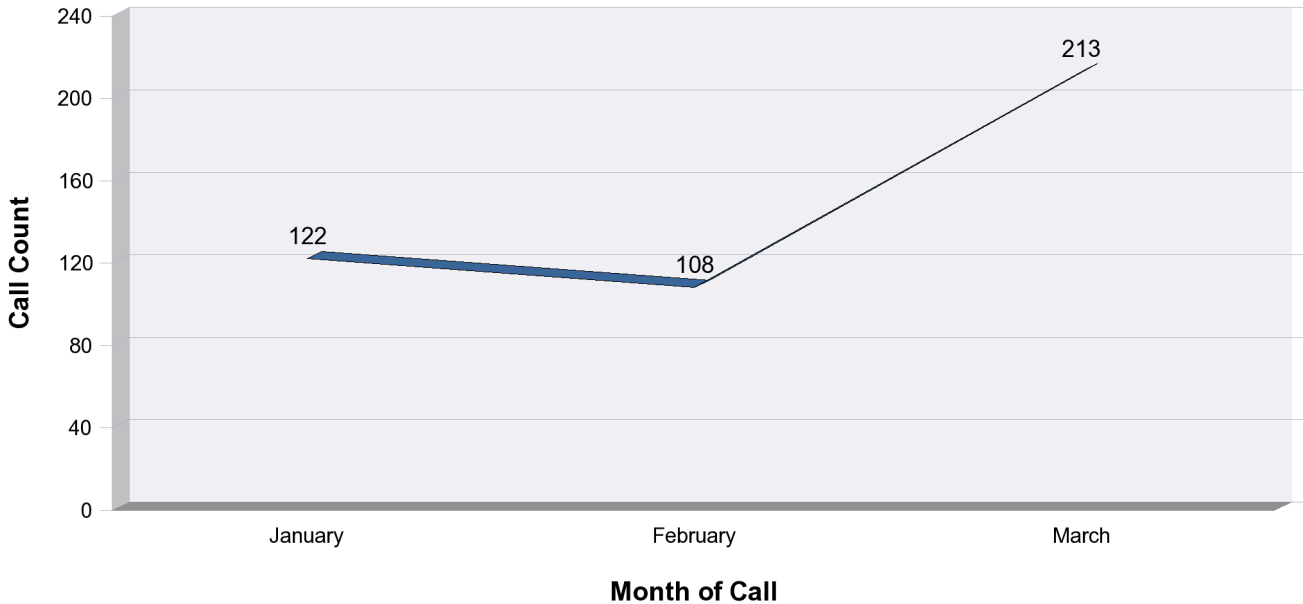


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Call Volume by Month



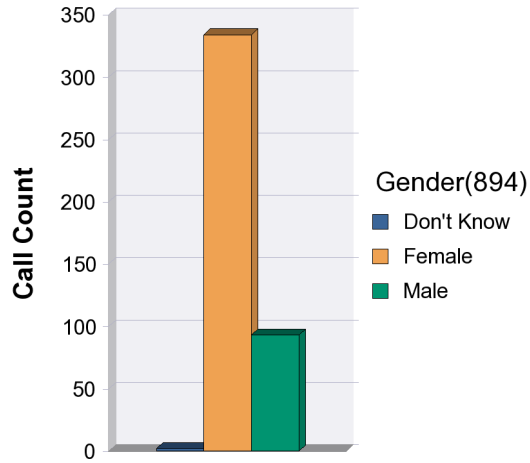
Major Categories of Needs - by Month

	January	%	February	%	March	%
Basic Needs	60	72.29%	71	67.62%	130	58.56%
Consumer Services			3	2.86%		
Criminal Justice and Legal Services	2	2.41%	6	5.71%	10	4.50%
Education					2	0.90%
Health Care	5	6.02%	11	10.48%	34	15.32%
Income Support and Employment	5	6.02%	4	3.81%	9	4.05%
Individual and Family Life	8	9.64%	5	4.76%	19	8.56%
Mental Health Care and Counseling	1	1.20%	4	3.81%	14	6.31%
Organizational/Community/ International Services	2	2.41%	1	0.95%	4	1.80%

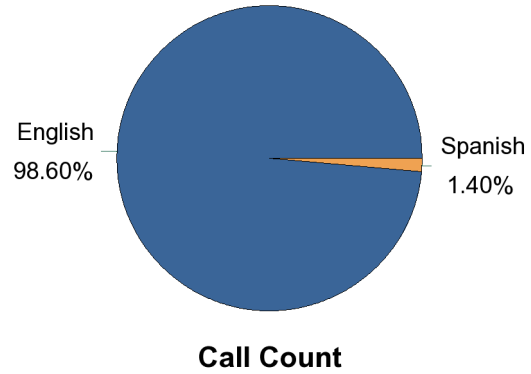
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Gender



