



Jefferson County 2017 Cumulative Report



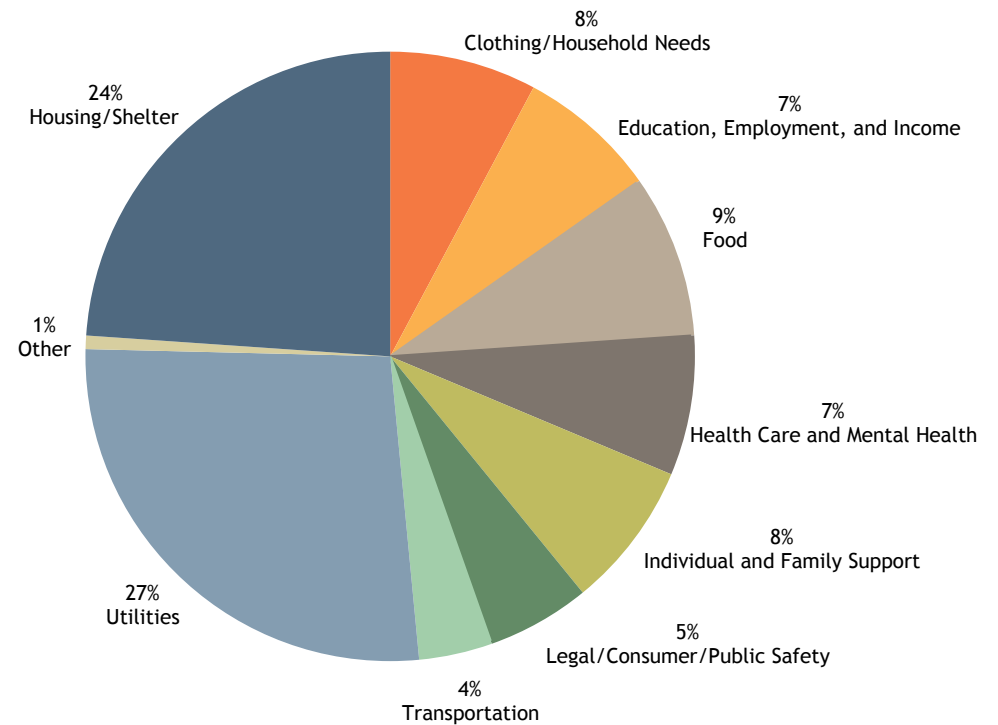
Total contacts
416

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

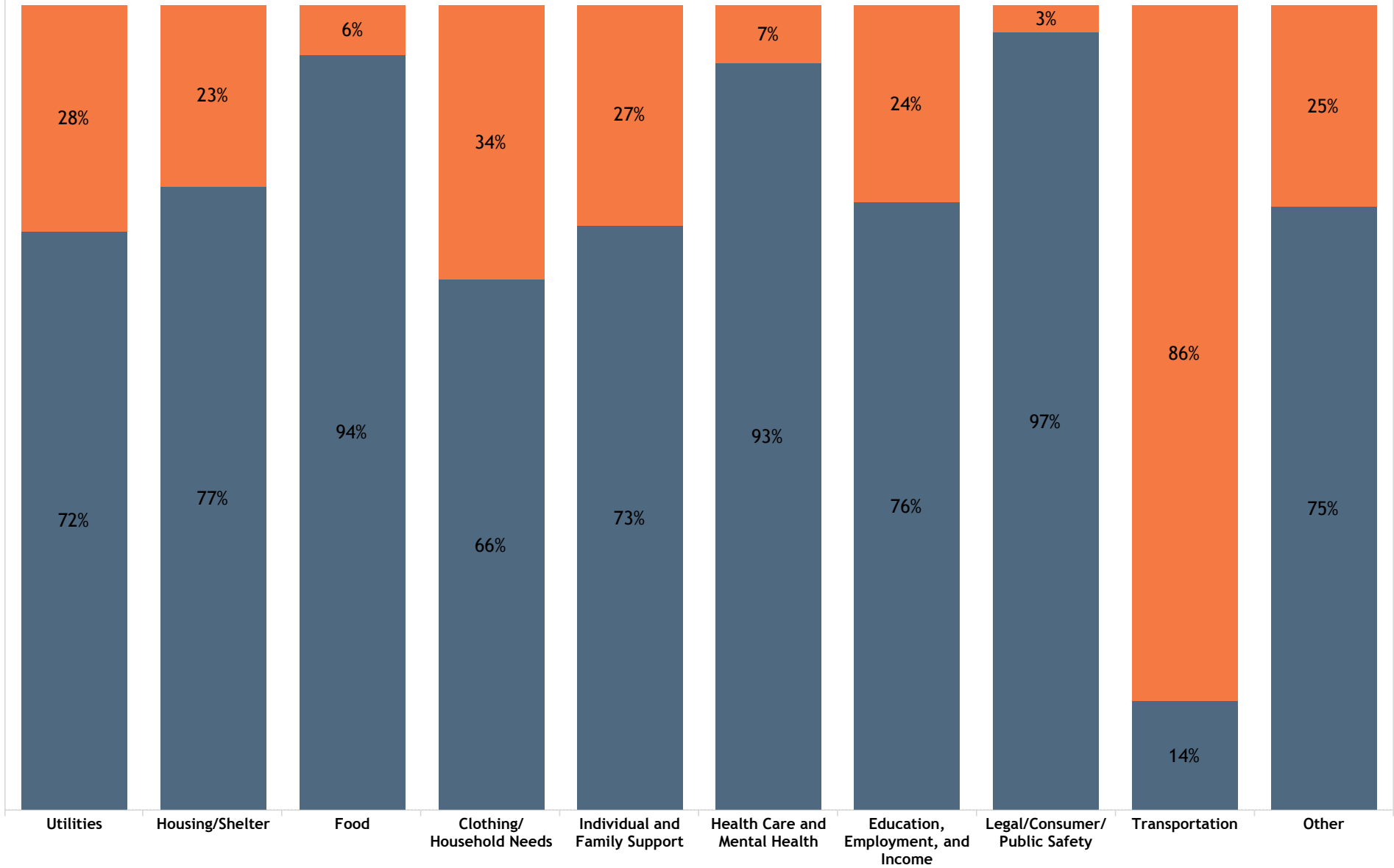
Breakdown of needs



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

Met and unmet needs

Unmet Needs Met Needs



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

