

Vermont 2-1-1 Annual Homeless and At Risk Callers Report

Reporting Period: 01/01/10–12/31/10

	2005	2006	2007	2008	2009	2010
Total Vermont 2-1-1 calls	4,974	8,346	16,532	25,095	38,415	47,322
Total Homelessness related calls*	288	337	438	704	814	1,874
• Currently homeless	213	258	346	510	627	1,432
• At immediate risk of becoming homeless	75	78	92	194	187	442
After Hours Emergency Housing requests	-	-	-	-	-	840
First-time callers	245	277	337	545	623	1,461

*Totals reflect duplicate calls

From January 1 to December 31, 2010, Vermont 2-1-1 received 1,874 calls from individuals and families who were homeless or at immediate risk (within three days) of being homeless. The data in this report reflects a **sampling** of the information received from the 1,874 homeless related calls. Vermont 2-1-1 Information & Referral Specialists provided needs assessment, problem solving support, information and referrals to a wide range of services, including: homeless shelters, housing organizations, rent and security deposit assistance, food, clothing, transportation, health and mental health services, and domestic violence services.

The continued increase in overall call volume can be attributed to the increased outreach and partnerships, as well as the challenging economic times facing Vermonters for the past couple of years. The increase in homeless calls specifically can be attributed to the After-Hours Emergency Housing contract we entered with the Vermont Agency of Human Services. See page two for a breakdown of those calls. Evidence of this increase is also apparent in the number of children reported as homeless or at risk of homelessness which is discussed on page four.

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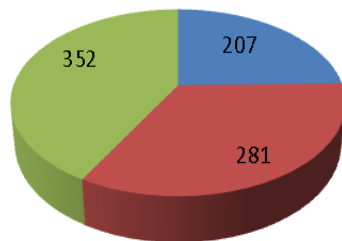
After Hours Emergency Housing

Beginning June 7, 2010 Vermont 2-1-1 began a partnership with the Agency of Human Services (AHS) to provide after business hours emergency housing assistance. AHS calls are routed to Vermont 2-1-1 from 4:30pm to 7:45am daily and on weekends to provide 24/7 access to the existing emergency housing services. Vermont 2-1-1 staff have been trained in both the eligibility criteria to determine housing eligibility and trained in accessing the State ACCESS database which contains specific program information on existing clients. Vermont 2-1-1 adheres to strict protocols outlined by AHS program guidelines.

The chart and graph displayed on this page include data solely from After Hours Emergency Housing calls.

	Requests for Housing	Requests Authorized	Alternate Shelter Found	Ineligible per Program Guidelines
Jun-10	141	47	27	67
Jul-10	117	23	39	55
Aug-10	140	35	59	46
Sep-10	107	25	37	45
Oct-10	122	25	50	47
Nov-10	95	22	36	37
Dec-10	118	30	33	55
Totals:	840	207	281	352

After Hours Housing Requests and Determinations



■ Requests Authorized ■ Alternate Shelter Found
 ■ Ineligible per Program Guidelines

Housing authorized indicates the caller met the vulnerable population criteria as defined by AHS and was housed in an approved motel for a set number of evenings.

