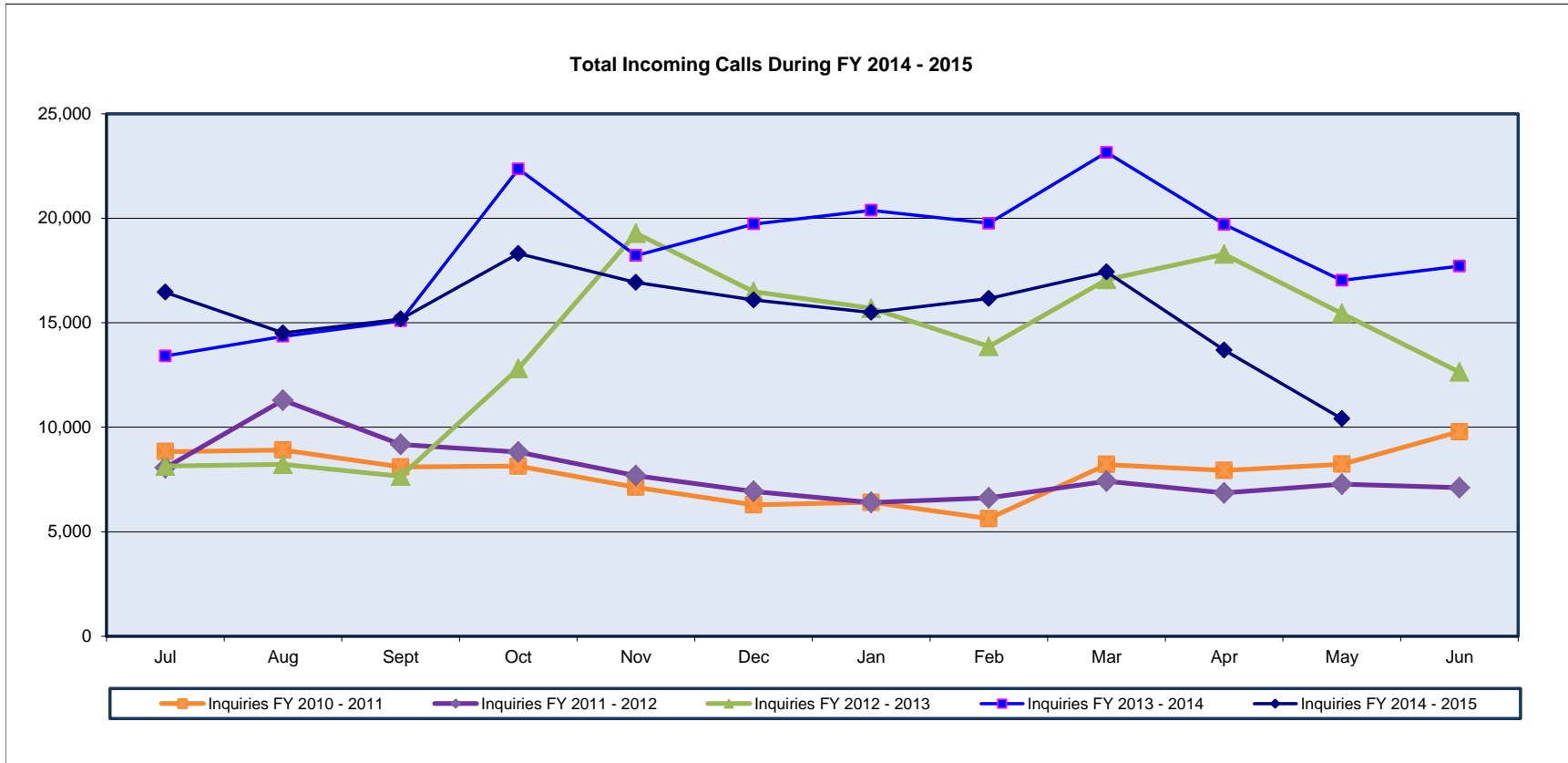


## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

**Total Incoming Cases During FY 2014 - 2015**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Avg/Month
<b>Inquiries FY 2014 - 2015</b>	16,454	14,506	15,174	18,311	16,929	16,085	15,488	16,161	17,426	13,686	10,411		170,631	15,512
<b>Clients FY 2014 - 2015</b>	14,858	13,029	13,642	16,686	15,349	14,349	14,058	14,721	15,790	12,456	9,560		154,498	14,045
<b>Hangups/Wrong # FY 2014 - 2015</b>	2,527	1,653	1,250	1,320	1,375	982	766	1,726	1,321	1,240	958		15,118	1,374
<b>Inquiries FY 2013 - 2014</b>	13,406	14,348	15,091	22,349	18,216	19,723	20,377	19,754	23,145	19,701	17,028	17,705	220,843	18,404
<b>Inquiries FY 2012 - 2013</b>	8,136	8,226	7,652	12,803	19,278	16,485	15,685	13,865	17,065	18,276	15,441	12,641	165,553	13,796
<b>Inquiries FY 2011 - 2012</b>	8,053	11,289	9,173	8,813	7,685	6,929	6,401	6,614	7,419	6,856	7,271	7,104	93,607	7,801
<b>Inquiries FY 2010 - 2011</b>	8,830	8,912	8,095	8,137	7,125	6,284	6,404	5,623	8,216	7,929	8,227	9,783	93,565	7,797



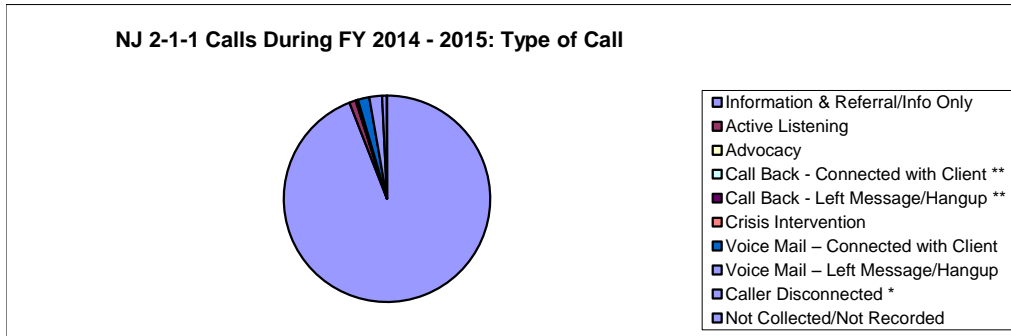
## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

**Type of Call (Based on Inquiry Data)**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total
Information & Referral/Info Only	15,900	13,836	14,511	17,533	16,135	0	15,010	15,761	16,611	13,341	10,164		148,802	94%
Active Listening	177	174	132	96	152	165	173	115	149	126	132		1,591	1%
Advocacy	26	21	22	13	11	20	10	24	26	48	28		249	0%
Call Back - Connected with Client **	0	0	0	0	0	0	0	0	53	83	44		180	0%
Call Back - Left Message/Hangup **	0	0	0	0	0	0	0	0	96	0	0		96	0%
Crisis Intervention	5	9	5	2	2	5	11	14	7	5	7		72	0%
Voice Mail – Connected with Client	221	329	321	421	427	373	317	0	253	124	43		2,829	2%
Voice Mail – Left Message/Hangup	333	396	509	648	561	412	0	0	301	0	0		3,160	2%
Caller Disconnected *	0	0	0	0	0	73	255	261	267	189	128		1,173	1%
Not Collected/Not Recorded	1	2	8	3	0	5	3	1	2	1	2		28	0%
<b>TOTAL</b>	<b>16,663</b>	<b>14,767</b>	<b>15,508</b>	<b>18,716</b>	<b>17,288</b>	<b>1,053</b>	<b>15,779</b>	<b>16,176</b>	<b>17,765</b>	<b>13,917</b>	<b>10,548</b>	<b>0</b>	<b>158,180</b>	<b>100%</b>

