



Jefferson County

2019 Cumulative

Total contacts

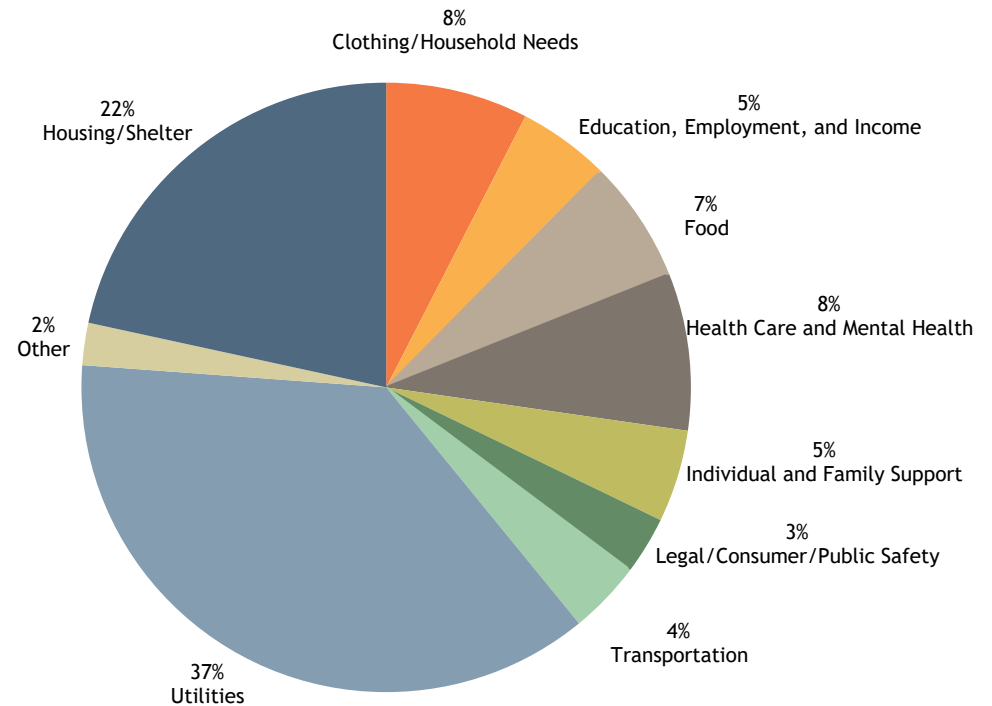
388



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

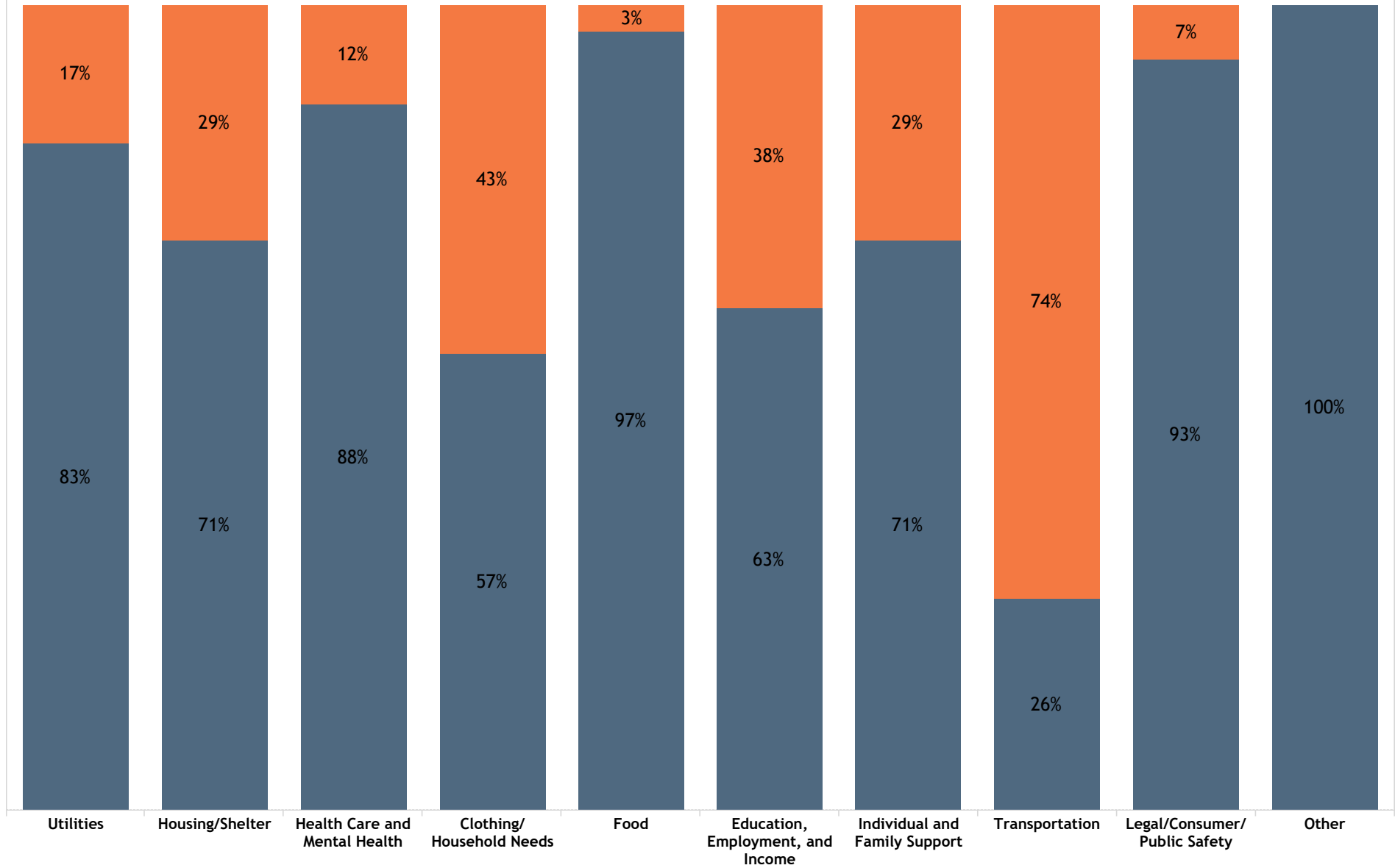
Breakdown of needs



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

Met and unmet needs

Unmet Needs Met Needs



