

**Alphabetical by Need**

| NEED                       | Not Specified | Client declined referral | Client terminated call | Community funds exhausted | HH - After Hours | HH - Line Busy | HPRP Ineligible | Language barrier | No such service found | No transportation | Not eligible | Waiting list/Pending | zzFCH/Florida System Down | Totals |
|----------------------------|---------------|--------------------------|------------------------|---------------------------|------------------|----------------|-----------------|------------------|-----------------------|-------------------|--------------|----------------------|---------------------------|--------|
| Adoption/Foster Care       |               |                          | 2                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 2      |
| Adult/Voc Education        |               |                          | 1                      |                           |                  |                |                 |                  | 5                     |                   |              |                      |                           | 6      |
| Advocacy                   |               |                          |                        |                           |                  |                |                 |                  |                       |                   | 1            |                      |                           | 1      |
| Alcohol-self               |               | 1                        | 1                      |                           |                  |                |                 |                  |                       |                   |              | 1                    |                           | 3      |
| Anger/Anxiety/Stress       |               | 3                        | 36                     |                           |                  |                |                 |                  |                       |                   |              | 1                    |                           | 40     |
| Animal Services            | 1             | 2                        | 1                      |                           |                  |                |                 |                  | 22                    |                   | 2            |                      |                           | 28     |
| Assistive Technology       |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   | 1            | 1                    |                           | 3      |
| Asthma                     |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| Attention Deficit Disorder |               |                          |                        |                           |                  |                |                 |                  |                       |                   |              | 1                    |                           | 1      |
| Auxiliary Education Prog   |               | 5                        | 3                      |                           |                  |                |                 |                  | 21                    | 4                 | 3            |                      |                           | 36     |
| Baker Act                  |               | 2                        | 2                      |                           |                  |                |                 |                  |                       |                   | 1            |                      |                           | 5      |
| Bereavement                |               | 1                        | 1                      |                           |                  |                |                 |                  | 5                     |                   |              |                      |                           | 7      |
| Birth Control              |               |                          |                        |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 2      |
| Care Coordination          |               | 2                        | 1                      |                           |                  |                |                 |                  |                       |                   | 1            |                      |                           | 4      |
| Caregiver Support / Respi  |               | 1                        |                        |                           |                  |                |                 |                  | 4                     |                   |              | 1                    |                           | 6      |
| Child Abuse/Neglect        |               | 1                        | 2                      |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 5      |
| Child Support              |               | 4                        |                        |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 6      |
| Child-Ungovernable         |               |                          | 1                      |                           |                  |                |                 |                  | 1                     |                   |              |                      |                           | 2      |
| Chronic Medical Condition  |               | 1                        | 4                      |                           |                  |                |                 |                  | 8                     |                   |              |                      |                           | 13     |
| Clothing/Furniture         |               | 26                       | 11                     | 10                        |                  |                |                 |                  | 82                    |                   | 8            | 2                    |                           | 139    |
| Conduct Disorder           |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| Consumer Complaints        |               | 8                        | 6                      |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 16     |
| Counseling Needs           |               | 9                        | 15                     |                           |                  |                |                 |                  | 13                    |                   | 1            |                      |                           | 38     |
| Crime Victim               |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| Crisis Stabilization       |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| D - Hearing Impairment     |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| Day Care-Adult             |               |                          |                        |                           |                  |                |                 |                  |                       |                   |              | 2                    |                           | 2      |
| Day Care-Child             |               | 14                       | 5                      | 1                         |                  |                |                 |                  | 25                    | 2                 | 14           | 71                   |                           | 132    |
| DD - Asperger's Syndrome   |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| DD - Autism                |               |                          | 7                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 7      |
| DD - Cognitive Impairment  |               |                          | 4                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 4      |
| DD - Down Syndrome         |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| Dental Care                |               | 3                        | 1                      |                           |                  |                |                 |                  | 12                    |                   | 4            |                      |                           | 20     |
| Depression                 |               | 4                        | 2                      |                           |                  |                |                 |                  | 2                     | 1                 |              |                      |                           | 9      |
