



Carroll County

2019 Cumulative



United Way of Greater Cleveland

Total contacts

298

Non-phone contacts

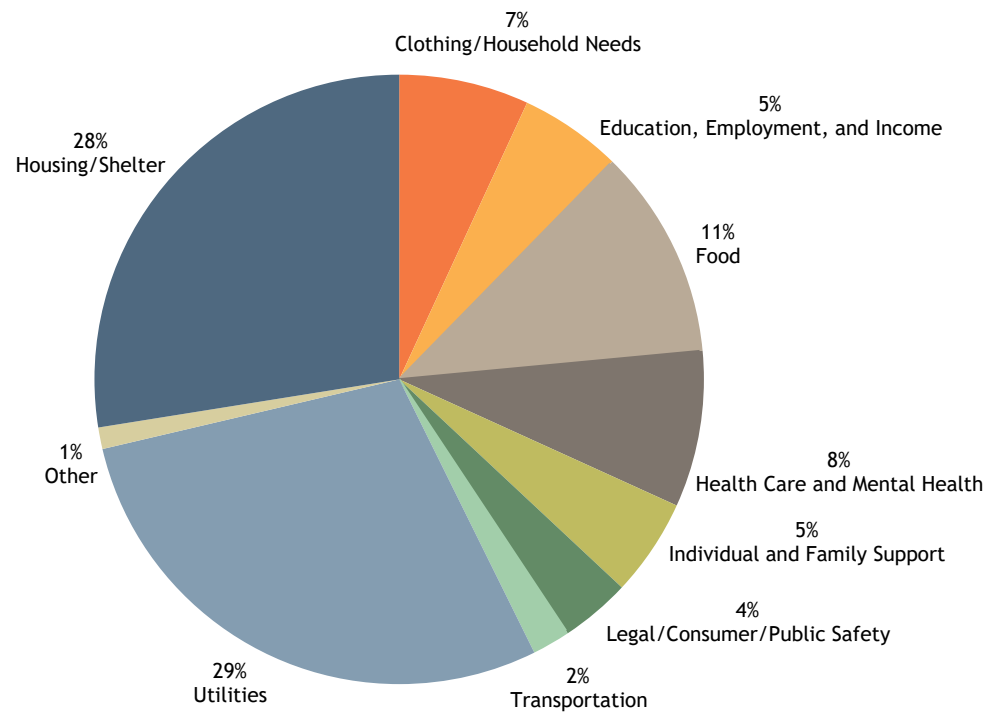
Chat

7

Annual Outcomes for 2-1-1 (all counties)

