



## SUMMARY OF CONTACTS - 2024

I/R/A SERVICES PROVIDED														% of Incoming Contacts	
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD		
Information Only - Live Contact	954	858	930	615	315	342	680	694	659				6047	15%	
Information Only - Automated & text Information*	2402	2072	1873	1631	1584	1603	2183	2399	2740				18487	45%	
Information & Referrals	1189	907	806	668	797	1046	1392	1210	1135				9150	22%	
Information, Referrals & Advocacy	517	828	674	265	271	184	498	272	104				3613	9%	
Listening Support Only	2	10	12	13	6	3	10	4	2				62	0%	
Incomplete Call, Hang-up / Prank or Harassing Call / Static-Phantom Call / Voicemail - Hang-up	644	548	547	211	217	361	582	564	409				4083	10%	
<b>TOTAL INCOMING CONTACTS</b>	<b>5708</b>	<b>5223</b>	<b>4842</b>	<b>3403</b>	<b>3190</b>	<b>3539</b>	<b>5345</b>	<b>5143</b>	<b>5049</b>				<b>41442</b>	<b>100%</b>	
TOTAL INCOMING CONTACTS PRIOR YR	4975	5305	5293	3358	3199	2793	6422	3706	2515	2337	4736	5518	42674		
TOTAL INCOMING CONTACTS 2022	5507	5709	5232	4731	4054	3793	3205	3127	3015	3044	3503	4206	54654		
COUNTY WHERE PERSON NEEDING SERVICES LIVES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	% of VT Population	% of Contacts
Addison	45	45	25	33	33	24	84	34	36				359	6%	2.4%
Bennington	139	106	130	99	104	123	134	177	146				1158	6%	7.6%
Caledonia	87	58	67	66	51	44	336	164	60				933	5%	6.1%
Chittenden	835	1005	876	446	350	436	494	469	443				5354	26%	35.2%
Essex	5	6	3	8	3	5	38	26	8				102	1%	0.7%
Franklin	135	94	72	59	70	81	89	93	106				799	8%	5.2%
Grand Isle	9	25	12	7	4	10	2	11	9				89	1%	0.6%
Lamoille	42	31	39	25	24	33	56	43	31				324	4%	2.1%
Orange	37	48	41	38	38	28	51	42	40				363	5%	2.4%
Orleans	37	36	48	31	38	34	106	60	36				426	4%	2.8%
Rutland	191	174	185	159	179	213	203	230	214				1748	9%	11.5%
Washington	162	132	146	103	139	110	399	203	168				1562	9%	10.3%
Windham	161	124	128	100	134	157	148	183	112				1247	7%	8.2%
Windsor	107	86	90	60	94	81	96	76	72				762	9%	5.0%
LOCATION OF CONTACT BY STATE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD	% of Total	
Vermont	3303	3149	2963	1765	1600	1934	3156	2738	2307				22915	99.8%	
Other States	3	2	6	7	6	2	6	6	2				40	0.2%	
OUTGOING CONTACTS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD		
Outgoing Contacts - Follow Up	0	0	0	0	1	0	0	0	0				1		
<b>AVERAGE NUMBER OF INCOMING CONTACTS PER DAY OF SERVICE</b>	184.1	180.1	156.2	113.4	102.9	118.0	172.4	165.9	168.3						
<b>NUMBER OF DAYS OF 211 SERVICE</b>	31	29	31	30	31	30	31	31	30						

\* Information Only and texting - Includes automated Information: Primarily transfers to AHS Emergency Housing. Also includes incoming texts.