

## 2-1-1 Connecticut Statistics: Five-Year Report for Hartford

### Top Service Requests - Hartford

	2002		2003		2004		2005		2006	
<b>Number of Transactions (calls)</b>	<b>41,369</b>		<b>44,745</b>		<b>49,470</b>		<b>50,414</b>		<b>50,609</b>	
<b>Number of Service Requests</b>	<b>56,677</b>		<b>60,635</b>		<b>67,967</b>		<b>69,649</b>		<b>69,437</b>	
Housing/Shelter	7,219	(12.74%)	7,879	(12.99%)	8,868	(13.05%)	8,790	(12.92%)	7,983	(11.50%)
Utilities/Heat	4,542	(8.01%)	4,945	(8.16%)	6,022	(8.86%)	6,916	(9.93%)	6,049	(8.71%)
Legal Services	3,653	(6.45%)	4,612	(7.61%)	4,681	(6.89%)	4,662	(6.69%)	4,685	(6.75%)
Substance Abuse Services	3,411	(6.02%)	3,873	(6.39%)	4,202	(6.18%)	4,499	(6.46%)	4,275	(6.16%)
Financial Assistance	3,604	(6.36%)	2,862	(4.72%)	3,300	(4.86%)	3,925	(5.64%)	5,095	(7.34%)
Outpatient Mental Health Care	2,603	(4.59%)	2,623	(4.33%)	2,897	(4.26%)	2,852	(4.09%)	2,680	(3.86%)
Food	2,242	(3.96%)	2,389	(3.94%)	2,621	(3.86%)	2,633	(3.78%)	2,273	(3.27%)
Public Assistance Programs	2,077	(3.66%)	2,147	(3.54%)	2,499	(3.68%)	2,760	(3.96%)	2,780	(4.00%)
Personal/Household Goods	1,776	(3.13%)	1,812	(2.99%)	1,975	(2.91%)	2,005	(2.88%)	1,978	(2.85%)
Employment and Training Programs	1,718	(3.03%)	1,687	(2.78%)	1,985	(2.92%)	2,193	(3.15%)	1,863	(2.68%)

### Top Service Requests - Statewide

	2002		2003		2004		2005		2006	
<b>Number of Transactions (calls)</b>	<b>261,711</b>		<b>281,894</b>		<b>299,755</b>		<b>316,736</b>		<b>325,717</b>	
<b>Number of Service Requests</b>	<b>372,084</b>		<b>397,579</b>		<b>429,936</b>		<b>453,847</b>		<b>453,802</b>	
Housing/Shelter	36,963	(9.93%)	39,568	(9.95%)	42,549	(9.90%)	43,983	(9.69%)	39,211	(8.64%)
Utilities/Heat	25,671	(6.90%)	30,032	(7.55%)	34,790	(8.09%)	40,526	(8.93%)	38,747	(8.54%)
Legal Services	22,945	(6.17%)	25,833	(6.50%)	27,630	(6.43%)	28,346	(6.25%)	28,860	(6.36%)
Substance Abuse Services	28,662	(7.70%)	30,433	(7.65%)	33,398	(7.77%)	35,706	(7.87%)	34,313	(7.56%)
Financial Assistance	18,785	(5.05%)	16,349	(4.11%)	18,880	(4.39%)	21,756	(4.79%)	25,702	(5.66%)
Outpatient Mental Health Care	20,447	(5.50%)	20,259	(5.10%)	22,408	(5.21%)	23,398	(5.16%)	22,594	(4.98%)
Food	11,900	(3.20%)	13,710	(3.45%)	14,977	(3.48%)	15,524	(3.42%)	15,097	(3.33%)
Public Assistance Programs	16,573	(4.45%)	19,327	(4.86%)	21,733	(5.05%)	23,096	(5.09%)	23,197	(5.11%)
Personal/Household Goods	6,713	(1.80%)	7,195	(1.81%)	8,372	(1.95%)	9,224	(2.03%)	9,378	(2.07%)
Employment and Training Programs	7,085	(1.90%)	8,261	(2.08%)	9,486	(2.21%)	10,284	(2.27%)	9,059	(2.00%)