Rank by number of residents assisted

- Steubenville
- Toronto
- Other
- Wintersville
- Mingo Junction
- Rayland
- Dillonvale
- Bergholz
- Richmond
- Mount Pleasant
- Bloomingtondale
- Amsterdam
- Tiltonville
- Yorkville
- Smithfield
- Adena & Pasadena
- New Alexandria

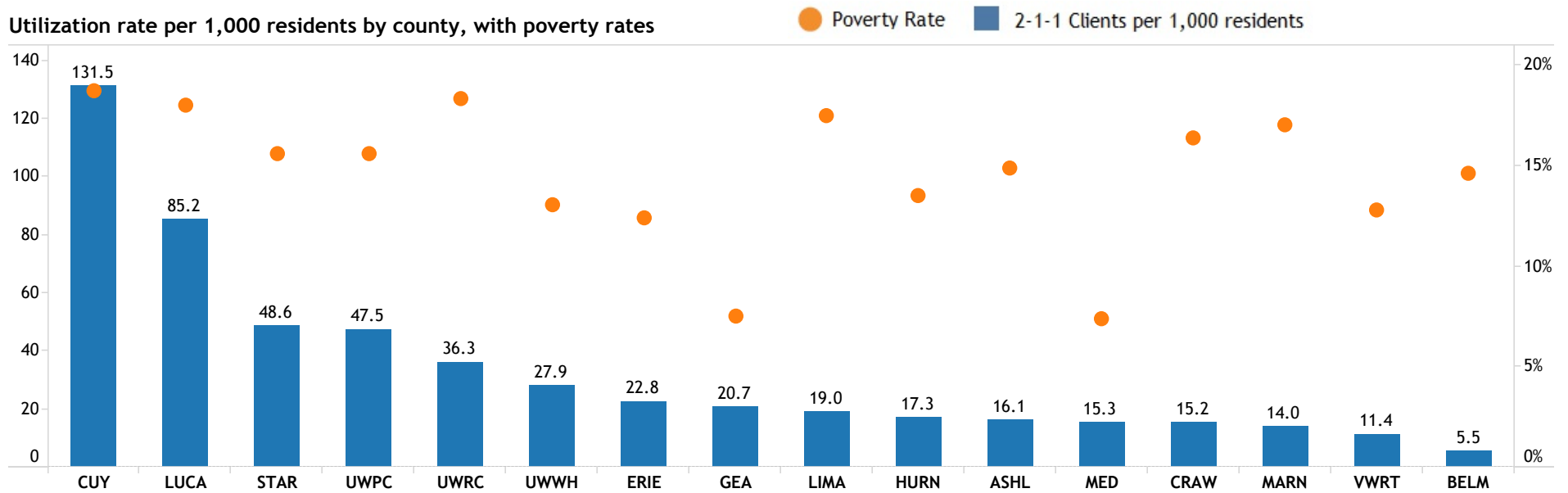
Rank by utilization rate per 1,000 residents

