



Stark County

2019 Cumulative



United Way of Greater Cleveland

Total contacts

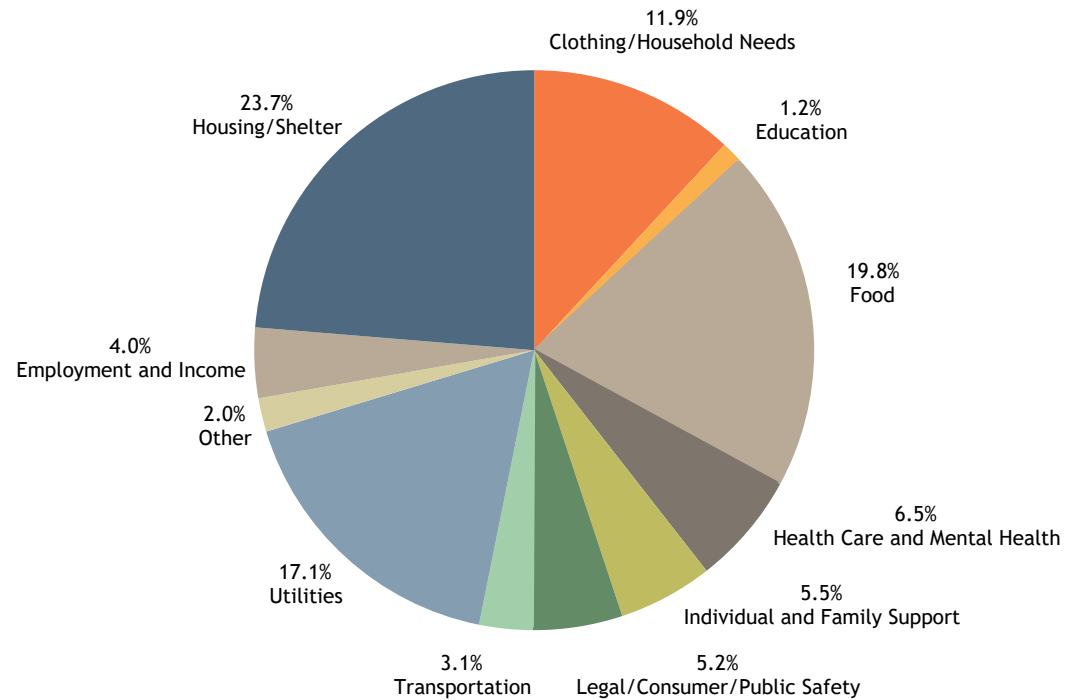
Includes all contacts received by Stark County 2-1-1 excluding those from Carroll, Coshocton, Harrison, Jefferson, and Tuscarawas Counties

19,425

Non-phone contacts

Chat 401

Breakdown of needs



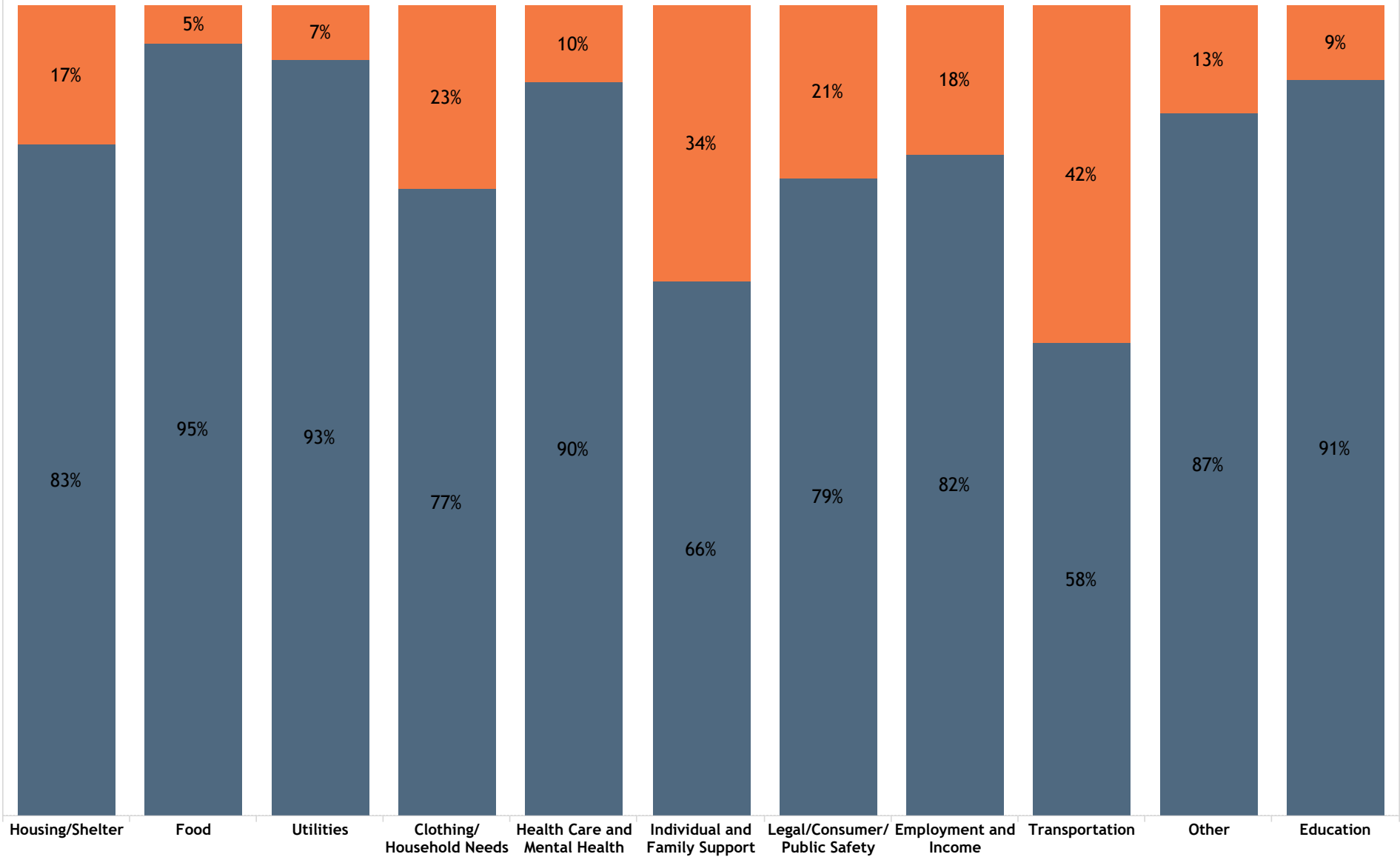
Need Category "Other" includes: Arts, Culture, and Recreation; Other Government/Economic Services; Volunteers/Donations