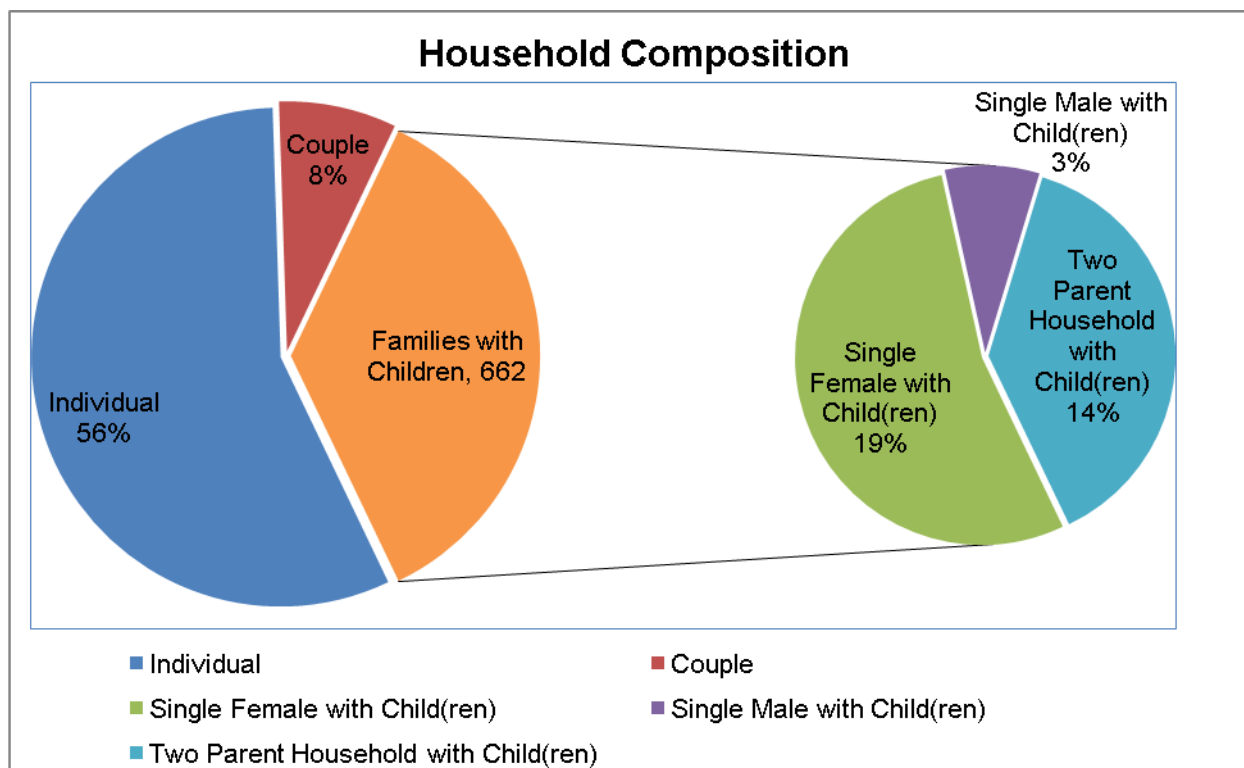
Alternate Shelter indicates the caller had resources to meet the emergency need. Resources could include a community or bad weather shelter, the home of a relative or friend, or available resources to pay for a motel room.

Ineligible indicates the caller either did not meet the vulnerable population criteria as defined by AHS, has already utilized the maximum housing benefit for one year, or has failed to follow through with AHS program guidelines.

The following tables, charts and graphs were created from a sample of data collected from all homelessness related calls.

Household Composition

	2005	2006	2007	2008	2009	2010
Individual	142	150	227	370	442	1,047
Couple	17	54	52	83	94	141
Single Female with Child(ren)	Data Included in "Families with Children" listed below		66	114	118	355
Single Male with Child(ren)			7	15	12	54
Two Parent Household with Child(ren)			74	99	132	253
Families with Children <i>(includes single female, single male, and two parent households)</i>	121	129	147	228	262	662

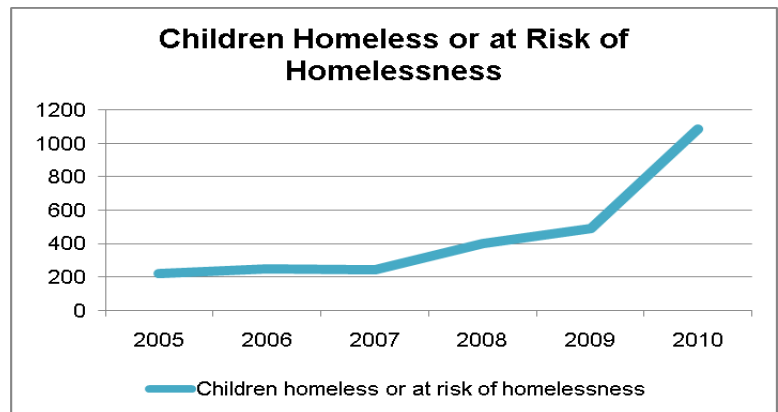


Children Homeless or at Risk of Homelessness

	2005	2006	2007	2008	2009	2010
Number of homeless children	222	250	245	403	491	1,088
Percent of homeless or at risk callers with children	43%	39%	35%	32%	32%	35%

Did you know...

