

VT 2-1-1 2018 Emergency Housing After Hours Call Volume

	January	February	March	April	May	June	July	August	September	October	November	December	Total
M-F 8p-8a	126	76	110	49	33	47	43	50	42	53	60	105	794
Weekends	345	248	211	313	70	81	80	82	126	142	250	472	2,420
State Holidays*	72	32	41	0	5	0	7	13	11	0	105	14	300
Total	543	356	362	362	108	128	130	145	179	195	415	591	3,514

*See listing below for holiday counts broken down by date. An entry of "0" in the chart above indicates that there were no holidays during that month.

1/1/18 (New Year's Day)	29
1/15/18 (MLK Day)	43
2/19/18 (Presidents' Day)	32
3/6/18 (Town Meeting Day)	41
5/28/18 (Memorial Day)	5
7/4/18 (Independence Day)	7
8/16/18 (Bennington Battle Day)	13
9/3/18 (Labor Day)	11
11/12/18 (Veterans' Day)	42
11/22/18 (Thanksgiving)	18
11/23/18 (Day after Thanksgiving)	45
12/25/18 (Christmas Day)	14

Holiday Subtotal **300**
Total Contacts **3,514**

***This data does not account for the following:**

- Calls from DV/SA agencies to verify clients
- Calls from clients denied emergency housing per their Period of Ineligibility (the "do not house" list)
- Calls from clients in the Burlington District to check motel reservations
- Repeated calls from clients denied emergency housing after an intake
- Outbound calls to hotels to make or cancel reservations
- Live Adverse Weather Conditions (AWC) inquiries
- Motel placements per Economic Services Division (ESD)

***Questions, or for further information, contact:**

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Appendix: Adverse Weather Conditions (AWC) Recording Line

January 2018	1,709
February 2018	1,534
March 2018	1,958
April 2018	1,106
November 2018	816
December 2018	1,042

Total AWC **8,165**
Grand Total **11,679**

(incl. Emergency Housing Volume
 & AWC Recording Line)