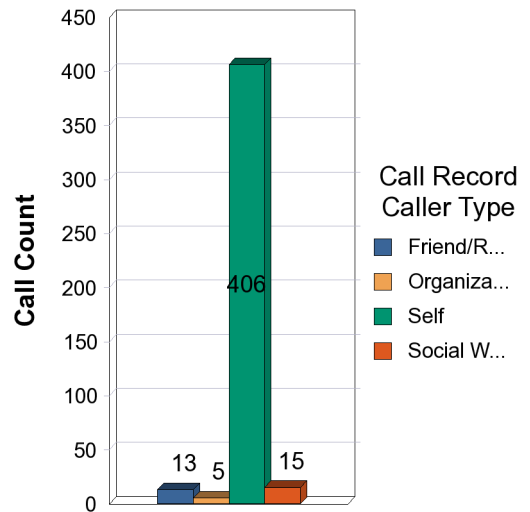
Language



Call Type



Type of Caller



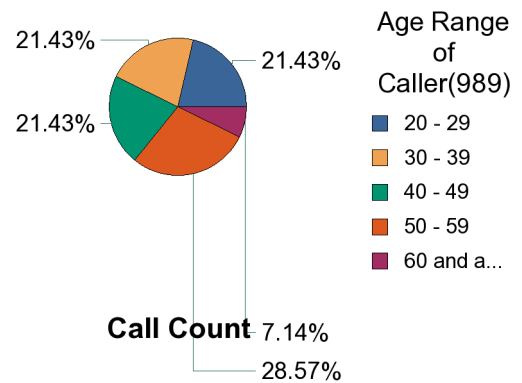
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How did you hear about us?

Agency	214
Friend/Relative	50
Brochure/Promotional Item	35
Previous Contact	22
Unknown	14
Church	10
Internet	7
Medical Office	5
Employer	4
Resource List	4
Business	3
Billboard	1
Newspaper	1
Radio	1
School	1
Telephone Book	1

Age of Caller - Follow-up phone calls only



Primary Race of Caller - Follow-up calls only

Black or African American (HUD)	7
White (HUD)	5
Other	1
Refused (HUD)	1

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Detailed Needs

Need Code Description	Call Count	Percentage
Utility Service Payment Assistance	116	26.73%
Food Pantries	43	9.91%
Homeless Shelter	31	7.14%
Rent Payment Assistance	26	5.99%
Home Rental Listings	17	3.92%
Low Income/Subsidized Private Rental Housing	17	3.92%
Transitional Housing/Shelter	14	3.23%
General Legal Aid	13	3.00%
Housing Authorities	12	2.76%
Job Search/Placement	12	2.76%
Community Clinics	11	2.53%
Prescription Expense Assistance	11	2.53%
Transportation Expense Assistance	10	2.30%
Affordable Care Act Information/Counseling	8	1.84%
Central Intake/Assessment for Psychiatric Services	7	1.61%
Child Care Provider Referrals	6	1.38%
General Dentistry	6	1.38%
Medical Appointments Transportation	6	1.38%
General Counseling Services	5	1.15%
Section 8 Housing Choice Vouchers	5	1.15%
Comprehensive Job Assistance Centers	4	0.92%
General Minor Home Repair Programs	4	0.92%
Health Insurance/Dental Coverage	4	0.92%
Job Training Formats	4	0.92%
Medical Care Expense Assistance	4	0.92%
Mortgage Payment Assistance	4	0.92%
Utility Deposit Assistance	4	0.92%
Eye Care	3	0.69%
General Clothing Provision	3	0.69%
Glasses/Contact Lenses	3	0.69%
Home Rehabilitation Programs	3	0.69%
Landlord/Tenant Assistance	3	0.69%
Lawyer Referral Services	3	0.69%

Need Code Description	Call Count	Percentage
Rental Deposit Assistance	3	0.69%
Specialized Information and Referral	3	0.69%
Weatherization Programs	3	0.69%
Youth Enrichment Programs	3	0.69%

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Need Amounts

Please Note: This report only includes calls where the need amount was reported to the Referral Specialist and may not be reflective of the total need in the community.