Homelessness in Vermont continues to grow. On one day in January 2010, the state's network of shelters and service providers counted almost 2,800 people who were homeless, 730 of whom were children. This is a 22% increase since 2008. Source: *Vermont Coalition to End Homelessness*.

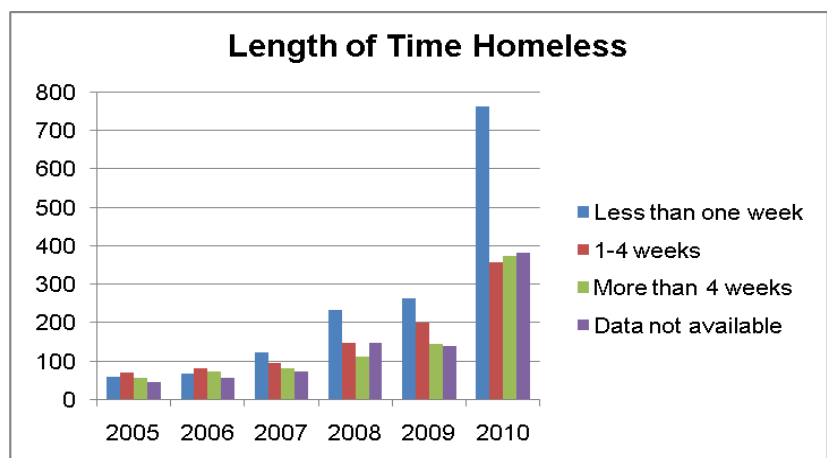


Length of Time Homeless

	2005	2006	2007	2008	2009	2010
Less than one week	59	67	123	233	264	762
1-4 weeks	70	81	96	148	201	357
More than 4 weeks	56	72	81	111	146	373
Data not available	45	57	74	148	138	181

Did you know....

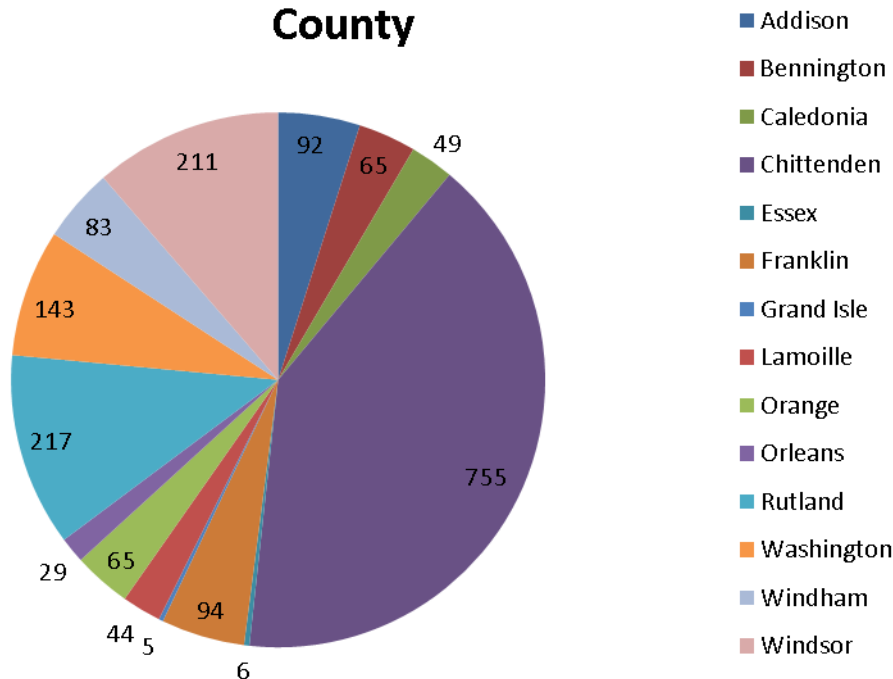
A lack of available and affordable housing perpetuates the long and stagnant cycles of homelessness. The average length of stay in the state's shelters was 34 days in 2009, up 162% from 2000 when the average was 13 days. Source: *Emergency Shelter Grant count, November 2009. Vermont Office of Economic Opportunity*.