\* Added December 2015

\*\* Added March 2015

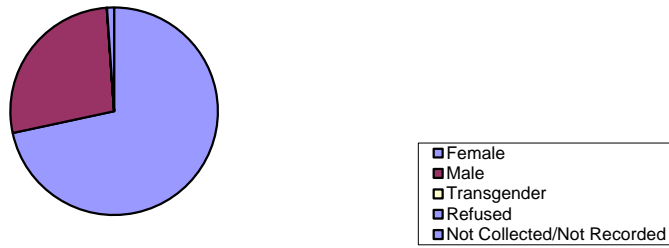


## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

### Calls by Gender (Based on Client Data)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total
Female	10,791	9,442	9,971	11,972	11,069	10,083	9,928	10,178	11,159	9,039	7,041		110,673	72%
Male	3,991	3,444	3,640	4,458	4,052	3,998	3,991	4,423	4,337	3,294	2,437		42,065	27%
Transgender	4	9	4	1	4	5	0	4	4	8	4		47	0%
Refused	0	0	0	4	1	3	5	6	4	0	3		26	0%
Not Collected/Not Recorded	72	134	27	251	223	260	134	110	286	115	75		1,687	1%
<b>TOTAL</b>	<b>14,858</b>	<b>13,029</b>	<b>13,642</b>	<b>16,686</b>	<b>15,349</b>	<b>14,349</b>	<b>14,058</b>	<b>14,721</b>	<b>15,790</b>	<b>12,456</b>	<b>9,560</b>	<b>0</b>	<b>154,498</b>	<b>100%</b>

NJ 2-1-1 Calls During FY 2014 - 2015: Gender



## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

### Caller Type (Based on Inquiry Data)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total
Friend/Relative	453	530	487	623	599	483	487	545	575	466	305		5,553	3%
Organization/Professional	208	233	237	234	170	156	186	233	219	181	157		2,214	1%
Self	15,624	13,566	14,182	17,166	15,792	15,101	14,812	15,382	16,431	13,039	9,948		161,043	94%
Not Collected/Not Recorded	169	177	268	288	368	345	3	1	201	0	1		1,821	1%
<b>TOTAL</b>	<b>16,454</b>	<b>14,506</b>	<b>15,174</b>	<b>18,311</b>	<b>16,929</b>	<b>16,085</b>	<b>15,488</b>	<b>16,161</b>	<b>17,426</b>	<b>13,686</b>	<b>10,411</b>	<b>0</b>	<b>170,631</b>	<b>100%</b>

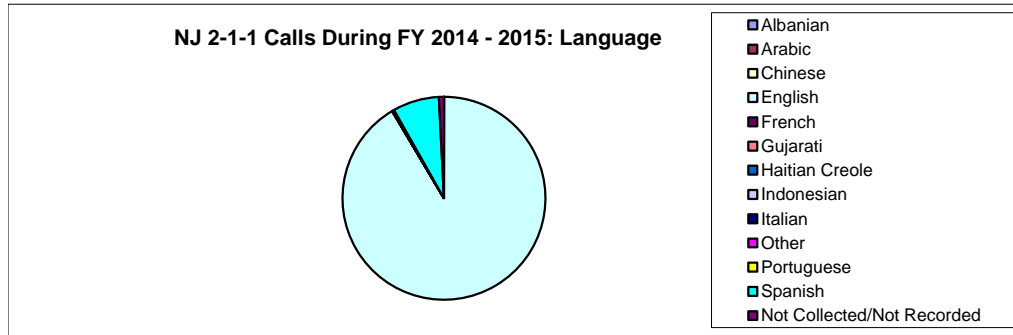
NJ 2-1-1 Calls During FY 2014 - 2015: Caller Type



## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

**Calls by Language (Based on Inquiry Data)**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total
Albanian	2	1	1	2	3	2	3	2	1	2	1		20	0%
Arabic	4	5	1	1	4	1	5	3	6	4	3		37	0%
Chinese	1	2	3	2	0	1	2	2	3	3	3		22	0%
English	15,534	13,620	14,143	16,708	14,707	14,479	14,202	14,767	15,622	12,688	9,747		156,217	91%
French	0	2	0	1	0	1	1	0	0	1	0		6	0%
Gujarati	0	1	0	0	1	2	2	2	3	1	4		16	0%
Haitian Creole	2	5	2	1	4	1	2	1	5	1	2		26	0%
Indonesian	0	2	0	0	0	1	0	0	0	0	0		3	0%
Italian	0	0	0	2	0	1	0	1	0	1	2		7	0%
Other	53	11	15	11	2	31	65	73	107	75	43		486	0%
Portuguese	2	4	3	5	5	7	5	7	6	0	1		45	0%
Spanish	729	723	836	1,403	1,928	1,316	1,228	1,327	1,547	945	628		12,610	7%
Not Collected/Not Recorded	141	149	175	206	296	264	3	1	145	1	1		1,382	1%
<b>Total</b>	<b>16,468</b>	<b>14,525</b>	<b>15,179</b>	<b>18,342</b>	<b>16,950</b>	<b>16,107</b>	<b>15,518</b>	<b>16,186</b>	<b>17,445</b>	<b>13,722</b>	<b>10,435</b>	<b>0</b>	<b>170,877</b>	<b>100%</b>



## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

### Calls by Met Problems/Needs Categories (Based on Inquiry Data)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total	Ranking
Abuse/Neglect	33	36	20	30	21	18	28	46	24	27	29		312	0%	
Addictions	125	70	35	37	18	16	6	13	15	10	8		353	0%	
Consumer Services	18	13	25	27	32	20	24	31	49	11	13		263	0%	
Day Care	31	35	31	31	14	13	19	13	18	22	14		241	0%	
Disaster Services	1,726	1,238	1,145	1,101	870	1,085	1,042	1,318	1,256	810	647		12,238	7%	3
Donor Services	75	67	41	81	99	87	43	41	42	57	62		695	0%	
Education	19	23	23	21	14	7	26	16	19	20	16		204	0%	
Employment	49	41	47	32	23	42	59	42	46	27	33		441	0%	
Environmental Concerns	15	15	15	9	13	12	45	35	23	21	24		227	0%	
First Call for Help/211	18	38	56	111	81	18	13	15	24	16	17		407	0%	
Food	405	364	397	373	367	260	267	211	249	282	246		3,421	2%	
Government Services	69	81	53	70	51	54	790	2,497	2,280	1,244	71		7,260	4%	
Health/Medical	284	248	263	256	191	202	298	264	285	255	225		2,771	2%	
Holiday Assistance	0	3	4	40	149	171	0	0	1	0	0		368	0%	
Housing	1,962	2,001	1,695	1,602	1,539	1,469	1,786	1,647	1,780	1,721	1,712		18,914	11%	2
Income Security	62	41	50	54	37	36	64	51	62	68	64		589	0%	
Individual/Family Life	341	239	205	151	111	100	89	63	69	78	84		1,530	1%	
Legal/Criminal Justice	162	142	157	161	176	114	149	142	141	114	125		1,583	1%	
Material Resources	127	141	106	76	75	64	62	55	51	52	66		875	1%	
Mental Health	336	291	262	234	232	241	276	188	266	248	245		2,819	2%	
Older Adults/Disabled	143	159	194	184	87	89	85	74	127	113	113		1,368	1%	
Organizational/Commun	15	12	6	6	12	4	6	15	11	10	5		102	0%	
Other	503	339	338	400	362	368	356	383	408	315	185		3,957	2%	
Recreation/Arts	4	1	0	3	1	1	4	1	4	4	2		25	0%	
Runaways/Missing Persons	0	1	1	0	0	0	1	0	0	0	0		3	0%	
Temp. Financial Assistance	10,018	8,776	9,753	13,005	12,058	11,207	10,206	9,060	10,068	8,276	6,539		108,966	63%	1
Translating/Interpreting	0	0	0	0	0	0	0	0	0	0	0		0	0%	
Transportation	131	124	126	110	80	82	106	104	99	108	101		1,171	1%	
Veterans	242	292	241	308	206	191	176	209	213	223	0		2,301	1%	
Volunteerism	3	6	8	5	10	2	2	1	4	2	9		52	0%	
<b>Total Needs</b>	<b>16,916</b>	<b>14,837</b>	<b>15,297</b>	<b>18,518</b>	<b>16,929</b>	<b>15,973</b>	<b>16,028</b>	<b>16,535</b>	<b>17,634</b>	<b>14,134</b>	<b>10,655</b>	<b>0</b>	<b>173,456</b>	<b>100%</b>	



## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

### Calls by Unmet Problems/Needs Categories (Based on Inquiry Data)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total	Ranking
Abuse/Neglect	0	0	1	0	1	0	0	4	0	0	1		7	0%	
Addictions	3	1	0	3	1	5	0	0	0	0	0		13	0%	
Consumer Services	0	4	1	1	0	2	1	4	1	0	1		15	0%	
Day Care	1	0	1	0	0	0	1	1	1	0	0		5	0%	
Disaster Services	25	21	27	18	26	17	9	8	9	2	2		164	5%	
Donor Services	0	0	0	0	1	0	1	0	2	0	1		5	0%	
Education	2	1	1	1	0	0	0	3	2	0	1		11	0%	
Employment	0	0	0	0	0	0	1	1	1	1	3		7	0%	
Environmental Concerns	0	0	0	0	0	0	1	0	3	0	1		5	0%	
First Call for Help/211	1	0	4	2	2	0	1	1	1	0	0		12	0%	
Food	7	8	8	4	5	3	2	3	7	0	6		53	1%	
Government Services	1	1	2	3	1	0	4	37	10	1	1		61	2%	
Health/Medical	4	5	8	3	3	2	5	6	3	2	1		42	1%	
Holiday Assistance	0	0	0	0	2	4	0	0	0	0	0		6	0%	
Housing	97	164	138	159	88	112	63	76	67	26	29		1,019	28%	2
Income Security	2	2	0	0	0	0	1	1	0	0	1		7	0%	
Individual/Family Life	2	5	6	1	1	1	0	1	1	0	0		18	0%	
Legal/Criminal Justice	4	5	6	3	0	1	1	0	1	0	1		22	1%	
Material Resources	1	3	2	2	5	1	2	3	0	0	0		19	1%	
Mental Health	4	8	2	5	0	0	2	2	4	3	2		32	1%	
Older Adults/Disabled	0	0	2	1	2	1	1	3	0	0	2		12	0%	
Organizational/Commun	0	0	0	0	0	0	0	0	0	1	0		1	0%	
Other	18	40	29	53	40	42	35	42	32	13	36		380	11%	3
Recreation/Arts	0	0	0	0	0	0	0	0	0	0	0		0	0%	
Runaways/Missing Persons	0	0	0	0	0	0	0	0	0	0	0		0	0%	
Temp. Financial Assistance	110	171	177	207	181	158	93	132	111	104	80		1,524	42%	1
Translating/Interpreting	0	0	0	0	0	0	0	0	0	0	0		0	0%	
Transportation	4	5	4	4	1	6	1	2	3	1	5		36	1%	
Veterans	28	13	19	23	14	7	10	6	5	4	0		129	4%	
Volunteerism	0	0	0	0	0	0	0	1	0	0	1		2	0%	
<b>Total Needs</b>	<b>314</b>	<b>457</b>	<b>438</b>	<b>493</b>	<b>374</b>	<b>362</b>	<b>235</b>	<b>337</b>	<b>264</b>	<b>158</b>	<b>175</b>	<b>0</b>	<b>3,607</b>	<b>100%</b>	



## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

### Referred to 2-1-1 By (Based on Inquiry Data)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total	Ranking
211 Materials	106	88	67	77	48	35	80	123	116	51	58		849	0%	
Agency	3,995	3,007	3,020	3,636	3,503	3,243	3,029	2,673	2,629	2,631	2,377		33,743	20%	2
Billboard	6	7	10	4	4	4	7	11	7	3	4		67	0%	
Business	7	12	7	8	8	12	8	8	8	8	10		96	0%	
DCA Website	1	1	4	17	1	5	9	3	1	3	1		46	0%	
DCA Mailing	0	0	0	0	0	0	0	0	170	177	194		541	0%	
Employer	17	18	31	32	13	17	19	6	17	11	14		195	0%	
Event	3	1	0	1	3	3	1	0	4	2	0		18	0%	
Friend/Relative	1,119	1,102	1,124	1,083	903	816	909	1,029	1,023	905	740		10,753	6%	
HEA Application Agency	191	254	299	629	975	942	628	446	257	108	63		4,792	3%	
Internet	643	619	677	563	520	538	593	596	639	546	407		6,341	4%	
Library	7	9	8	7	6	3	6	21	46	42	11		166	0%	
NJ State Department	184	180	132	221	312	160	174	174	221	145	70		1,973	1%	
Other	1,250	1,256	1,243	1,664	1,768	1,562	1,469	1,540	1,706	1,162	735		15,355	9%	
Previous Knowledge	4,504	4,470	4,602	5,737	5,480	5,760	5,656	6,081	6,157	4,773	3,475		56,695	33%	1
Print Media	579	367	460	450	439	552	622	1,015	975	632	480		6,571	4%	
Professional	69	77	58	43	19	31	35	25	50	53	38		498	0%	
Radio	7	8	7	8	11	6	10	9	3	13	26		108	0%	
Religious Organization	46	54	66	53	45	37	37	23	36	43	24		464	0%	
School	4	1	8	12	5	8	3	17	20	8	6		92	0%	
Television	21	15	23	24	21	18	25	59	25	19	28		278	0%	
Telephone Book	21	24	23	26	23	8	14	13	20	10	11		193	0%	
United Way	29	31	45	34	30	27	52	135	153	96	21		653	0%	
Utility Company	3,577	2,859	3,095	3,830	2,589	2,082	2,276	2,388	3,167	2,395	1,723		29,981	17%	3
Not Collected/Not Recorded	194	211	285	341	376	371	4	2	232	3	1		2,020	1%	
<b>TOTAL</b>	<b>16,580</b>	<b>14,671</b>	<b>15,294</b>	<b>18,500</b>	<b>17,102</b>	<b>16,240</b>	<b>15,666</b>	<b>16,397</b>	<b>17,682</b>	<b>13,839</b>	<b>10,517</b>	<b>0</b>	<b>172,488</b>	<b>100%</b>	