| Diabetes                   |               |                          |                        | 1                         |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| Disabled Abuse/Neglect     |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   | 1            |                      |                           | 2      |
| Disaster Preparation/Reco  |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   |              | 1                    |                           | 2      |
| Divorce/Custody            |               | 1                        | 1                      |                           |                  |                |                 |                  | 1                     |                   |              |                      |                           | 3      |
| Divorce/Separation         |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| Domestic Violence          |               | 1                        | 4                      |                           |                  |                |                 |                  | 2                     |                   |              | 1                    |                           | 8      |
| Donations                  |               |                          | 1                      |                           |                  |                |                 |                  | 15                    |                   |              |                      |                           | 16     |
| Drugs-other                |               | 1                        | 2                      |                           |                  |                |                 |                  | 2                     |                   | 1            |                      |                           | 6      |
| Drugs-self                 |               | 2                        | 2                      |                           |                  |                |                 |                  | 1                     |                   |              |                      |                           | 5      |
| Dual Diagnosis MH/SA       |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   | 1            |                      |                           | 2      |
| Early Intervention         |               |                          | 2                      |                           |                  |                |                 |                  | 1                     | 1                 | 2            | 10                   |                           | 16     |
| Eating Disorders           |               |                          | 1                      |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 3      |
| Education/Prevention       |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   |              |                      |                           | 1      |
| Employment Needs           |               | 36                       | 6                      |                           |                  |                |                 |                  | 20                    | 1                 | 2            | 1                    |                           | 66     |
| Eye Care                   |               | 1                        | 5                      |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 8      |
| Family Support             |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| Family Therapy             |               | 3                        | 1                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 4      |
| Fantasy/Sexual Calls       |               |                          | 9                      |                           |                  |                |                 |                  | 5                     |                   |              |                      |                           | 14     |
| Financial Assist           |               | 3                        | 3                      |                           |                  |                |                 |                  | 16                    |                   | 1            | 4                    |                           | 27     |
| First Call for Help        |               | 10                       | 6                      |                           |                  |                |                 |                  | 1                     | 4                 |              | 410                  |                           | 431    |
| Food                       |               | 38                       | 33                     |                           |                  |                |                 |                  | 33                    | 7                 | 1            | 8                    |                           | 120    |
| Food Stamps                |               | 9                        | 10                     |                           |                  |                |                 |                  | 8                     |                   | 8            | 20                   |                           | 55     |
| FPL/Utilities              | 1             | 71                       | 22                     | 30                        |                  |                |                 |                  | 250                   | 2                 | 564          | 97                   |                           | 1037   |
| GED                        |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 1      |
| General Support            |               |                          | 16                     |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 16     |
| Group Home                 |               | 1                        | 1                      |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 4      |
| Guardianship               |               |                          |                        |                           |                  |                |                 |                  |                       |                   | 1            |                      |                           | 1      |
| Health Clinics             |               | 20                       | 14                     |                           |                  |                |                 |                  | 20                    |                   | 2            | 2                    |                           | 58     |
| HIV/AIDS                   |               | 1                        |                        |                           |                  |                |                 |                  | 1                     |                   |              |                      |                           | 2      |

**Rank Order by Need Count**

| NEED                       | Not Specified | Client declined referral | Client terminated call | Community funds exhausted | HH - After Hours | HH - Line Busy | HPRP Ineligible | Language barrier | No such service found | No transportation | Not eligible | Waiting list/Pending | zzFCH/Florida System Down | Totals |
|----------------------------|---------------|--------------------------|------------------------|---------------------------|------------------|----------------|-----------------|------------------|-----------------------|-------------------|--------------|----------------------|---------------------------|--------|
| Shelter-Family             |               | 212                      | 81                     | 6                         | 55               | 110            |                 |                  | 11                    |                   | 105          | 2598                 | 2                         | 3180   |
| Housing                    | 2             | 40                       | 41                     | 52                        | 7                | 4              | 541             |                  | 136                   |                   | 86           | 833                  |                           | 1742   |