Homelessness Related Calls by County

	2005		2006		2007		2008		2009		2010		% of State
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	-
Addison	4	1.3%	13	3.8%	12	2.7%	26	3.7%	50	6.1%	92	5.0%	6%
Bennington	5	1.7%	20	5.9%	17	3.8%	32	4.5%	40	4.9%	65	3.5%	6%
Caledonia	3	1.0%	6	1.7%	11	2.5%	26	3.7%	21	2.5%	49	2.6%	5%
Chittenden	90	31.2%	116	34.4%	169	37.8%	287	40.8%	299	36.7%	755	40.3%	24%
Essex	1	0.3%	1	0.2%	1	0.2%	1	0.1%	2	0.2%	6	.3%	1%
Franklin	11	3.8%	14	4.1%	17	3.8%	42	6.0%	40	4.9%	94	5.0%	8%
Grand Isle	0	0.0%	0	0.0%	0	0.0%	3	0.4%	7	0.8%	5	.3%	1%
Lamoille	3	1.1%	5	1.4%	15	3.4%	25	3.6%	19	2.3%	44	2.3%	4%
Orange	4	1.3%	16	4.7%	15	3.4%	11	1.6%	22	2.7%	65	3.5%	5%
Orleans	4	1.3%	10	2.9%	6	1.3%	12	1.7%	18	2.2%	29	1.5%	4%
Rutland	30	10.4%	32	9.4%	60	13.4%	62	8.8%	94	11.5%	217	11.6%	10%
Washington	27	9.3%	28	8.3%	26	5.8%	50	7.1%	74	9.0%	143	7.6%	10%
Windham	84	29.1%	49	14.5%	45	10.1%	45	6.4%	58	7.1%	83	4.4%	7%
Windsor	19	6.5%	22	6.5%	42	9.4%	69	9.8%	97	11.9%	211	11.3%	9%
Out of State/VT unspecified	3	1.0%	14	4.1%	2	0.4%	12	1.7%	8	1.0%	16	.9%	-

2010 Homelessness Related Calls by County



This pie graph includes Vermont counties listed alphabetically in a clockwise format beginning with Addison County where 92 homelessness related calls originated in 2010.

Cause of Homelessness or Risk of being Homeless

Cause	2007		2008		2009		2010	
	No.	%	No.	%	No.	%	No.	%
Apartment Building Sold	*	-	4	0.8%	*	-	6	.3%
Change of Circumstances	*	-	*	-	113	14.1%	270	14.4%
Disaster: Fire/Flood	7	1.8%	13	2.5%	10	1.2%	18	1.0%
Divorce/Separation	*	-	10	1.9%	15	1.9%	6	.3%
Evicted	25	6.3%	46	8.9%	63	7.4%	214	11.4%
Forced out by family/friend/spouse/significant other	48	12.1%	48	9.3%	136	16.4%	428	22.8%
Foreclosure	*	-	6	1.2%	8	1.0%	15	.8%
Income decrease	127	31.9%	207	40.0%	120	14.5%	148	7.9%
Kicked out of motel/hotel	3	0.8%	0	0.0%	8	1.0%	7	.4%
Kicked out of shelter	*	-	6	1.2%	*	-	18	1.0%
Medical illness/injury	7	1.8%	11	2.1%	*	-	13	.7%
Mental illness	5	1.3%	13	2.5%	25	3.1%	12	.6%
Moved from another state	17	4.3%	34	6.6%	81	9.7%	157	8.4%
Not safe in home (includes Domestic Violence)	37	9.3%	46	8.9%	45	5.0%	134	7.2%
Post incarceration	6	1.5%	10	1.9%	26	3.2%	19	1.0%
Rent increase	5	1.3%	10	1.9%	4	0.5%	7	.4%
Substance Abuse	7	1.8%	4	0.8%	13	1.6%	15	.8%
Substandard housing	16	4.0%	23	4.4%	21	2.5%	41	2.2%
Transient	5	1.3%	4	0.8%	*	-	36	1.9%
Other (reasons repeated less than 3 times)	69	17.3%	20	3.9%	15	1.9%	16	.9%

