

2-1-1 Connecticut Statistics: Five-Year Report for Waterbury

Top Service Requests – Waterbury

	2002		2003		2004		2005		2006	
Number of Transactions (calls)	18,200		20,229		20,859		21,518		22,505	
Number of Service Requests	23,980		26,607		27,912		29,045		30,142	
Housing/Shelter	1,641	(6.84%)	1,735	(6.52%)	1,828	(6.55%)	1,948	(6.71%)	1,934	(6.42%)
Utilities/Heat	1,713	(7.14%)	1,946	(7.31%)	2,213	(7.93%)	2,477	(8.53%)	2,419	(8.03%)
Legal Services	1,219	(5.08%)	1,415	(5.32%)	1,550	(5.55%)	1,611	(5.55%)	1,628	(5.40%)
Substance Abuse Services	1,581	(6.59%)	1,629	(6.12%)	1,874	(6.71%)	1,976	(6.80%)	1,918	(6.36%)
Financial Assistance	1,135	(4.73%)	1,031	(3.87%)	1,172	(4.20%)	1,289	(4.44%)	1,535	(5.09%)
Outpatient Mental Health Care	1,110	(4.63%)	1,118	(4.20%)	1,230	(4.41%)	1,318	(4.54%)	1,294	(4.29%)
Food	720	(3.00%)	803	(3.02%)	877	(3.14%)	915	(3.15%)	934	(3.10%)
Public Assistance Programs	918	(3.83%)	1,096	(4.12%)	1,191	(4.27%)	1,279	(4.40%)	1,255	(4.16%)
Personal/Household Goods	408	(1.70%)	533	(2.00%)	638	(2.29%)	677	(2.33%)	762	(2.53%)
Employment and Training Programs	379	(1.58%)	461	(1.73%)	495	(1.77%)	579	(1.99%)	487	(1.62%)

Top Service Requests - Statewide

	2002		2003		2004		2005		2006	
Number of Transactions (calls)	261,711		281,894		299,755		316,736		325,717	
Number of Service Requests	372,084		397,579		429,936		453,847		453,802	
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 – Waterbury

	2002		2003		2004		2005		2006	
4 and Under	488	(2.03%)	674	(2.53%)	852	(3.05%)	826	(2.84%)	818	(2.71%)
5 to 14	800	(3.34%)	1,180	(4.43%)	1,456	(5.22%)	1,456	(5.01%)	1,332	(4.42%)
15 to 18	811	(3.38%)	895	(3.36%)	962	(3.45%)	940	(3.24%)	879	(2.92%)
19 to 34	5,303	(22.11%)	6,048	(22.73%)	6,248	(22.38%)	6,943	(23.90%)	6,985	(23.17%)
35 to 59	4,530	(18.89%)	5,472	(20.57%)	5,534	(19.83%)	6,029	(20.76%)	7,057	(23.41%)
60 to 74	635	(2.65%)	691	(2.60%)	812	(2.91%)	816	(2.81%)	972	(3.22%)
75+	360	(1.50%)	439	(1.65%)	395	(1.42%)	428	(1.47%)	480	(1.59%)
N/A	7,441	(31.03%)	7,179	(26.98%)	6,687	(23.96%)	6,153	(21.18%)	5,595	(18.56%)

□ By Age - Statewide

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

□ By Gender – Waterbury

	2002		2003		2004		2005		2006	
Male	4,389	(18.30%)	4,923	(18.50%)	5,650	(20.24%)	6,135	(21.12%)	6,291	(20.87%)
Female	10,537	(43.94%)	11,676	(43.88%)	12,434	(44.55%)	14,058	(48.40%)	15,115	(50.15%)
N/A	9,054	(37.76%)	10,008	(37.61%)	9,828	(35.21%)	8,852	(30.48%)	8,736	(28.98%)

□ By Gender - Statewide

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