Jefferson County
2019 Cumulative
Total contacts
388

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

- 37% Utilities
- 22% Housing/Shelter
- 8% Clothing/Household Needs
- 7% Food
- 8% Health Care and Mental Health
- 5% Education, Employment, and Income
- 5% Individual and Family Support
- 3% Legal/Consumer/Public Safety
- 2% 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
Met and unmet needs

Unmet Needs  Met Needs

Utilities: 17% 83%
Housing/Shelter: 29% 71%
Health Care and Mental Health: 12% 88%
Clothing/Household Needs: 3% 97%
Food: 38% 63%
Education, Employment, and Income: 29% 71%
Individual and Family Support: 74% 26%
Transportation: 7% 93%
Legal/Consumer/Public Safety: 100%
Other: 100%

Need Category "Other" includes: Arts, Culture, and Recreation; Other Government/Economic Services; Volunteers/Donations
Rank by number of residents assisted

1. Amsterdam
2. Bloomingdale
3. Rayland
4. Richmond
5. Dillonvale
6. Steubenville
7. Yorkville
8. Wintersville
9. Tiltonsville
10. Mount Pleasant
11. Toronto
12. Mingo Junction
13. New Alexandria
14. Smithfield
15. Bergholz

Rank by utilization rate per 1,000 residents

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>Jefferson</th>
<th>Regional Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>25%</td>
<td>5%</td>
</tr>
<tr>
<td>18-34</td>
<td>30%</td>
<td>25%</td>
</tr>
<tr>
<td>35-49</td>
<td>27%</td>
<td>28%</td>
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<tr>
<td>50-64</td>
<td>30%</td>
<td>26%</td>
</tr>
<tr>
<td>65+</td>
<td>4%</td>
<td>11%</td>
</tr>
</tbody>
</table>

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

Contacts by age and need

<table>
<thead>
<tr>
<th>Need Category</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>Clothing/Household Needs</td>
<td>14%</td>
<td>25%</td>
<td>25%</td>
<td>29%</td>
<td>7%</td>
</tr>
<tr>
<td>Education, Employment, and Income</td>
<td>11%</td>
<td>16%</td>
<td>28%</td>
<td>15%</td>
<td>11%</td>
</tr>
<tr>
<td>Food</td>
<td>11%</td>
<td>11%</td>
<td>16%</td>
<td>31%</td>
<td>12%</td>
</tr>
<tr>
<td>Health Care and Mental Health</td>
<td>28%</td>
<td>28%</td>
<td>53%</td>
<td>30%</td>
<td>16%</td>
</tr>
<tr>
<td>Housing/Shelter</td>
<td>12%</td>
<td>16%</td>
<td>16%</td>
<td>40%</td>
<td>16%</td>
</tr>
<tr>
<td>Individual and Family Support</td>
<td>15%</td>
<td>10%</td>
<td>31%</td>
<td>31%</td>
<td>9%</td>
</tr>
<tr>
<td>Legal/Consumer/Public Safety</td>
<td>8%</td>
<td>8%</td>
<td>23%</td>
<td>31%</td>
<td>15%</td>
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<tr>
<td>Transportation</td>
<td>21%</td>
<td>14%</td>
<td>36%</td>
<td>29%</td>
<td>10%</td>
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<tr>
<td>Utilities</td>
<td>13%</td>
<td>27%</td>
<td>32%</td>
<td>30%</td>
<td>13%</td>
</tr>
<tr>
<td>Other</td>
<td>11%</td>
<td>38%</td>
<td>25%</td>
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