| FPL/Utilities              | 1             | 71                       | 22                     | 30                        |                  |                |                 |                  | 250                   | 2                 | 564          | 97                   |                           | 1037   |
| Shelter-Men                | 1             | 201                      | 107                    |                           | 97               | 224            |                 |                  | 20                    | 21                | 198          | 116                  |                           | 985    |
| Holiday Gifts              |               | 13                       | 6                      | 321                       |                  |                |                 |                  | 101                   | 2                 | 21           | 499                  |                           | 963    |
| Rent/Mortgage/Foreclosure  | 1             | 83                       | 52                     | 76                        |                  |                | 1               |                  | 161                   | 1                 | 326          | 183                  |                           | 884    |
| Shelter-Women              | 3             | 181                      | 77                     |                           | 62               | 115            |                 |                  | 27                    | 15                | 103          | 144                  |                           | 727    |
| First Call for Help        |               | 10                       | 6                      |                           |                  |                |                 | 1                | 4                     |                   |              | 410                  |                           | 431    |
| Information - Govt/Public  |               | 26                       | 102                    | 2                         |                  |                |                 |                  | 166                   | 1                 | 3            | 12                   |                           | 312    |
| Holiday Food               |               | 18                       | 2                      | 5                         |                  |                |                 |                  | 200                   | 1                 |              | 12                   |                           | 238    |
| Transportation             |               | 14                       | 7                      | 3                         |                  |                |                 |                  | 156                   | 6                 | 11           | 8                    |                           | 205    |
| Money Management           | 1             | 20                       | 7                      | 7                         |                  |                |                 |                  | 53                    | 1                 | 49           | 2                    |                           | 140    |
| Clothing/Furniture         |               | 26                       | 11                     | 10                        |                  |                |                 |                  | 82                    |                   | 8            | 2                    |                           | 139    |
| Day Care-Child             |               | 14                       | 5                      | 1                         |                  |                |                 |                  | 25                    | 2                 | 14           | 71                   |                           | 132    |
| Food                       |               | 38                       | 33                     |                           |                  |                |                 |                  | 33                    | 7                 | 1            | 8                    |                           | 120    |
| Shelter-Teens              |               | 19                       | 2                      | 1                         |                  | 5              |                 |                  | 1                     |                   | 8            | 50                   |                           | 86     |
| Employment Needs           |               | 36                       | 6                      |                           |                  |                |                 |                  | 20                    | 1                 | 2            | 1                    |                           | 66     |
| Health Clinics             |               | 20                       | 14                     |                           |                  |                |                 |                  | 20                    |                   | 2            | 2                    |                           | 58     |
| Uninsured                  |               | 22                       | 3                      |                           |                  |                |                 |                  | 10                    |                   | 10           | 13                   |                           | 58     |
| Food Stamps                |               | 9                        | 10                     |                           |                  |                |                 |                  | 8                     |                   | 8            | 20                   |                           | 55     |
| Social/Recreational Infor  |               | 7                        | 4                      |                           |                  |                |                 |                  | 31                    | 2                 |              | 4                    |                           | 48     |
| Medicare/Medicaid          |               | 7                        | 4                      |                           |                  |                |                 |                  | 7                     |                   | 8            | 17                   |                           | 43     |
| Anger/Anxiety/Stress       |               | 3                        | 36                     |                           |                  |                |                 |                  |                       |                   |              | 1                    |                           | 40     |
| Legal Aid/Attorney Referra | 1             | 17                       | 4                      |                           |                  |                |                 |                  | 13                    |                   | 3            | 1                    |                           | 39     |
| Counseling Needs           |               | 9                        | 15                     |                           |                  |                |                 |                  | 13                    |                   | 1            |                      |                           | 38     |
| Auxiliary Education Prog   |               | 5                        | 3                      |                           |                  |                |                 |                  | 21                    | 4                 | 3            |                      |                           | 36     |
| Psychiatric Treatment      |               | 8                        | 11                     |                           |                  |                |                 |                  | 10                    |                   |              |                      |                           | 29     |
| Animal Services            | 1             | 2                        | 1                      |                           |                  |                |                 |                  | 22                    |                   | 2            |                      |                           | 28     |