	Mortgage Payment Assistance	Call Count	Rent Payment Assistance	Call Count	Utility Service Payment Assistance	Call Count
Albemarle Area United Way			\$9,000	5	\$2,262	6
Ashe County NC 2-1-1 Service	\$1,930	1			\$1,730	4
Burke County United Way			\$6,217	15	\$13,051	32
Caswell County Senior Services					\$150	1
Catawba County United Way			\$5,737	12	\$26,775	36
Davie County United Way			\$1,845	1	\$2,577	7
ECBH - NC 2-1-1 Administration	\$306	4	\$10,368	26	\$79,603	116
Granville County United Way			\$8,360	3	\$4,562	9
High Country United Way					\$1,381	4
NC 2-1-1 - Asheville Center	\$6,330	19	\$229,471	308	\$254,018	836
Person County United Way			\$1,076	4	\$1,400	1
Rowan County United Way	\$8,400	1	\$32,600	27	\$27,734	46
Southwestern Commission AAA			\$2,241	11	\$16,300	24
United Fund of Surry			\$2,650	7	\$42,310	68
United Way of Alamance County			\$15,567	17	\$26,256	36
United Way of Alexander County					\$987	2
United Way of Bladen County			\$1,870	3	\$1,120	3
United Way of Caldwell County	\$12,637	2	\$1,900	3	\$2,258	10
United Way of Central Carolinas	\$4,085	16	\$248,388	249	\$171,245	380

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	Mortgage Payment Assistance	Call Count	Rent Payment Assistance	Call Count	Utility Service Payment Assistance	Call Count
United Way of Cleveland County			\$11,124	23	\$51,309	104
United Way of Cumberland County	\$895	3	\$113,323	89	\$63,306	101
United Way of Davidson County	\$4,242	2	\$13,950	13	\$22,398	43
United Way of Forsyth County	\$44,800	9	\$167,624	122	\$149,320	277
United Way of Gaston County			\$26,784	28	\$21,247	34
United Way of Greater Greensboro			\$88,267	67	\$40,717	93
United Way of Greater High Point			\$28,956	21	\$47,970	66
United Way of Harnett County			\$9,135	15	\$14,638	37
United Way of Haywood County			\$1,500	4	\$2,757	12
United Way of Lee County			\$12,840	9	\$10,941	32
United Way of Lenoir Greene Counties			\$5,099	10	\$5,301	17
United Way of Lincoln County			\$1,440	1	\$6,405	12
United Way of Mitchell County					\$2,519	20
United Way of Moore County	\$5,390	3	\$4,461	9	\$11,531	26
United Way of North Carolina 2-1-1					\$2,001	14
United Way of Onslow County			\$41,681	43	\$46,433	90
United Way of Pitt County	\$2,763	3	\$31,207	32	\$30,524	62
United Way of Randolph County			\$8,622	13	\$11,140	41
United Way of Robeson County			\$3,530	3	\$3,476	10
United Way of Rockingham County			\$18,412	10	\$15,443	25
United Way of Sampson County			\$585	2	\$975	5
United Way of Stanly County			\$1,750	5	\$9,933	17

North Carolina 2-1-1 Quarterly Report, September 30, 2013

	Mortgage Payment Assistance	Call Count	Rent Payment Assistance	Call Count	Utility Service Payment Assistance	Call Count
United Way of the Cape Fear Area	\$5,884	5	\$28,246	57	\$36,458	141
United Way of the Greater Triangle	\$7,634	9	\$268,093	260	\$173,528	335
United Way of Vance County			\$4,840	7	\$23,381	52
United Way of Wayne County			\$41,428	39	\$96,677	100
United Way of Wilson County	\$2,577	1	\$1,646	6	\$2,738	10
United Way Tar River Region	\$870	3	\$69,679	81	\$145,991	174

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Referrals

Rent/Utilities Assistance, The Salvation Army of Elizabeth City	34
NCHousingSearch.Org	26
Financial Assistance, Religious Community Services	15
Emergency Assistance, Choanoke Area Development of North Carolina, Inc.	14
Utility/Rent/Mortgage Assistance, Salvation Army of New Bern	11
Legal Aid of North Carolina	10
Crisis Intervention Program, Martin County Department of Social Services	8
East Carolina Behavioral Health	8
Food Pantry/Clothing Assistance, Salvation Army of New Bern	8
HealthCare.gov	8
Soup Kitchen/Food Pantry, Religious Community Services	8
Hertford County Office, Choanoke Area Development of North Carolina, Inc.	7
NC MedAssist	7
Bertie County Office, Choanoke Area Development of North Carolina, Inc.	6
Clinic, Community Care Clinic of Pasquotank County	6
Crisis Intervention Program (CIP), Craven County Department of Social Services	6
Emergency Shelter, Greenville Community Shelters, Inc.	5
Food Bank of the Albemarle	5
Food Pantry, The Salvation Army of Elizabeth City	5
Hickory Housing Authority and Resource Center	5
Services Intake, Washington County Department of Social Services	5
Temporary Housing, Northeastern Coalition to End Homelessness	5
Adult Health, Albemarle Regional Health Services	4
Edenton Chowan Food Pantry	4
Emergency Assistance, Bertie County Department of Social Services	4
Emergency Assistance Program, Northampton County Department of Social Services	4

Immediate Shelter, Tabernacle of Faith Community Outreach Center	4
Kinston Community Health Center	4
North Carolina Marketplace In-Person Assistance	4
Pamlico County Office, Salvation Army of New Bern	4