* indicates fewer than three callers identified this as a cause of homelessness

Living Situation if Homeless

Situation	2007		2008		2009		2010	
	No.	%	No.	%	No.	%	No.	%
Camping	27	6.9%	41	6.4%	35	5.0%	51	3.1%
Discharged from hospital/treatment center	4	1.0%	4	0.6%	6	0.8%	38	2.4%
Doubled up	124	31.6%	213	33.1%	268	36.0%	434	25.9%
Living in car	43	11.0%	74	11.5%	63	8.0%	130	7.6%
Living in rental/home	25	6.4%	78	12.1%	67	9.0%	79	4.8%
Motel	66	16.8%	102	15.8%	121	16.0%	284	16.9%
On Street	44	11.2%	63	9.8%	134	18.0%	542	32.3%
Shelter	36	9.2%	39	6.1%	40	5.0%	96	5.7%
Other/Unknown	10	2.6%	30	4.7%	24	0.3%	22	1.4%

*indicates fewer than three callers identified this as a living situation.

Homeless Related calls by Town/Village*	2006	2007	2008	2009	2010
Addison	0	0	1	0	1
Albany	0	0	0	0	1
Alburg	0	0	1	1	2
Andover	1	0	0	0	1
Arlington	1	0	2	1	1
Ascutney	0	2	1	0	7
Bakersfield	0	0	0	0	1
Athens	0	0	1	1	0
Barnet	0	0	1	0	0
Barre	18	15	28	44	73
Barton	1	0	1	0	1
Beecher Falls	0	0	1	0	0
Bellows Falls	8	4	4	7	16
Belmont	0	0	0	0	1
Belvidere Center	0	1	0	0	0
Bennington	11	11	24	34	53
Berkshire	0	0	0	1	2
Berlin	1	1	0	3	4
Bethel	0	1	1	1	6
Bolton	1	0	0	0	1
Bomoseen	0	0	0	1	2
Bradford	2	2	4	7	21
Braintree	0	0	0	0	1
Brandon	2	3	2	2	10
Brattleboro	32	34	29	38	47
Bridgewater	1	0	0	3	2
Bristol	1	0	3	4	14
Brookfield	1	0	1	0	1
Brookline	0	1	0	1	0
Brownington	0	0	0	0	1
Burke	0	0	0	0	1
Burlington	67	115	195	194	484
Cabot	0	1	0	0	0
Calais	0	1	1	0	0
Cambridge	0	0	2	0	2
Castleton	0	1	1	1	0

Homeless Related calls by Town/Village*	2006	2007	2008	2009	2010
Cavendish	1	0	1	0	0
Charleston	0	0	0	0	1
Charlotte	0	0	0	2	1
Chelsea	0	0	0	0	1
Chester	0	4	1	2	1
Clarendon	0	1	0	0	1
Colchester	12	7	15	10	30
Concord	1	0	0	0	0
Corinth	0	0	0	0	2
Cornwall	0	0	0	1	0
Craftsbury	0	0	1	1	0
Cuttingsville	0	0	0	0	1
Danby	0	1	0	0	2
Danville	0	0	1	0	2
Derby	0	0	1	2	4
Derby Line	0	0	0	1	0
East Charleston	0	1	0	0	0
East Corinth	0	0	0	0	1
East Dorset	2	2	1	0	2
East Dover	0	0	1	0	0
East Dummerston	0	0	0	0	1
East Haven	1	0	0	0	0
East Middlebury	0	0	0	0	1
East Montpelier	1	0	0	0	1
East Ryegate	0	1	0	0	2
East Wallingford	0	0	1	0	0
Eden	0	0	0	0	3
Enosburg Falls	0	0	0	1	1
Elmore	0	0	0	0	1
Essex	6	7	8	7	11
Essex Junction	1	5	6	11	17
Fair Haven	1	2	4	4	7
Fairfax	1	0	3	1	2