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



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

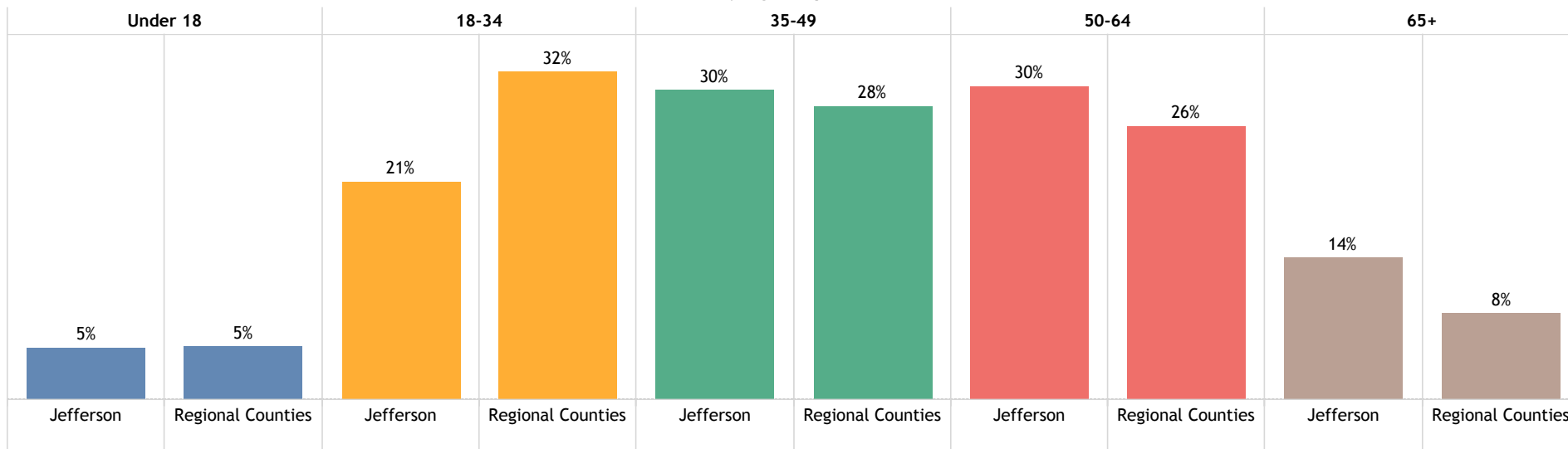
Utilization rate per 1,000 residents by county, with poverty rates



Township and County Population source: U.S. Census Bureau (2015). Poverty Rate source: U.S. Census Bureau (2015)

"LUCA" includes Hancock, Lucas, Ottawa, & Wood Counties. "MARN" includes Marion & Wyandot Counties. "STAR" includes Carroll, Coshocton, Harrison, Jefferson, Stark, & Tuscarawas Counties. "UWWH" includes Wayne & Holmes Counties.

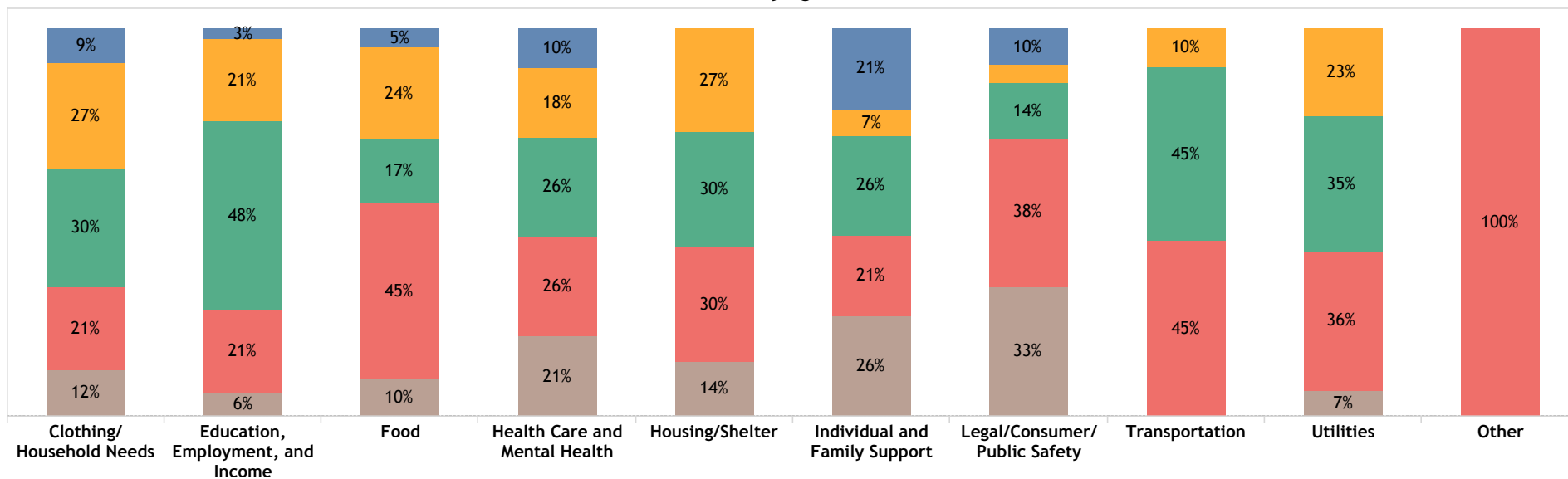
Contacts by age of person in need



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

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

Contacts by age and need



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