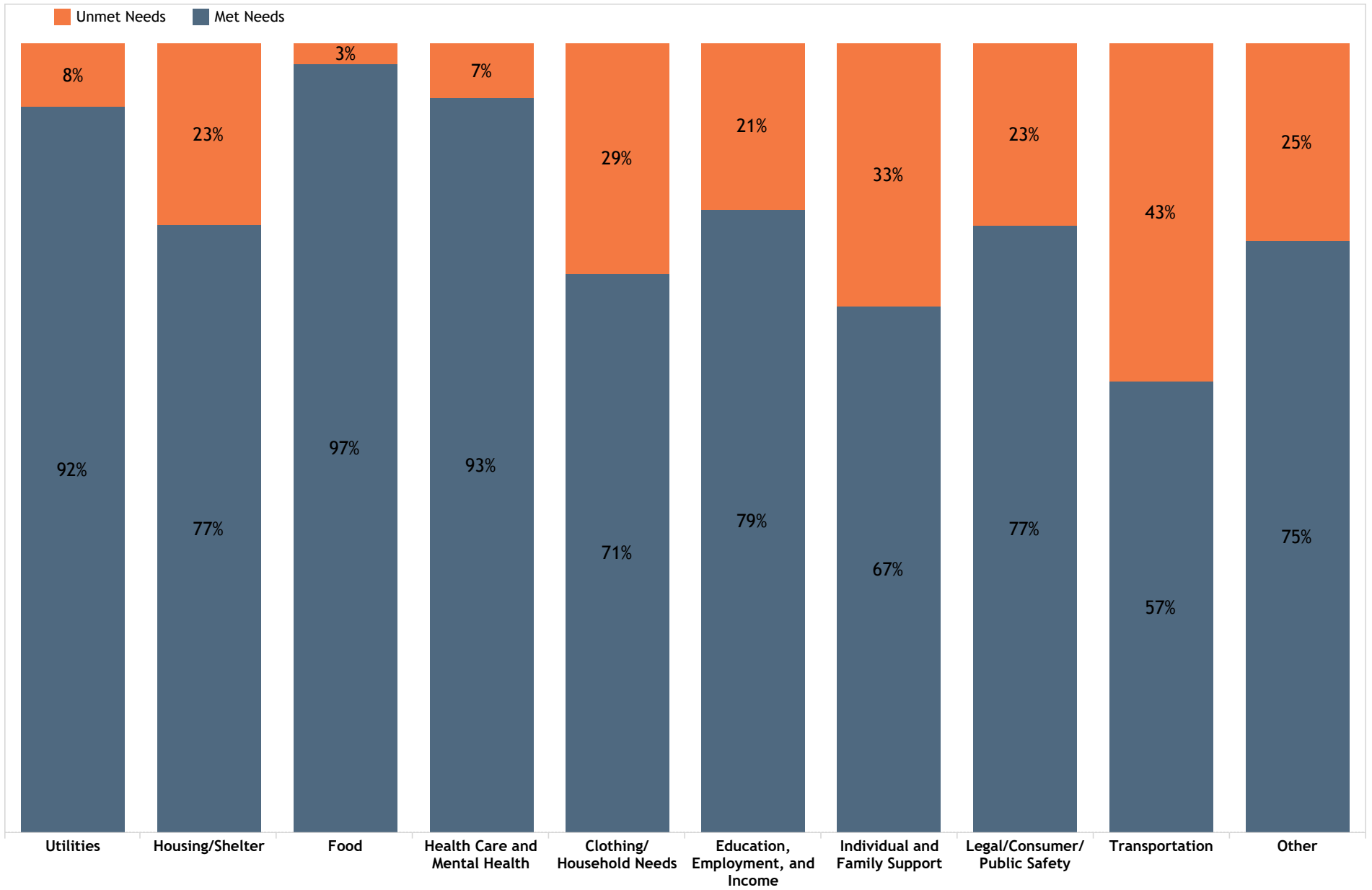
- 97% of surveyed clients would contact 2-1-1 again if they needed assistance
- 111k updates are made to the Community Resource Database annually
- Upon follow-up, 86% of clients received help or reported help was in progress
- 88% of clients discovered new resources or information by contacting 2-1-1
- 89% increase in time dedicated to each client since 2012

Breakdown of needs



Need Category "Other" includes: Arts, Culture, and Recreation; Other Government/Economic Services; Volunteers/Donations

Met and unmet needs



Need Category "Other" includes: Arts, Culture, and Recreation; Other Government/Economic Services; Volunteers/Donations