Homeless Related calls by Town/Village*	2006	2007	2008	2009	2010
Fairfield	0	1	0	0	1
Fairlee	0	1	2	0	2
Ferrisburg	0	1	2	2	7
Fletcher	0	0	1	0	1
Forest Dale	0	1	0	0	1
Franklin	1	0	1	2	1
Georgia	0	2	2	2	5
Glover	0	0	0	1	0
Grafton	0	0	0	0	1
Grand Isle	0	0	0	4	2
Greensboro	0	1	1	0	0
Groton	0	0	1	0	4
Hancock	0	1	0	1	0
Hardwick	0	2	9	3	7
Hartford	0	3	5	4	6
Hartland	0	1	0	0	3
Highgate	2	0	0	0	2
Hinesburg	1	3	3	4	4
Holland	0	0	0	1	0
Huntington	1	3	1	1	0
Hyde Park	0	0	1	2	1
Hydeville	1	0	0	0	0
Isle La Motte	0	0	1	0	0
Island Pond	0	0	0	1	0
Irasburg	1	0	0	0	1
Jacksonville	0	0	0	0	1
Jamaica	1	0	0	0	0
Jay	0	0	0	0	1
Jeffersonville	0	0	2	3	2
Jericho	0	0	1	0	2
Johnson	0	4	5	2	7
Jonesville	0	0	1	0	0
Kirby	0	0	0	1	0
Lebanon	0	0	3	0	1
Leicester	0	0	0	0	3
Lincoln	0	1	0	1	1
Londonderry	1	0	2	2	1

Homeless Related calls by Town/Village*	2006	2007	2008	2009	2010
Lowell	0	0	0	0	2
Ludlow	0	0	4	0	7
Lunenburg	0	1	0	0	0
Lyndonville	0	3	2	5	3
Maidstone	0	0	0	0	1
Manchester	3	2	5	2	6
Marlboro	1	0	1	0	1
Marshfield	0	0	0	0	1
Mc Indoe Falls	0	0	1	0	0
Mendon	0	0	0	2	3
Middlebury	7	5	8	22	33
Middlesex	0	0	1	0	0
Milton	4	4	17	21	27
Monkton	0	0	0	0	1
Montgomery	1	0	0	0	2
Montpelier	5	6	11	13	35
Moretown	0	0	0	1	0
Morgan	0	0	0	1	0
Morristown	0	2	1	0	0
Morrisville	3	5	10	8	27
Mount Holly	1	0	0	1	2
Newark	0	1	0	0	0
New Haven	0	0	0	1	2
Newbury	0	1	0	0	3
Newfane	2	0	1	0	1
Newport	6	5	7	8	17
Newport Center	1	0	1	0	0
North Bennington	1	0	0	0	1
North Clarendon	0	0	0	2	0
North Concord	0	0	0	0	1
North Ferrisburg	1	0	0	0	0
North Hero	0	0	1	0	0
North Springfield	0	0	1	0	1
Northfield	1	1	1	3	18

Homeless Related calls by Town/Village*	2006	2007	2008	2009	2010
Norwich	0	0	0	2	2
Orange	0	0	1	0	3
Orwell	0	0	0	0	3
Panton	0	0	1	0	0
Pawlet	1	1	1	0	0
Peacham	0	0	0	0	1
Perkinsville	0	0	1	0	0
Pittsfield	0	1	0	0	3
Pittsford	0	2	0	1	1
Plainfield	0	2	1	0	3
Plymouth	0	0	0	0	1
Pomfret	0	0	1	0	0
Post Mills	0	1	1	0	0
Poultney	0	1	1	3	6
Pownal	1	0	0	1	1
Proctor	0	0	0	0	3
Putney	0	1	0	2	1
Quechee	0	0	0	1	0
Randolph	1	5	1	0	10
Reading	1	1	0	2	0
Readsboro	0	1	0	0	0
Richford	0	0	1	0	3
Richmond	0	0	3	2	5
Rochester	0	0	0	0	3
Rockingham	1	0	1	2	0
Royalton	0	0	1	0	1
Rupert	0	0	0	0	1
Rutland	23	45	53	74	169
Ryegate	0	0	0	0	1
Saint Albans	9	9	34	26	59
Saint George	1	2	0	1	1
Saint Johnsbury	6	2	10	10	23
Salisbury	0	0	0	2	0
Saxtons River	0	0	0	0	1
Shaftsbury	0	0	0	2	0
Sharon	1	1	1	2	2

