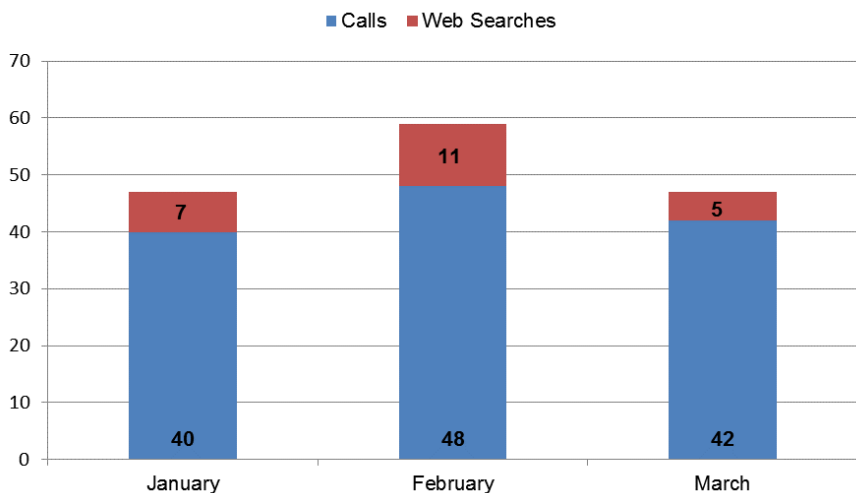
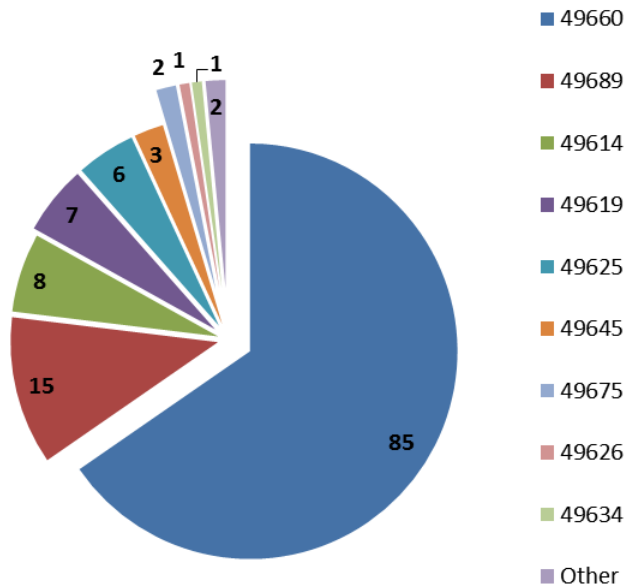


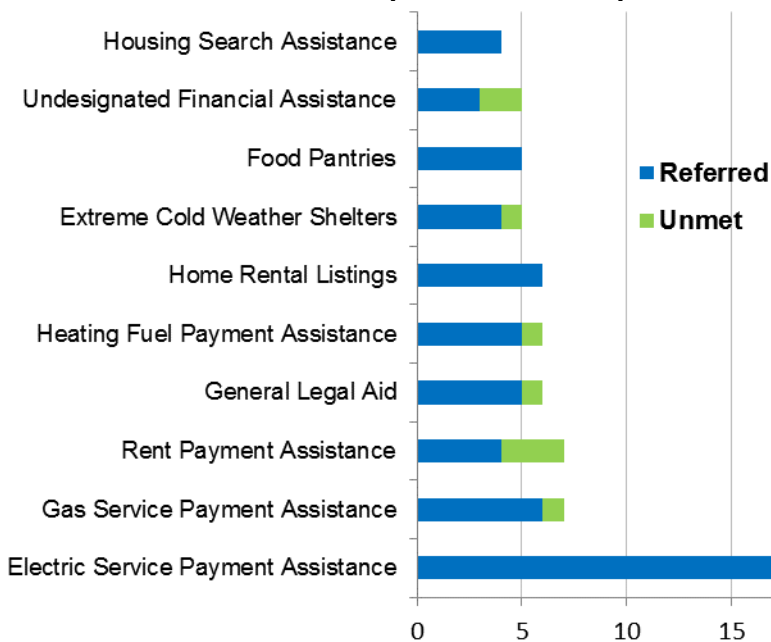
**Monthly Contacts**



**Contacts by Zip Code**



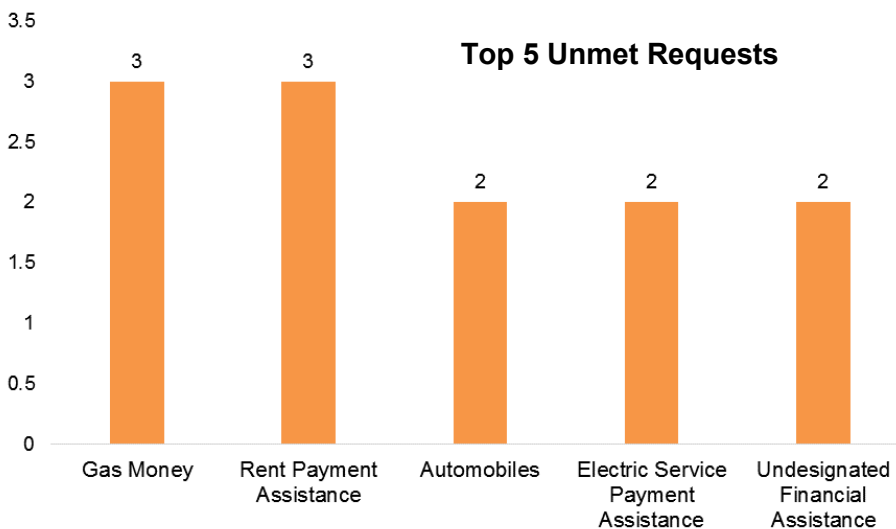
**Top 10 Service Requests**



**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

**Top 5 Unmet Requests**



**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.