Rank by number of residents assisted

Carrollton

Malvern

Minerva

Sherrodsville

Dellroy

Magnolia

Leesville

Rank by utilization rate per 1,000 residents

1 Malvern

2 Carrollton

3 Sherrodsville

4 Minerva

5 Dellroy

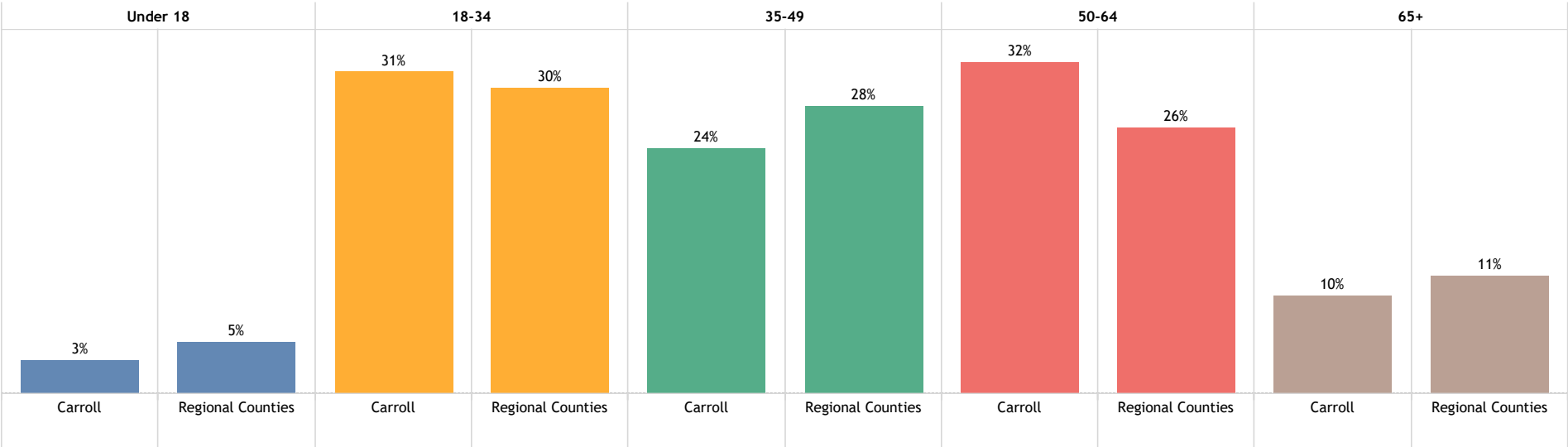
6 Magnolia

7 Leesville

Some cities and townships not included due to not having Geographic Information System data

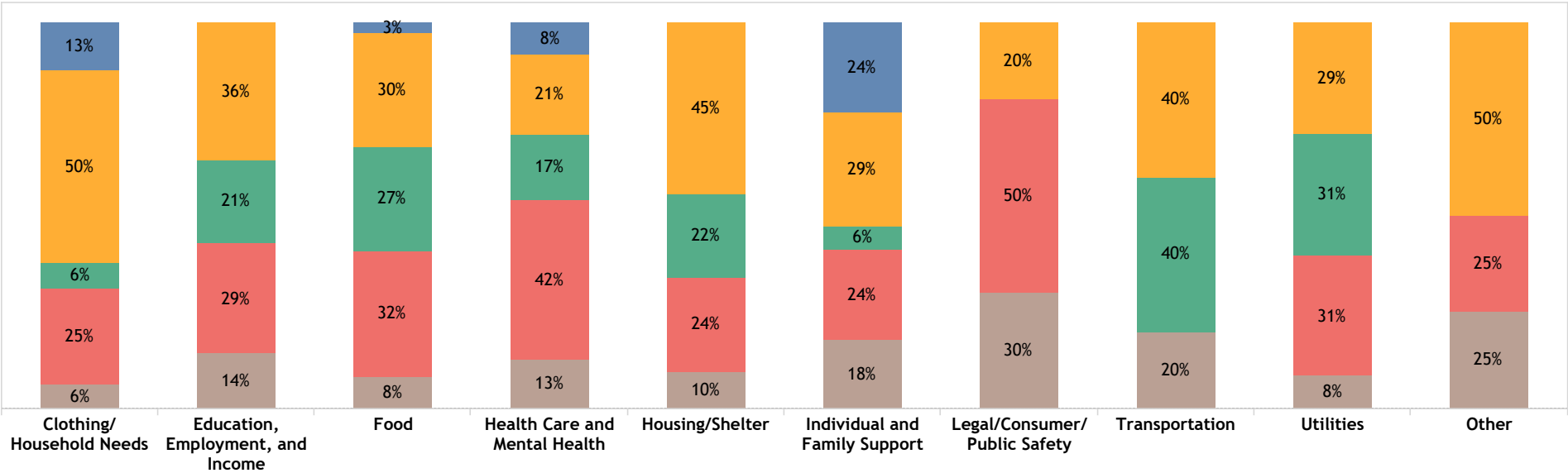


Contacts by age of person in need



"Regional Counties" includes: Coshocton, Harrison, Jefferson, Stark and Tuscarawas

Contacts by age and need



Need Category "Other" includes: Arts, Culture, and Recreation; Other Government/Economic Services; Volunteers/Donations