Homeless Related calls by Town/Village*	2006	2007	2008	2009	2010
Sheffield	0	0	0	0	1
Shelburne	4	8	4	8	37
Sheldon	0	1	0	0	1
Shoreham	0	0	2	0	0
Shrewsbury	0	0	0	1	0
South Barre	1	0	1	0	0
South Burlington	7	9	11	12	77
South Hero	0	0	0	1	1
South Londonderry	0	0	1	1	1
South Newfane	0	0	0	0	1
South Royalton	0	0	3	1	5
South Stratford	0	0	0	1	0
Springfield	6	5	19	22	31
Starksboro	0	0	0	0	2
Stamford	0	1	0	0	0
Stockbridge	1	0	2	0	2
Stowe	2	1	4	1	0
Sudbury	0	1	0	0	0
Sutton	0	0	0	0	2
Swanton	1	3	2	4	14
Thetford	0	1	0	0	2
Topsham	0	0	0	0	1
Troy	1	0	0	1	0
Tunbridge	2	1	0	1	0
Underhill	0	0	1	1	1
Vergennes	4	4	7	11	23
Vershire	0	0	0	0	1
Vernon	0	2	0	0	0
Wallingford	1	0	0	1	2
Wardsboro	0	0	0	0	1
Warren	0	0	0	1	2
Washington	0	1	1	1	3
Waterbury	1	0	4	3	7
Waterville	0	1	1	0	0
Weathersfield	0	1	0	1	3

Homeless Related calls by Town/Village*	2006	2007	2008	2009	2010
Websterville	0	0	0	1	0
Wells	0	0	0	0	1
Wells River	9	0	2	2	9
West Barnet	0	1	0	0	0
West Burke	0	0	0	1	1
West Danville	0	1	0	0	0
West Fairlee	0	0	0	1	1
West Halifax	1	0	0	0	0
West Rupert	1	0	1	0	0
West Rutland	1	0	0	0	4
West Topsham	1	0	0	0	0
West Windsor	0	0	1	2	0
Westminster	1	1	0	0	2
Weybridge	0	0	0	0	1
White River Jct.	8	23	22	47	107

Homeless Related calls by Town/Village*	2006	2007	2008	2009	2010
Whitingham	1	0	1	0	0
Wilder	1	1	0	0	6
Williamstown	0	2	0	4	3
Williston	4	1	6	6	11
Wilmington	1	2	2	4	4
Windham	0	0	1	0	0
Windsor	0	0	5	2	13
Winooski	7	5	17	20	47
Wheelock	0	0	0	0	1
Wolcott	0	1	0	1	1
Woodbury	0	0	1	1	0
Woodstock	1	0	0	0	3
Worcester	0	0	0	1	0
Out of State	3	1	6	2	15

**If you do not see a specific town or village listed in the above chart, this is because Vermont 2-1-1 has not received a homelessness related call out of that area in the past five years.*

Referrals made to Homelessness Related Services (all Homelessness Related Calls)

690	Community Shelters	5	Community Mental Health Agencies
657	Homeless Motel Vouchers	5	Comprehensive Information and Referral
163	Undesignated Temporary Financial Assistance	5	Ex-Offender Halfway Houses
143	Rent Payment Assistance	5	Ex-Offender Reentry Programs
112	Rental Deposit Assistance	5	Food Vouchers
102	Transitional Housing/Shelter	5	Home Sanitation
99	Case/Care Management	4	Benefits Screening
97	Home Rental Listings	4	Community Clinics
79	Low Income/Subsidized Private Rental Housing	4	Consumer Education
75	General Relief	4	Credit Counseling
62	Food Stamps	4	Job Search/Placement
62	Housing Search Assistance	4	Medical Transportation
55	Domestic Violence Shelters	4	Mortgage Payment Assistance
45	Tenant Rights Information/Counseling	4	Prescription Expense Assistance
42	Food Pantries	4	Roommate/Housemate Matching Assistance
38	Section 8 Housing Choice Vouchers	4	Senior Housing Information and Referral
32	Housing Authorities	4	Sober Living Homes
32	Runaway/Youth Shelters	4	State/Local Health Insurance Programs
30	Specialized Information and Referral	4	Tax Preparation Assistance
26	Community Meals	4	Vocational Rehabilitation
25	TANF	3	Homeless Permanent Supportive Housing
24	Domestic Violence Hotlines	3	Low Interest Loans
22	Comprehensive Job Assistance Centers	3	Mental Health Drop In Centers
22	Utility Assistance	3	Psychiatric Case Management
21	Homeless Drop In Centers	3	Ride Sharing Programs
17	Gas Money	3	State Government Information Lines
15	Homeless School Transition Programs	3	Unemployment Insurance
13	Single Room Occupancy Housing	3	Veteran Benefits Assistance
12	Legal Counseling	3	Youth Job Development
11	WIC	2	211 Lead Agencies
9	Child Care Subsidies	2	Adoption Services
9	Social Security Disability Insurance	2	Automobiles
8	Eviction Assistance	2	Bad Weather Shelters
8	Family Support Centers/Outreach	2	Children's Protective Services
8	Mental Health Hotlines	2	Clothing Donation Programs
7	Individual Advocacy	2	Day Labor
7	Internet Information Resources	2	Debt Management
7	Peer Counseling	2	Diapers
6	Bus Fare	2	Discrimination Assistance
6	Community Action Agencies	2	Drop In Centers
6	Detoxification	2	EBT Card Replacement Services
6	Disability Related Transportation	2	Employment Related Advocacy Groups
6	Housing Counseling	2	Government Surplus Food Distribution Sites
6	Local Bus Services	2	Hospitals
6	Medicaid	2	Household Goods
6	Pet Care Services	2	
5	Clothing Vouchers		