| Financial Assist           |               | 3                        | 3                      |                           |                  |                |                 |                  | 16                    |                   | 1            | 4                    |                           | 27     |
| Tx-Residential             |               | 10                       | 6                      |                           |                  |                |                 |                  | 9                     | 1                 |              | 1                    |                           | 27     |
| WAGES/TANF (formerly AFDC  |               | 8                        | 2                      |                           |                  |                |                 |                  | 1                     |                   | 11           |                      |                           | 22     |
| Home Repairs               |               | 2                        | 1                      |                           |                  |                |                 |                  | 11                    |                   | 6            | 1                    |                           | 21     |
| Dental Care                |               | 3                        | 1                      |                           |                  |                |                 |                  | 12                    |                   | 4            |                      |                           | 20     |
| Medications                |               | 1                        | 1                      | 1                         |                  |                |                 |                  | 16                    |                   |              | 1                    |                           | 20     |
| Medical Equipment          |               | 1                        | 2                      |                           |                  |                |                 |                  | 11                    |                   | 2            | 2                    |                           | 18     |
| Consumer Complaints        |               | 8                        | 6                      |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 16     |
| Donations                  |               |                          | 1                      |                           |                  |                |                 |                  | 15                    |                   |              |                      |                           | 16     |
| Early Intervention         |               |                          | 2                      |                           |                  |                |                 |                  | 1                     | 1                 | 2            | 10                   |                           | 16     |
| General Support            |               |                          | 16                     |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 16     |
| Hospital/Physician Referr  |               | 2                        | 3                      |                           |                  |                |                 |                  | 9                     |                   | 1            | 1                    |                           | 16     |
| Law Enforcement            |               | 1                        | 4                      |                           |                  |                |                 |                  | 9                     |                   | 1            |                      |                           | 15     |
| Fantasy/Sexual Calls       |               |                          | 9                      |                           |                  |                |                 |                  | 5                     |                   |              |                      |                           | 14     |
| Transportation-Meds        |               | 3                        | 1                      |                           |                  |                |                 |                  | 8                     |                   | 1            | 1                    |                           | 14     |
| Chronic Medical Condition  |               | 1                        | 4                      |                           |                  |                |                 |                  | 8                     |                   |              |                      |                           | 13     |
| TOUCHLINE                  |               | 7                        | 4                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 11     |
| Home Health Care           |               | 3                        | 1                      |                           |                  |                |                 |                  | 5                     |                   | 1            |                      |                           | 10     |
| Rehabilitative Therapies   |               | 2                        |                        |                           |                  |                |                 |                  | 2                     |                   | 1            | 5                    |                           | 10     |
| Depression                 |               | 4                        | 2                      |                           |                  |                |                 |                  | 2                     | 1                 |              |                      |                           | 9      |
| Tx-Outpatient              |               | 4                        | 1                      |                           |                  |                |                 |                  | 4                     |                   |              |                      |                           | 9      |
| Domestic Violence          |               | 1                        | 4                      |                           |                  |                |                 |                  | 2                     |                   |              | 1                    |                           | 8      |
| Eye Care                   |               | 1                        | 5                      |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 8      |
| Landlord/Tenant            |               | 4                        | 1                      |                           |                  |                |                 |                  | 1                     |                   | 2            |                      |                           | 8      |
| Bereavement                |               | 1                        | 1                      |                           |                  |                |                 |                  | 5                     |                   |              |                      |                           | 7      |
| DD - Autism                |               |                          | 7                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 7      |
| Immigration/Citizenship    |               |                          | 2                      |                           |                  |                |                 |                  | 4                     |                   |              | 1                    |                           | 7      |
| Relationship Problems      |               |                          | 6                      |                           |                  |                |                 |                  | 1                     |                   |              |                      |                           | 7      |
| School-based services      |               | 1                        | 2                      |                           |                  |                |                 |                  | 2                     |                   | 1            | 1                    |                           | 7      |