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

Met and unmet needs

Unmet Needs Met Needs



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

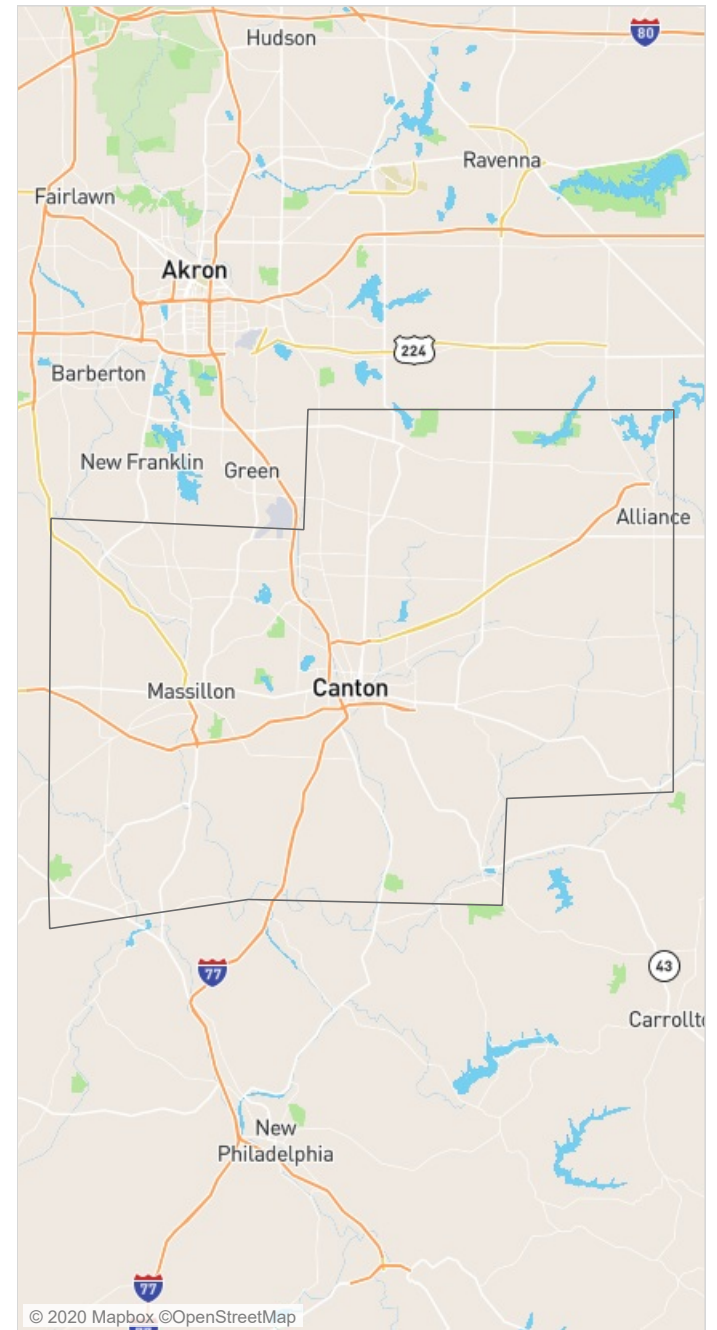
Rank by number of residents assisted

- Canton
- Massillon
- Alliance
- Louisville
- Canal Fulton
- Navarre
- Minerva
- Hartville
- East Canton
- East Sparta
- Brewster
- Magnolia
- Beach City
- Limaville

