

2-1-1 Connecticut Statistics: Five-Year Report for New Haven

Top Service Requests – New Haven

	2002		2003		2004		2005		2006	
Number of Transactions (calls)	26,904		30,339		33,187		34,680		35,676	
Number of Service Requests	36,698		41,146		46,068		47,936		48,766	
Housing/Shelter	4,542	(12.38%)	5,238	(12.73%)	5,717	(12.41%)	5,589	(11.66%)	5,180	(10.62%)
Utilities/Heat	2,169	(5.91%)	2,437	(5.92%)	2,841	(6.17%)	3,318	(6.92%)	3,090	(6.34%)
Legal Services	2,123	(5.79%)	2,570	(6.25%)	2,910	(6.32%)	3,005	(6.27%)	3,050	(6.25%)
Substance Abuse Services	2,866	(7.81%)	3,392	(8.24%)	3,525	(7.65%)	3,921	(8.18%)	3,717	(7.62%)
Financial Assistance	1,821	(4.96%)	1,459	(3.55%)	1,924	(4.18%)	1,973	(4.12%)	2,410	(4.94%)
Outpatient Mental Health Care	1,693	(4.61%)	1,697	(4.12%)	1,848	(4.01%)	1,918	(4.00%)	1,820	(3.73%)
Food	1,713	(4.67%)	1,993	(4.84%)	2,306	(5.01%)	2,421	(5.05%)	2,439	(5.00%)
Public Assistance Programs	1,381	(3.76%)	1,530	(3.72%)	1,707	(3.71%)	1,829	(3.82%)	1,730	(3.55%)
Personal/Household Goods	891	(2.43%)	961	(2.34%)	1,232	(2.67%)	1,361	(2.84%)	1,585	(3.25%)
Employment and Training Programs	975	(2.66%)	1,225	(2.98%)	1,433	(3.11%)	1,451	(3.03%)	1,244	(2.55%)

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 – New Haven

	2002		2003		2004		2005		2006	
4 and Under	656	(1.79%)	982	(2.39%)	1,255	(2.72%)	1,532	(3.20%)	1,394	(89.19%)
5 to 14	1,529	(4.17%)	1,958	(4.76%)	2,291	(4.97%)	2,337	(4.88%)	2,060	(4.22%)
15 to 18	1,356	(3.69%)	1,797	(4.37%)	1,785	(3.87%)	1,842	(3.84%)	1,884	(3.86%)
19 to 34	10,024	(27.31%)	11,627	(28.26%)	12,979	(28.17%)	13,844	(28.88%)	14,692	(30.13%)
35 to 59	9,582	(26.11%)	10,965	(26.65%)	12,165	(26.41%)	13,314	(27.77%)	14,353	(29.43%)
60 to 74	1,272	(3.47%)	1,536	(3.73%)	1,797	(3.90%)	1,748	(3.65%)	2,042	(4.19%)
75+	559	(1.52%)	683	(1.66%)	828	(1.80%)	687	(1.43%)	714	(1.46%)
N/A	5,285	(14.40%)	4,301	(10.45%)	3,820	(8.29%)	2,919	(6.09%)	1,563	(3.21%)

□ 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 – New Haven

	2002		2003		2004		2005		2006	
Male	8,432	(22.98%)	9,983	(24.26%)	10,974	(23.82%)	11,908	(24.84%)	11,770	(24.14%)
Female	20,133	(54.86%)	21,958	(53.37%)	25,145	(54.58%)	27,139	(56.62%)	28,685	(58.82%)
N/A	8,133	(22.16%)	9,205	(22.37%)	9,949	(21.60%)	8,889	(18.54%)	8,311	(17.04%)

□ 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%)