

**2-1-1 Maryland System  
Contacts  
FY 2013- FY 2016 Trends**

Fiscal Year:	FY 13	FY 14	FY 15	FY 16
<b>Performance Data</b>				
Total calls (calls offered)	300,297	336,084	321,817	332,667
Total calls abandoned	26,024	43,160	49,403	54,308
Total calls answered	274,273	292,924	272,414	278,359
Percent calls abandoned	9%	13%	15%	16%
<b>Problems/Needs</b>	<b>FY 13</b>	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>
Domestic Violence, Shelter, and Support	1,002	841	1,129	1,254
Emergency Shelter	8,754	11,361	41,831	38,075
Employment	1,213	1,540	1,816	1,132
Financial Assistance	1,708	3,443	2,815	2,469
Food	14,890	17,371	19,654	20,896
Health Care Concerns	8,906	11,468	8,583	6,318
Housing Assistance	19,817	22,807	24,132	24,113
Individual, Community, and Family Programs	17,335	20,708	17,203	17,377
Legal and Public Safety	4,481	5,907	7,020	5,792
Mental Health and Substance Abuse	35,965	36,739	37,878	44,746
Suicide and Crisis	3,647	4,517	5,285	7,347
Tax Information and Preparation Assistance	12,366	12,846	15,359	16,807
Transportation	1,127	1,294	1,366	1,352
Utility Assistance	17,326	74,258	65,801	62,567

*\*The increase in Emergency Shelter Calls between FY 2014 and FY 2015 is a result of a change in reporting methodology.*

**Calls by Jurisdiction**

Allegany	655	Charles	1,222	Prince George's	65,285
Anne Arundel	5,446	Dorchester	625	Queen Anne's	390
Baltimore	23,039	Frederick	8,712	Saint Mary's	303
Baltimore City	66,291	Garrett	390	Somerset	392
Calvert	446	Harford	4,140	Talbot	485
Caroline	533	Howard	3,403	Washington	1,692
Carroll	1,784	Kent	433	Wicomico	4,112
Cecil	1,630	Montgomery	8,943	Worcester	1,929

