



2016 United Way's 2-1-1 Annual Report

Portage County

How Does United Way's 2-1-1 Impact Our Community?

In 2016, United Way's 2-1-1 received 3,617 calls from Portage County residents requesting help for 3,986 needs. Of those needs, 277 were not met.

Information Specialists [followed up with 52 callers](#) to find out whether they were able to make use of referrals they received from United Way's 2-1-1. Of those 52 callers, [85% took the next step](#) and contacted the agencies and programs they were referred to.

Follow-up calls are one of the tools we use to measure the impact of United Way's 2-1-1 on our community. Many callers we follow up with are able to use the referrals they receive from United Way's 2-1-1 and improve their lives. Take "Anne," for example.

As a single mom, "Anne" was pretty good at stretching her budget to provide for the needs of her family, but she ran into major problems when she lost her job. On top of that, she found herself unable to work for a while due to a medical issue. When she was finally cleared to go back to work, the job search was a longer process than she had envisioned. She fell behind on her bills and was overwhelmed by the thought of back to school expenses for her children, so she called United Way's 2-1-1. An Information Specialist talked with Anne about programs in her community that offered assistance. In a follow-up call, Anne shared that she had gotten school supplies for her children and had received utility help to get her on track.

Who Uses United Way's 2-1-1?

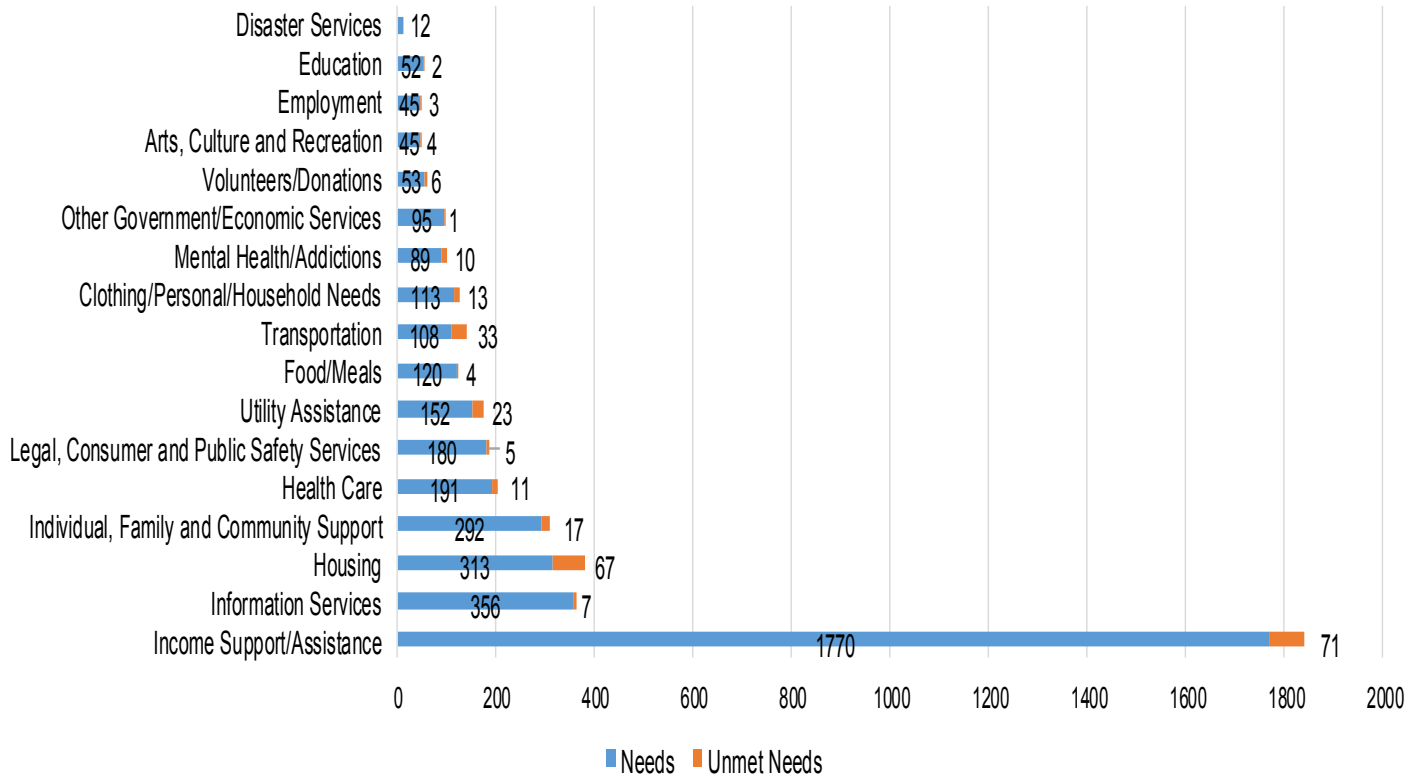
Total Calls: 3,617	Total Needs: 3,986	Total Unmet Needs: 277
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Age of Caller		Type of Inquiry	
0-17	0.1%	Information Only	65.6%
18-64	22.0%	Information & Referral	34.4%
65+	11.2%	Advocacy	0.6%
Agency (n/a)	3.0%	Crisis	0.4%
Declined	0.4%		
Unknown	63.3%	How do people know about United Way's 2-1-1?	
		Repeat	55.7%
Gender of Caller		Agency referral	7.6%
Female	68.4%	Word of mouth	6.2%
Male	31.5%	PR materials	0.9%
Unknown	0.1%	Internet	0.5%
		Media	0.3%
Who is calling?		Phone book	0.0%
Individual	97.0%	Unknown	28.8%
Agency	3.0%		
Other	0.03%		

What Are People Looking For?

Total Needs: 3,986

Total Unmet Needs: 277



Top Service Needs

- AARP Tax Aide Programs
- VITA Programs
- General Yard Work
- Rent Payment Assistance*
- Electric Service Payment Assistance*
- Food Pantries*
- Directory Assistance
- Automotive Repair and Maintenance
- Low Income/Subsidized Private Rental Housing*
- Comprehensive Information and Referral

Top Unmet Service Needs

- AARP Tax Aide Programs
- Tax Preparation Assistance
- VITA Programs
- Community Shelters*
- Electric Service Payment Assistance*
- Gas Money*
- Rent Payment Assistance*
- Public Housing*
- Low Income/Subsidized Private Rental Housing*
- Homeless Motel Vouchers*

What are basic needs? In the lists of Service Needs and Unmet Service Needs above, needs marked with an asterisk (*) fall into the category of basic needs. Basic needs categories include Housing, Utility Assistance, Food/Meals, Transportation, and Clothing/Personal/Household Items. In Portage County in 2016, of the total needs requests, 806 requests were basic needs related, and 140 of those requests for basic needs help went unmet.

Why are there unmet needs? Needs are identified as unmet when there are no community program available to meet the need, gaps in service, and social, economic or other types of barriers. Community resources may exist, but individuals and families who are in need of immediate and short term assistance may find themselves placed on long waiting lists; ineligible for services; or unable to find transportation to get to their appointment. These unmet needs are usually an indicator of systems being overwhelmed by requests and insufficient funds to meet the demand for assistance.