| Suicide Thoughts/Threats   |               | 2                        | 2                      |                           |                  |                |                 |                  |                       |                   |              | 3                    |                           | 7      |
| X - Call Back Needed       |               | 6                        | 1                      |                           |                  |                |                 |                  |                       |                   |              |                      |                           | 7      |
| Adult/Voc Education        |               |                          | 1                      |                           |                  |                |                 |                  | 5                     |                   |              |                      |                           | 6      |
| Caregiver Support / Respi  |               |                          | 1                      |                           |                  |                |                 |                  | 4                     |                   |              | 1                    |                           | 6      |
| Child Support              |               |                          | 4                      |                           |                  |                |                 |                  | 2                     |                   |              |                      |                           | 6      |
| Drugs-other                |               | 1                        | 2                      |                           |                  |                |                 |                  | 2                     |                   | 1            |                      |                           | 6      |

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|----------------------------|---------------|--------------------------|------------------------|---------------------------|------------------|----------------|-----------------|------------------|-----------------------|-------------------|--------------|-----------------------|----------------------------|--------|
| Holiday Food               |               | 18                       | 2                      | 5                         |                  |                |                 |                  | 200                   | 1                 |              | 12                    |                            | 238    |
| Holiday Gifts              |               | 13                       | 6                      | 321                       |                  |                |                 |                  | 101                   | 2                 | 21           | 499                   |                            | 963    |
| Home Health Care           |               | 3                        | 1                      |                           |                  |                |                 |                  | 5                     |                   | 1            |                       |                            | 10     |
| Home Repairs               |               | 2                        | 1                      |                           |                  |                |                 |                  | 11                    |                   | 6            | 1                     |                            | 21     |
| Home-based services        |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Hospital/Physician Referr  |               | 2                        | 3                      |                           |                  |                |                 |                  | 9                     |                   | 1            | 1                     |                            | 16     |
| Housing                    | 2             | 40                       | 41                     | 52                        | 7                | 4              | 541             |                  | 136                   |                   | 86           | 833                   |                            | 1742   |
| Immigration/Citizenship    |               |                          | 2                      |                           |                  |                |                 |                  | 4                     |                   |              | 1                     |                            | 7      |
| Information - Govt/Public  |               | 26                       | 102                    | 2                         |                  |                |                 |                  | 166                   | 1                 | 3            | 12                    |                            | 312    |
| Job Registration           |               |                          | 2                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 3      |
| Job Training               |               | 1                        | 1                      |                           |                  |                |                 |                  | 4                     |                   |              |                       |                            | 6      |
| Landlord/Tenant            |               | 4                        | 1                      |                           |                  |                |                 |                  | 1                     |                   | 2            |                       |                            | 8      |
| Law Enforcement            |               |                          | 1                      | 4                         |                  |                |                 |                  | 9                     |                   | 1            |                       |                            | 15     |
| Legal Aid/Attorney Referra | 1             | 17                       | 4                      |                           |                  |                |                 |                  | 13                    |                   | 3            | 1                     |                            | 39     |
| Life Skills Training       |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Literacy                   |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 1      |
| Marchman Act               |               | 2                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 2      |
| Medical Equipment          |               | 1                        | 2                      |                           |                  |                |                 |                  | 11                    |                   | 2            | 2                     |                            | 18     |
| Medicare/Medicaid          |               | 7                        | 4                      |                           |                  |                |                 |                  | 7                     |                   | 8            | 17                    |                            | 43     |
| Medications                |               | 1                        | 1                      | 1                         |                  |                |                 |                  | 16                    |                   |              | 1                     |                            | 20     |
| Money Management           | 1             | 20                       | 7                      | 7                         |                  |                |                 |                  | 53                    | 1                 | 49           | 2                     |                            | 140    |
| Outpatient treatment       |               | 2                        | 3                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 5      |
| Parent Education / Suppor  |               | 1                        |                        |                           |                  |                |                 |                  | 3                     |                   |              | 1                     |                            | 5      |
| Parent/Child Conflict      |               |                          | 3                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 3      |
