

2-1-1 call centers received nearly **10 million** calls in 2007, a **27% increase** over 2006.

National 2-1-1 Problem/Needs Categories	Total Calls*	% of Total Calls
Housing & Shelter	1,942,193	19.7%
Income Support and Assistance	1,646,274	16.7%
Food and Meals	1,252,050	12.7%
Information Services	1,158,761	11.7%
Mental Health and Addictions	825,332	8.4%
Health	692,396	7%
Individual, Family and Community Support	553,756	5.6%
Legal, Consumer and Public Safety	550,741	5.6%
Clothing, Personal and Household	380,845	3.9%
Transportation	165,956	1.7%
Other Government Services	157,306	1.6%
Employment	145,230	1.5%
Disaster/Emergency Preparedness**	135,841	1.4%
Volunteers and Donations	119,138	1.2%
Education	107,036	1.1%
Arts, Culture and Recreation	48,611	0.5%
Total Calls* 2007	9,881,466	

* Total calls includes only those calls received by 2-1-1 services and does not include the millions of people who receive help from 2-1-1 services indirectly. (For example, nonprofit and government agencies that utilize online community resource 2-1-1 databases to provide accurate client referrals.)

** Some disaster related calls were categorized under other headings as the So. California wildfires alone produced more than 130,000 calls.