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

- 29% Housing/Shelter
- 28% Transportation
- 11% Food
- 8% Health Care and Mental Health
- 5% Individual and Family Support
- 4% Legal/Consumer/Public Safety
- 5% Education, Employment, and Income
- 7% Clothing/Household Needs
- 1% Utilities
- 1% Other

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

for up-to-the-minute 2-1-1 trending data, visit: 211oh.org/trends

prepared by United Way 2-1-1’s community resource department
Need Category "Other" includes: Arts, Culture, and Recreation; Other Government/Economic Services; Volunteers/Donations
<table>
<thead>
<tr>
<th>Rank by number of residents assisted</th>
<th>Rank by utilization rate per 1,000 residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrollton</td>
<td>Malvern</td>
</tr>
<tr>
<td>Malvern</td>
<td>Carrollton</td>
</tr>
<tr>
<td>Minerva</td>
<td>Sherrodsville</td>
</tr>
<tr>
<td>Sherrodsville</td>
<td>Minerva</td>
</tr>
<tr>
<td>Dellroy</td>
<td>Dellroy</td>
</tr>
<tr>
<td>Magnolia</td>
<td>Magnolia</td>
</tr>
<tr>
<td>Leesville</td>
<td>Leesville</td>
</tr>
</tbody>
</table>

Some cities and townships not included due to not having Geographic Information System data.
Contacts by age of person in need

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Under 18</th>
<th>18-34</th>
<th>35-49</th>
<th>50-64</th>
<th>65+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carroll</td>
<td>3%</td>
<td>31%</td>
<td>30%</td>
<td>32%</td>
<td>10%</td>
</tr>
<tr>
<td>Regional Counties</td>
<td>5%</td>
<td>24%</td>
<td>28%</td>
<td>26%</td>
<td>11%</td>
</tr>
</tbody>
</table>

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

Contacts by age and need

- Under 18
- 18-34
- 35-49
- 50-64
- 65+

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