| Parental Stress            |               |                          | 1                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 2      |
| Pre-natal                  |               | 1                        | 1                      |                           |                  |                |                 |                  | 1                     |                   | 1            |                       |                            | 4      |
| Prevention Services        |               | 2                        | 3                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 5      |
| Psychiatric Hospitalizati  |               | 1                        | 2                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 3      |
| Psychiatric Treatment      |               | 8                        | 11                     |                           |                  |                |                 |                  | 10                    |                   |              |                       |                            | 29     |
| Public Library             |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 1      |
| Rape                       |               |                          | 1                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 2      |
| Rehabilitative Therapies   |               | 2                        |                        |                           |                  |                |                 |                  | 2                     |                   | 1            | 5                     |                            | 10     |
| Relationship Problems      |               |                          | 6                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 7      |
| Rent/Mortgage/Foreclosure  | 1             | 83                       | 52                     | 76                        |                  |                | 1               |                  | 161                   | 1                 | 326          | 183                   |                            | 884    |
| Residential treatment      |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   | 2            |                       |                            | 3      |
| Respite Services           |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| School-based services      |               | 1                        | 2                      |                           |                  |                |                 |                  | 2                     |                   | 1            | 1                     |                            | 7      |
| Severely Emotionally Dist  |               | 1                        | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 2      |
| Sexual Obsession/Compulsi  | 1             |                          | 2                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 4      |
| Shelter-Disaster           |               |                          |                        |                           |                  |                |                 |                  | 3                     |                   |              |                       |                            | 3      |
| Shelter-Family             |               | 212                      | 81                     | 6                         | 55               | 110            |                 |                  | 11                    |                   | 105          | 2598                  | 2                          | 3180   |
| Shelter-Men                | 1             | 201                      | 107                    |                           | 97               | 224            |                 |                  | 20                    | 21                | 198          | 116                   |                            | 985    |
| Shelter-Teens              |               | 19                       | 2                      | 1                         |                  | 5              |                 |                  | 1                     |                   | 8            | 50                    |                            | 86     |
| Shelter-Women              | 3             | 181                      | 77                     |                           | 62               | 115            |                 |                  | 27                    | 15                | 103          | 144                   |                            | 727    |
| Social Life/Recreation     |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Social/Recreational Activ  |               |                          |                        |                           |                  |                |                 |                  |                       |                   |              | 1                     |                            | 1      |
| Social/Recreational Infor  |               | 7                        | 4                      |                           |                  |                |                 |                  | 31                    | 2                 |              | 4                     |                            | 48     |
| Special Education          |               |                          | 1                      |                           |                  |                |                 |                  | 2                     |                   |              | 1                     |                            | 4      |
| SSI/Social Security        |               | 3                        |                        |                           |                  |                |                 |                  | 1                     |                   | 1            |                       |                            | 5      |
| STD (Sexually Transmitted  |               | 1                        |                        |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 2      |
| Suicide 2nd Party          |               | 1                        | 1                      |                           |                  |                |                 |                  |                       |                   |              | 1                     |                            | 3      |
| Suicide Thoughts/Threats   |               | 2                        | 2                      |                           |                  |                |                 |                  |                       |                   | 3            |                       |                            | 7      |
| Support Group              |               | 2                        | 1                      |                           |                  |                |                 |                  | 3                     |                   |              |                       |                            | 6      |
| Support Group-Addictions   |               | 2                        | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 3      |
| Support Group-Health       |               | 1                        |                        |                           |                  |                |                 |                  | 4                     |                   |              |                       |                            | 5      |
| TOUCHLINE                  |               | 7                        | 4                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 11     |
| Transportation             |               | 14                       | 7                      | 3                         |                  |                |                 |                  | 156                   | 6                 | 11           | 8                     |                            | 205    |
| Transportation-Meds        |               | 3                        | 1                      |                           |                  |                |                 |                  | 8                     |                   | 1            | 1                     |                            | 14     |
