



Mission: *Linking people in need with Community Resources*

**Statistics: 2005 Year**

<b><u>Needs</u></b>	<b>Total 2005</b>	<b>2005 Monthly Average</b>	<b>Rank</b>	<b>Total 2004</b>	<b>2004 Monthly Average</b>	<b>Rank</b>
Telephone/Address Request	1589	132	1	1286	107	1
Utility, Deposit, Reconnect \$\$	643	54	2	480	40	3
Clothing-NOT school/coats/work	650	54	2	364	30	7
Rent, Deposit, or Mortgage \$\$	545	45	4	367	31	6
Holiday Assis. (Toys, Clothes)	480	40	5	119	10	
Furniture	429	36	6	408	34	4
School Supplies	366	31	7	379	32	5
Holiday Food Basket	362	30	8	133	11	
Shelter/Emergency Lodging	350	29	9	320	27	8
Emergency Food	337	28	10	205	17	
Holiday Registration Info	283	24	11	553	46	2
Housing List/Search	267	22	12	298	25	9
Baby/Children's Clothing	252	21	13	62	5	
Household Items, Linens/Dishes	234	20	14	191	15	
Call for Staff	221	18	15	244	25	10
<b>Grand Total</b>	<b>11036</b>	<b>920</b>		<b>8923</b>	<b>744</b>	

<b><u>Referrals</u></b>	<b>Total 2005</b>	<b>2005 Monthly Average</b>	<b>Rank</b>	<b>Total 2004</b>	<b>2004 Monthly Average</b>	<b>Rank</b>
Sans Souci, Inc. Voucher Assistance Program	907	76	1	721	60	1
Love Chapel-Emergency Assistance Fund	765	64	2	626	52	2
Christmas Clearinghouse, First Call for Help	707	59	3	389	32	4
Columbus Township Trustee, Bartholomew County	657	55	4	554	46	3
Clothes Closet VOUCHER, Faith Victory Church	339	28	5	0	0	
School Supply Assistance Registration	339	28	5	371	31	5
Love Chapel Food Pantry	312	26	7	246	21	9
Horizon House, Human Services, Inc.	300	25	8	284	24	6
Salvation Army Corps. Food Pantry, Bartholomew County	290	24	9	168	14	
Food Pantry, Human Services, Inc.	290	24	9	172	14	
First Call For Help Publications - Housing List	285	24	11	287	24	6
Bartholomew Area Legal Aid, Inc.	226	19	12	189	16	10
Energy Assistance Program, Human Services, Inc., Barth	194	16	13	142	11	
Seventh Day Adventist Church Community Service Center	190	16	14	189	16	10
Childhood Connections (formerly CCRR Barth Co)	174	15	15	174	15	8
<b>Grand Total</b>	<b>13561</b>					



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**Statistics: 2005 Year**

**County Call Volume**

	<b>Bartholomew</b>	<b>Brown</b>	<b>Decatur</b>	<b>Jackson</b>	<b>Jennings</b>	<b>Scott</b>	<b>Unknown</b>	<b>Other</b>	<b>Total</b>
<b>2004 Total</b>	6886	35	21	83	61	5	134	148	<b>7373</b>
<b>2005</b>									
January	506	2	3	6	3	1	3	13	<b>537</b>
February	375	8	10	6	1	11	3	11	<b>425</b>
March	454	9	14	7	9	15	3	12	<b>523</b>
April	480	11	12	5	6	12	5	15	<b>546</b>
May	463	14	5	7	4	11	3	7	<b>514</b>
June	523	15	8	9	7	12	18	11	<b>603</b>
July	636	11	7	15	5	5	121	12	<b>812</b>
August	614	16	8	7	10	8	53	17	<b>733</b>
September	527	13	15	12	6	6	48	15	<b>642</b>
October	624	11	7	37	5	6	119	117	<b>926</b>
November	1084	16	6	57	12	8	77	46	<b>1306</b>
December	824	16	4	43	15	1	75	36	<b>1014</b>
YTD Total	7110	142	99	211	83	96	528	312	<b>8581</b>
	82.86%	1.65%	1.15%	2.46%	0.97%	1.12%	6.15%	3.64%	

**Call Volume**

	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
January	476	618	556	593	537
February	393	507	352	493	425
March	486	543	471	534	523
April	500	572	483	478	546
May	596	534	455	453	514
June	662	478	552	524	603
July	797	755	1017	850	812
August	1050	766	820	625	733
September	600	567	613	548	642
October	765	618	757	599	926
November	879	639	916	958	1306
December	745	626	974	717	1021
<b>Total</b>	<b>7949</b>	<b>7223</b>	<b>7966</b>	<b>7372</b>	<b>8588</b>

\*Count is number of call records for Helpline.