

The Needs

TOP NEEDS:

- Income Support & Public Assistance (10464)
- Housing (7421)
- Utility Assistance (6213)
- Food Assistance (5233)
- Individual, Family, & Community Support (3883)

TOP UNMET NEEDS:

- Electric Payment Assistance (764)
- Tax Preparation Assistance (749)
- Homeless Shelter (649)
- Rent Payment Assistance (556)
- Food Pantries (542)

TOP REFERRAL AGENCIES:

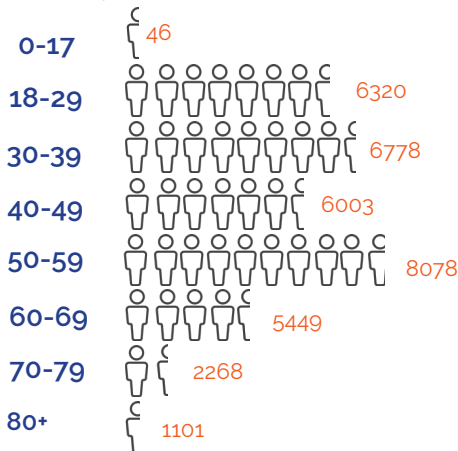
- VITA
- Division of Family Resources
- Inasmuch Ministry
- Brightpoint
- Indiana House Development

Total number of unmet needs: **9005**

*Unmet needs are recorded when there are no existing resources, or when a person is ineligible or refuses to utilize existing resources.

The People

Calls by Age:



Sources of Income:

- 40%** Social Security
- 35%** Employment
- 10%** Other
- 13%** None

Top Cities:

- Fort Wayne
- South Bend
- Elkhart
- Mishawaka
- Warsaw

The Numbers

- 40,565** Total Calls Handled
- 79,100** Total Number of Referrals
- 50%** Number of First-time callers

- 28,311** Number of Web Searches
- 2,444** Number of Homeless calls
- 35,098** Number of Healthcare Asks
- 35,857** Number of SNAP Asks