| Tx-Outpatient              |               | 4                        | 1                      |                           |                  |                |                 |                  | 4                     |                   |              |                       |                            | 9      |
| Tx-Residential             |               | 10                       | 6                      |                           |                  |                |                 |                  | 9                     | 1                 |              | 1                     |                            | 27     |
| Uninsured                  |               | 22                       | 3                      |                           |                  |                |                 |                  | 10                    |                   | 10           | 13                    |                            | 58     |
| Volunteering               |               |                          |                        |                           |                  |                |                 |                  | 3                     |                   |              |                       |                            | 3      |
| WAGES/TANF (formerly AFDC  |               | 8                        | 2                      |                           |                  |                |                 |                  | 1                     |                   | 11           |                       |                            | 22     |
| X - Call Back Needed       |               | 6                        | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 7      |
| X DO NOT USE               |               |                          | 1                      |                           |                  |                |                 |                  | 3                     |                   |              |                       |                            | 4      |
| Y - Returned Call          |               |                          | 2                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 2      |
| Totals                     | 12            | 1261                     | 829                    | 516                       | 221              | 458            | 542             | 1                | 1826                  | 69                | 1581         | 5148                  | 2                          | 12466  |

Rank Order by Need Count

| NEED                      | Not Specified | Client declined referral | Client terminated call | Community funds exhausted | HH - After Hours | HH - Line Busy | HPRP ineligible | Language barrier | No such service found | No transportation | Not eligible | Waiting lists/Pending | zzFCFH/Florida System Down | Totals |
|---------------------------|---------------|--------------------------|------------------------|---------------------------|------------------|----------------|-----------------|------------------|-----------------------|-------------------|--------------|-----------------------|----------------------------|--------|
| Job Training              |               | 1                        | 1                      |                           |                  |                |                 |                  | 4                     |                   |              |                       |                            | 6      |
| Support Group             |               | 2                        | 1                      |                           |                  |                |                 |                  | 3                     |                   |              |                       |                            | 6      |
| Baker Act                 |               | 2                        | 2                      |                           |                  |                |                 |                  |                       |                   | 1            |                       |                            | 5      |
| Child Abuse/Neglect       |               | 1                        | 2                      |                           |                  |                |                 |                  | 2                     |                   |              |                       |                            | 5      |
| Drugs-self                |               | 2                        | 2                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 5      |
| Outpatient treatment      |               | 2                        | 3                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 5      |
| Parent Education / Suppor |               | 1                        |                        |                           |                  |                |                 |                  | 3                     |                   |              | 1                     |                            | 5      |
| Prevention Services       |               | 2                        | 3                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 5      |
| SSI/Social Security       |               | 3                        |                        |                           |                  |                |                 |                  | 1                     |                   |              | 1                     |                            | 5      |
| Support Group-Health      |               | 1                        |                        |                           |                  |                |                 |                  | 4                     |                   |              |                       |                            | 5      |
| Care Coordination         |               | 2                        | 1                      |                           |                  |                |                 |                  |                       |                   | 1            |                       |                            | 4      |
| DD - Cognitive Impairment |               |                          | 4                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 4      |
| Family Therapy            |               | 3                        | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 4      |
| Group Home                |               | 1                        | 1                      |                           |                  |                |                 |                  | 2                     |                   |              |                       |                            | 4      |
| Pre-natal                 |               | 1                        | 1                      |                           |                  |                |                 |                  | 1                     |                   | 1            |                       |                            | 4      |
| Sexual Obsession/Compulsi | 1             |                          | 2                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 4      |
| Special Education         |               |                          | 1                      |                           |                  |                |                 |                  | 2                     |                   |              | 1                     |                            | 4      |
| X DO NOT USE              |               |                          | 1                      |                           |                  |                |                 |                  | 3                     |                   |              |                       |                            | 4      |
| Alcohol-self              |               | 1                        | 1                      |                           |                  |                |                 |                  |                       |                   |              | 1                     |                            | 3      |
| Assistive Technology      |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   | 1            | 1                     |                            | 3      |
| Divorce/Custody           |               | 1                        | 1                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 3      |
