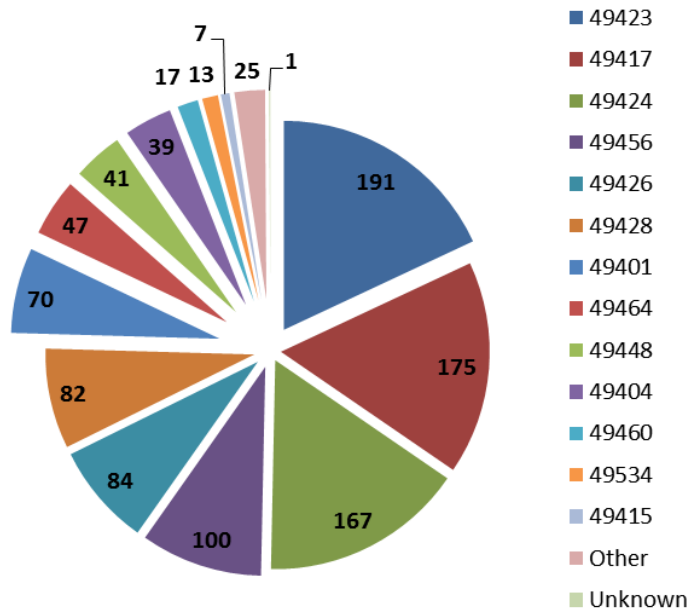


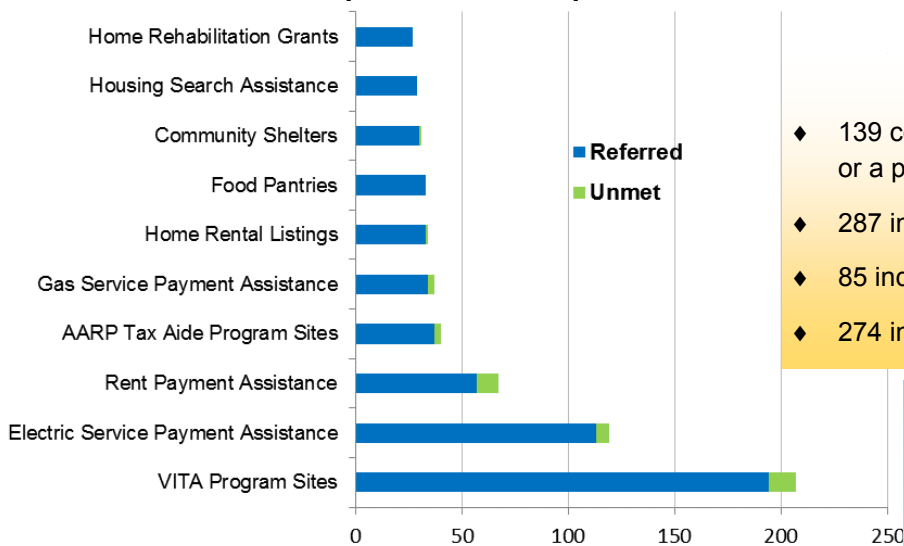
Monthly Contacts



Contacts by Zip Code



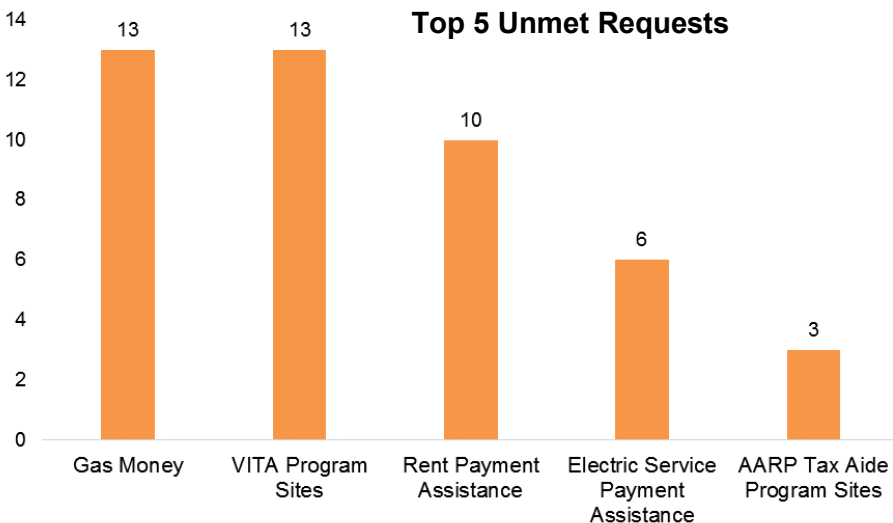
Top 10 Service Requests



Additional Contact Statistics

- ◆ 139 contacts involved a household with children ages 0-5 or a pregnant woman
- ◆ 287 individuals stated currently receiving SNAP benefits
- ◆ 85 individuals/household member identified as a veteran
- ◆ 274 individuals served age 60 or older

Top 5 Unmet Requests



January - March, CALL provides referrals for free tax preparation assistance programs to income eligible individuals and families.

In total, CALL staff handled approximately 300 calls from Ottawa County residents seeking free tax preparation assistance or with tax-related questions. CALL made 200 referrals to the Volunteer Income Tax Assistance (VITA) programs at Ottawa County Community Action Agency and the West Michigan Collegiate Partnership.

In addition, staff made 37 referrals to AARP Tax Aide Programs in Ottawa County and 20 referrals to Online Tax Preparation/E-Filing Sites.