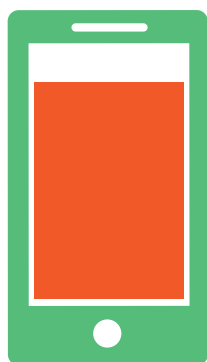


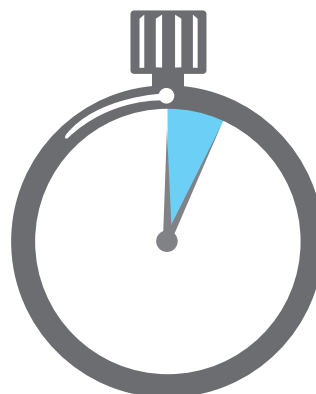
2-1-1 Helpline News for March 2014

We Answered 81.6% of Calls



4,622
 calls answered

Average Wait Time



3 mins
42 secs

Highest Connection Rates (%)



96.8
 Substance Abuse Services

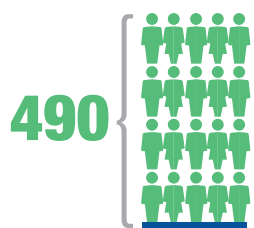


85.3
 Food

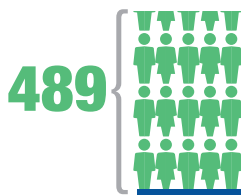


83.9
 Mental Health Services

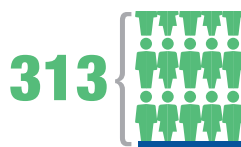
Top Caller Needs



Transitional
 Housing/Shelter



Rent Payment
 Assistance



Cold Weather
 Shelters



Community
 Shelters



Food
 Pantries

We appreciate your continued feedback and support!

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