### Contact Method (Based on Inquiry Data)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total	Ranking
Phone Call	16,259	14,286	14,866	17,950	16,462	15,673	15,423	16,103	15,551	12,363	9,453		164,389	96%	1
Chat	0	0	1	5	3	1	1	2	1	0	0		14	0%	
Email	39	53	65	87	103	71	62	53	60	68	34		695	0%	3
In person	0	0	0	0	0	0	0	0	0	0	0		0	0%	
Letter	0	0	0	0	0	0	0	0	0	0	0		0	0%	
Not Collected/Not Recorded	156	167	242	269	361	340	2	3	1,814	1,255	924		5,533	3%	2
<b>TOTAL</b>	<b>16,454</b>	<b>14,506</b>	<b>15,174</b>	<b>18,311</b>	<b>16,929</b>	<b>16,085</b>	<b>15,488</b>	<b>16,161</b>	<b>17,426</b>	<b>13,686</b>	<b>10,411</b>	<b>0</b>	<b>170,631</b>	<b>100%</b>	





## New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

Calls by County/State (Based on Inquiry Data)

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	% of Total	Ranking
Atlantic	1,224	960	1,144	1,376	1,096	1,099	1,109	1,182	1,206	941	656		11,993	7%	
Bergen	1,183	1,161	1,327	1,478	1,275	1,225	1,158	1,130	1,345	1,012	832		13,126	8%	
Burlington	672	603	648	737	706	633	676	590	707	557	470		6,999	4%	
Camden	1,421	1,180	1,316	1,648	1,616	1,418	1,201	1,195	1,230	1,091	894		14,210	8%	2
Cape May	193	146	197	232	224	176	156	155	185	126	109		1,899	1%	
Cumberland	442	337	394	403	386	375	506	538	382	300	218		4,281	3%	
Essex	1,912	1,652	1,513	1,766	1,703	1,851	1,731	2,092	2,300	1,778	1,188		19,486	11%	1
Gloucester	709	578	683	740	648	603	563	500	560	462	404		6,450	4%	
Hudson	984	1,043	958	1,273	1,435	1,259	1,026	962	1,249	975	769		11,933	7%	
Hunterdon	70	79	76	111	97	114	215	524	431	199	81		1,997	1%	
Mercer	473	430	462	751	672	624	585	591	617	471	302		5,978	4%	
Middlesex	1,100	1,132	1,209	1,350	1,140	1,093	1,152	1,083	1,174	1,017	861		12,311	7%	
Monmouth	1,016	738	761	916	762	746	590	619	591	587	470		7,796	5%	
Morris	302	283	220	325	303	271	305	267	284	233	185		2,978	2%	
Ocean	1,555	1,301	1,195	1,618	1,373	1,236	1,174	1,228	1,203	1,002	877		13,762	8%	3
Passaic	796	712	752	1,023	1,096	892	849	1,177	1,261	910	552		10,020	6%	
Salem	169	165	172	147	181	152	132	106	100	87	79		1,490	1%	
Somerset	397	345	374	354	362	382	469	475	556	385	301		4,400	3%	
Sussex	119	93	121	163	152	214	271	213	163	155	126		1,790	1%	
Unknown County	819	749	689	833	744	771	653	571	959	529	388		7,705	5%	
Union	723	635	776	896	790	740	739	761	743	687	537		8,027	5%	
Warren	175	184	187	171	168	211	228	202	180	182	112		2,000	1%	
<b>NJ TOTAL</b>	<b>16,454</b>	<b>14,506</b>	<b>15,174</b>	<b>18,311</b>	<b>16,929</b>	<b>16,085</b>	<b>15,488</b>	<b>16,161</b>	<b>17,426</b>	<b>13,686</b>	<b>10,411</b>	<b>0</b>	<b>170,631</b>	<b>100%</b>	



# New Jersey 2-1-1 Calls by Month for FY 2014 - 2015

