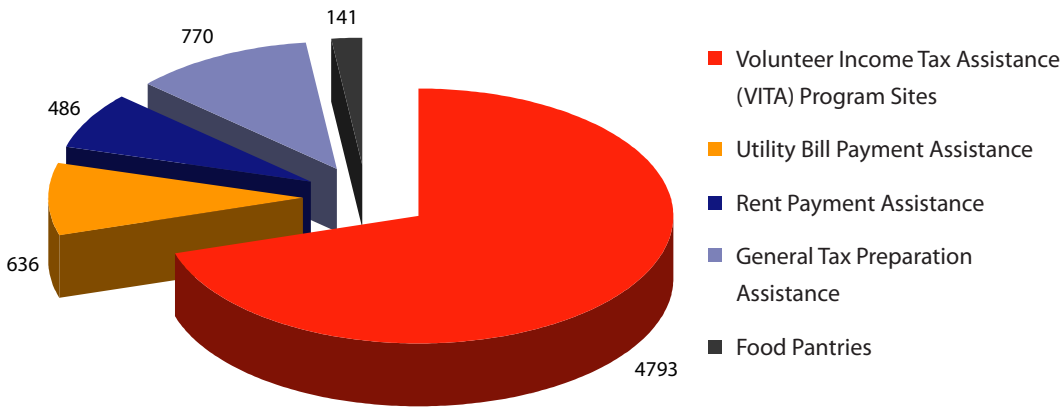
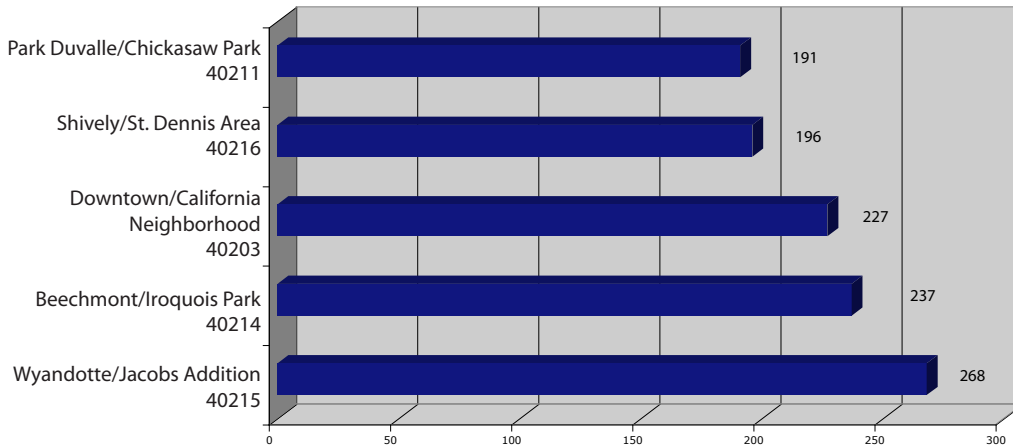


There were 7,045 calls for help to 2-1-1 in February, 2010.

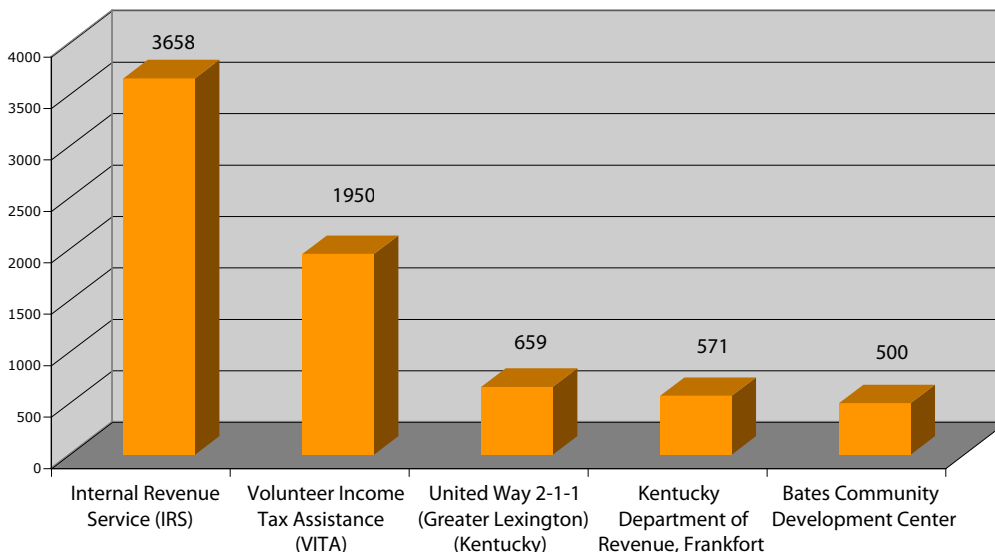
**Top Five Requests for Help**  
 6,826 Calls



**Top Five Neighborhoods Placing Calls to 2-1-1**  
 1,119 Calls



**Top Five Agencies Handling Requests for Help**  
 7,338 Calls



**What's new with 2-1-1?**

2-1-1 continues to help callers from all around the Commonwealth find Volunteer Income Tax Assistance (VITA) sites. In February there were 4,793 referrals given out for VITA site locations and 770 referrals for general income tax assistance. To date, 2-1-1 has helped almost 20,000 callers to find help in answering their tax questions and help in preparing their tax return for 2009. 2-1-1 has answered more than 50,000 calls for information/referrals so far this year.