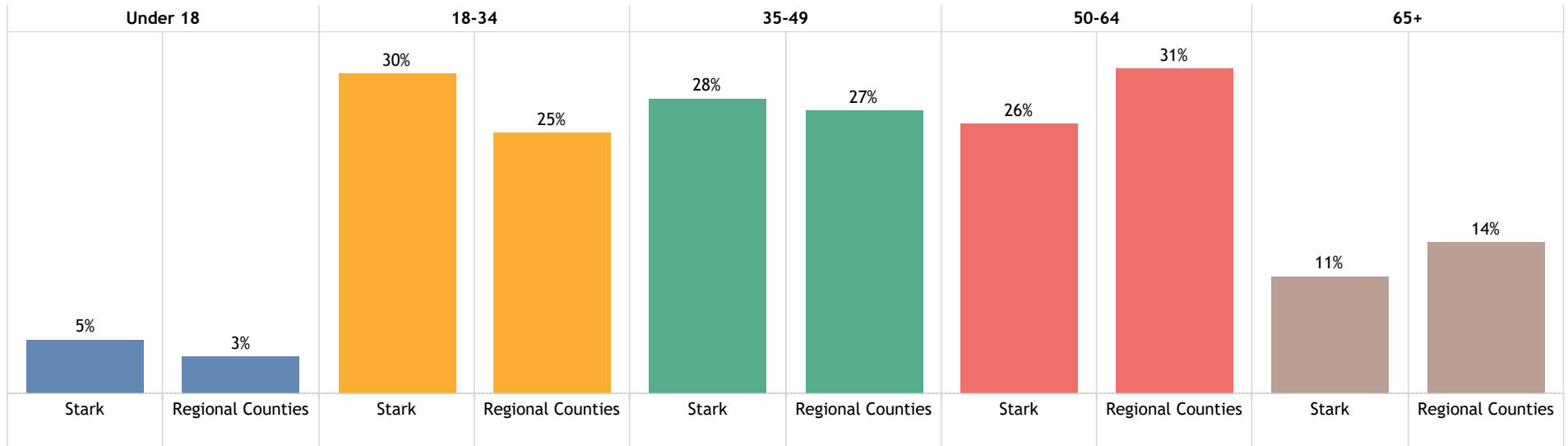
Rank by utilization rate per 1,000 residents

- 1 Canton
- 2 Magnolia
- 3 Minerva
- 4 Massillon
- 5 East Sparta
- 6 Alliance
- 7 Navarre
- 8 East Canton
- 9 Beach City
- 10 Louisville
- 11 Hartville
- 12 Canal Fulton
- 13 Brewster
- 14 Limaville

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



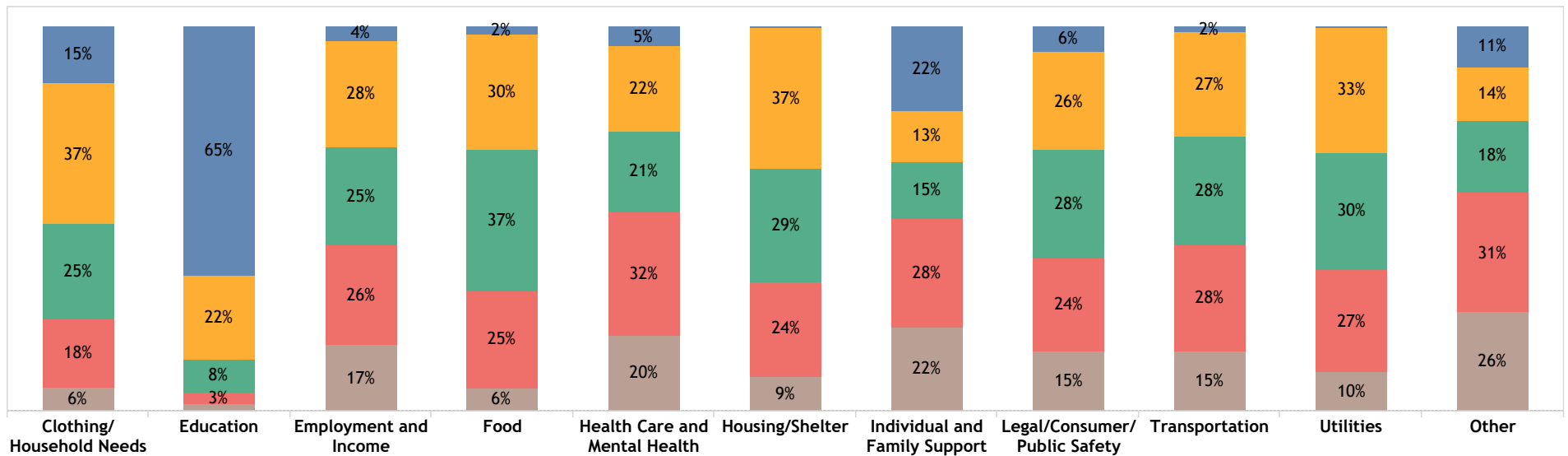
Contacts by age of person in need



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

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

Contacts by age and need



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