| Eating Disorders          |               |                          | 1                      |                           |                  |                |                 |                  | 2                     |                   |              |                       |                            | 3      |
| Job Registration          |               |                          | 2                      |                           |                  |                |                 |                  |                       |                   | 1            |                       |                            | 3      |
| Parent/Child Conflict     |               |                          | 3                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 3      |
| Psychiatric Hospitalizati |               | 1                        | 2                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 3      |
| Residential treatment     |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              | 2                     |                            | 3      |
| Shelter-Disaster          |               |                          |                        |                           |                  |                |                 |                  | 3                     |                   |              |                       |                            | 3      |
| Suicide 2nd Party         |               | 1                        | 1                      |                           |                  |                |                 |                  |                       |                   |              | 1                     |                            | 3      |
| Support Group-Addictions  |               | 2                        | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 3      |
| Volunteering              |               |                          |                        |                           |                  |                |                 |                  | 3                     |                   |              |                       |                            | 3      |
| Adoption/Foster Care      |               |                          | 2                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 2      |
| Birth Control             |               |                          |                        |                           |                  |                |                 |                  | 2                     |                   |              |                       |                            | 2      |
| Child-Ungovernable        |               |                          | 1                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 2      |
| Day Care-Adult            |               |                          |                        |                           |                  |                |                 |                  |                       |                   |              | 2                     |                            | 2      |
| Disabled Abuse/Neglect    |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   | 1            |                       |                            | 2      |
| Disaster Preparation/Reco |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   |              | 1                     |                            | 2      |
| Dual Diagnosis MH/SA      |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   | 1            |                       |                            | 2      |
| HIV/AIDS                  |               | 1                        |                        |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 2      |
| Marchman Act              |               | 2                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 2      |
| Parental Stress           |               |                          | 1                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 2      |
| Rape                      |               |                          | 1                      |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 2      |
| Severely Emotionally Dist |               | 1                        | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 2      |
| STD (Sexually Transmitted |               | 1                        |                        |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 2      |
| Y - Returned Call         |               |                          | 2                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 2      |
| Advocacy                  |               |                          |                        |                           |                  |                |                 |                  |                       |                   | 1            |                       |                            | 1      |
| Asthma                    |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Attention Deficit Disorde |               |                          |                        |                           |                  |                |                 |                  |                       |                   |              | 1                     |                            | 1      |
| Conduct Disorder          |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Crime Victim              |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Crisis Stabilization      |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| D - Hearing Impairment    |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| DD - Asperger's Syndrome  |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| DD - Down Syndrome        |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Diabetes                  |               |                          |                        | 1                         |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Divorce/Separation        |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Education/Prevention      |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 1      |
| Family Support            |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| GED                       |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Guardianship              |               |                          |                        |                           |                  |                |                 |                  |                       |                   | 1            |                       |                            | 1      |
| Home-based services       |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Life Skills Training      |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Literacy                  |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 1      |
| Public Library            |               |                          |                        |                           |                  |                |                 |                  | 1                     |                   |              |                       |                            | 1      |
| Respite Services          |               | 1                        |                        |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Social Life/Recreation    |               |                          | 1                      |                           |                  |                |                 |                  |                       |                   |              |                       |                            | 1      |
| Social/Recreational Activ |               |                          |                        |                           |                  |                |                 |                  |                       |                   |              | 1                     |                            | 1      |
| Totals                    | 12            | 1261                     | 829                    | 516                       | 221              | 458            | 542             | 1                | 1826                  | 69                | 1581         | 5148                  | 2                          | 12466  |