2	Inpatient Substance Abuse Treatment Facilities	1	Health Insurance Premium Assistance
2	Landlord/Tenant Dispute Resolution	1	Helplines/Warmlines
2	Legal Representation	1	Holiday Gifts/Toys
2	Mental Health Evaluation	1	Home Purchase/Mortgage Refinance Loans
2	Not Recorded	1	Home Rehabilitation Programs
2	Parenting Education	1	Homemaker Assistance
2	Post Disaster Shelter Services	1	Household Goods Donation Programs
2	Post Pregnancy Shelter/Transitional Housing	1	Identification Cards
2	Probation	1	Insurance Complaints
2	Public Schools	1	Job Situations
2	Recovery Homes/Halfway Houses	1	Laundry Vouchers
2	Suboxone/Subutex Maintenance Treatment	1	Long Distance Bus Services
2	Suicide Prevention Hotlines	1	Managed Health Care Information
1	911 Services	1	Mental Health Halfway Houses
1	Adult Literacy Programs	1	Military Family Service/Support Centers
1	Adult Protective Intervention/Investigation	1	Mold Pollution Information
1	Alternative Education	1	Neighborhood Multipurpose Centers
1	Attendant Subsidies	1	Older Adult/Disability Related Supportive Housing
1	Automobile Loans	1	Parent to Parent Networking
1	Automotive Repair	1	Physician Referrals
1	Brain Injury Rehabilitation	1	Placements for Children and Youth
1	Child Passenger Safety Seats	1	Prescription Drug Patient Assistance Programs
1	Child Support Assistance/Enforcement	1	Privacy Rights Groups
1	Christmas Programs	1	Probate Courts
1	City/Town Clerk Offices	1	Public Housing
1	City/Town Council Offices	1	Residential Substance Abuse Treatment Facilities
1	Clothing	1	Self Advocacy Support
1	Computer and Related Technology Classes	1	Self Representation Assistance
1	Computers	1	Service Cost Payment Assistance
1	Day Shelters	1	Sexual Assault Hotlines
1	Dental Care	1	Sign Language Interpreter Registries
1	Directory Assistance	1	Small Business Development
1	Disaster Loans	1	Street Outreach Programs
1	Disaster Response Services	1	Subsidized Home Purchase
1	Domestic Violence Support Groups	1	Substance Abuse Counseling
1	Driver Licenses	1	Substance Abuse Crisis Intervention
1	Dropout Prevention	1	Tax Information
1	Emergency Medical Transportation	1	Temporary Mailing Address
1	Ex-Offender Employment Programs	1	Utility Company Complaints
1	Families/Friends of Alcoholics Support Groups	1	Winter Clothing
1	Family Law Courts		
1	Federal Officials Offices		
1	Furnace Maintenance/Repair		
1	General Clothing Provision		
1	General Consumer Complaints		
1	General Crisis Intervention Hotlines		
1	Glasses/Contact Lenses		