## Service Request Breakdown from 2002-2006

### □ By Age - Hartford

	2002		2003		2004		2005		2006	
<b>4 and Under</b>	1,075	(1.90%)	1,476	(2.43%)	1,926	(2.83%)	2,090	(3.00%)	1,899	(2.73%)
<b>5 to 14</b>	2,126	(3.75%)	2,795	(4.61%)	3,059	(4.50%)	3,133	(4.50%)	2,927	(4.22%)
<b>15 to 18</b>	2,415	(4.26%)	2,671	(4.40%)	3,030	(4.46%)	2,740	(3.93%)	2,516	(3.62%)
<b>19 to 34</b>	16,409	(28.95%)	18,328	(30.23%)	18,925	(27.84%)	20,357	(29.23%)	21,468	(30.92%)
<b>35 to 59</b>	12,506	(22.06%)	14,362	(23.69%)	16,601	(24.42%)	17,276	(24.80%)	18,239	(26.27%)
<b>60 to 74</b>	1,378	(2.43%)	1,618	(2.67%)	1,902	(2.80%)	2,247	(3.23%)	2,157	(3.11%)
<b>75+</b>	629	(1.11%)	614	(1.01%)	755	(1.11%)	711	(1.02%)	727	(1.05%)
<b>N/A</b>	9518	(16.79%)	7,295	(12.03%)	6,711	(9.87%)	4,926	(7.07%)	3,326	(4.79%)

### □ By Age - Statewide

	2002		2003		2004		2005		2006	
<b>4 and Under</b>	6,543	(1.76%)	9,006	(2.27%)	11,462	(2.67%)	13,012	(2.87%)	11,525	(2.54%)
<b>5 to 14</b>	13,029	(3.50%)	16,293	(4.10%)	18,633	(4.33%)	18,961	(4.18%)	17,284	(3.81%)
<b>15 to 18</b>	14,709	(3.95%)	15,696	(3.95%)	17,141	(3.99%)	16,913	(3.73%)	15,884	(3.50%)
<b>19 to 34</b>	91,271	(24.53%)	102,451	(25.77%)	10,8837	(25.31%)	116,331	(25.63%)	120,867	(26.63%)
<b>35 to 59</b>	99,395	(26.71%)	111,786	(28.12%)	119,486	(27.79%)	127,861	(28.17%)	136,552	(30.09%)
<b>60 to 74</b>	15,540	(4.18%)	17,019	(4.28%)	19,217	(4.47%)	20,603	(4.54%)	22,070	(4.86%)
<b>75+</b>	8,248	(2.22%)	9,045	(2.28%)	10,739	(2.50%)	10,884	(2.40%)	10,909	(2.40%)
<b>N/A</b>	67,167	(18.05%)	53,239	(13.39%)	45,818	(10.66%)	40,734	(8.98%)	26,987	(5.95%)

### □ By Gender - Hartford

	2002		2003		2004		2005		2006	
<b>Male</b>	12,250	(21.61%)	13,903	(22.93%)	16,073	(23.65%)	16,657	(23.92%)	16,414	(23.64%)
<b>Female</b>	30,367	(53.58%)	31,735	(52.34%)	35,118	(51.67%)	37,791	(54.26%)	38,933	(56.07%)
<b>N/A</b>	14,060	(24.81%)	14,997	(24.73%)	16,776	(24.68%)	15,201	(21.83%)	14,090	(20.29%)

### □ By Gender - Statewide

	2002		2003		2004		2005		2006	
<b>Male</b>	87,973	(23.64%)	97,368	(24.49%)	107,490	(25.00%)	116,826	(25.74%)	116,847	(25.75%)
<b>Female</b>	198,310	(53.30%)	208,095	(52.34%)	225,898	(52.54%)	245,274	(54.04%)	252,757	(55.70%)
<b>N/A</b>	85,801	(23.06%)	92,116	(23.17%)	96,548	(22.46%)	91,747	(20.22%)	84,198	(18.55%)