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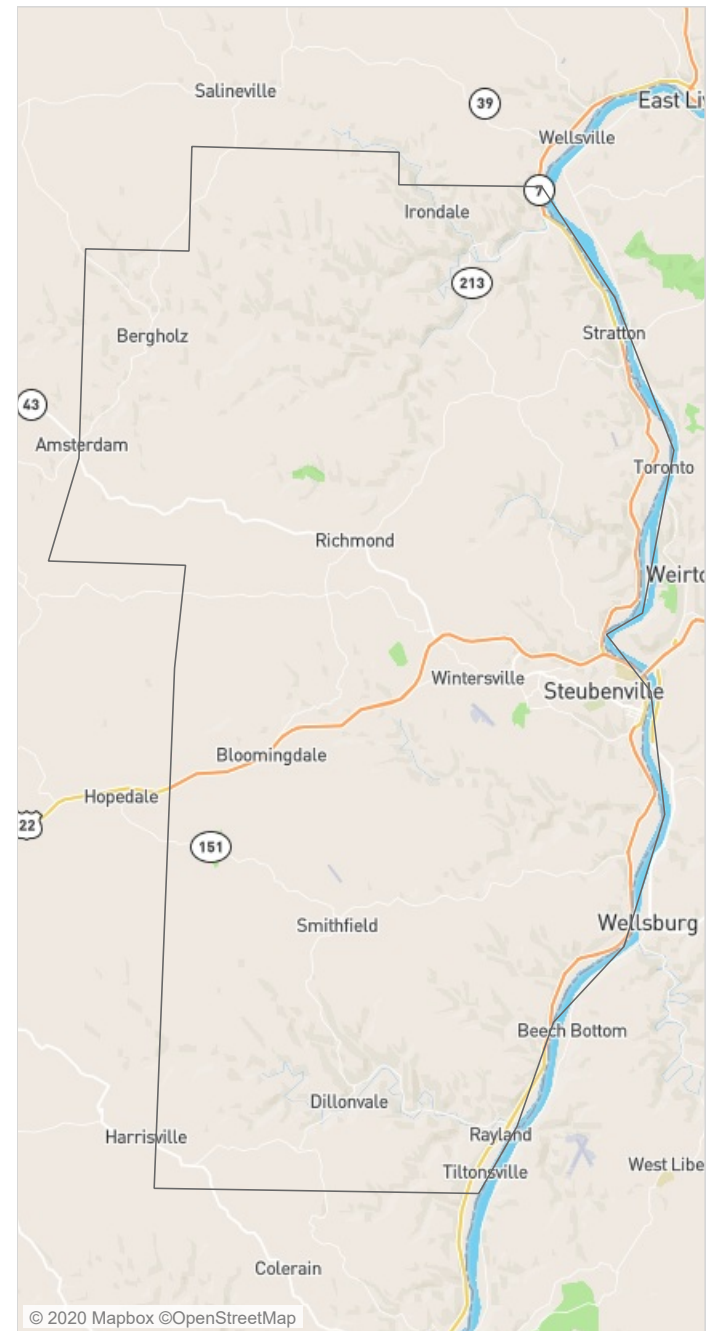
Rank by number of residents assisted

- Steubenville
- Wintersville
- Toronto
- Mingo Junction
- Amsterdam
- Dillonvale
- Tiltonsville
- Rayland
- Richmond
- Adena & Pasadena
- Bloomingtondale
- Mount Pleasant
- Smithfield

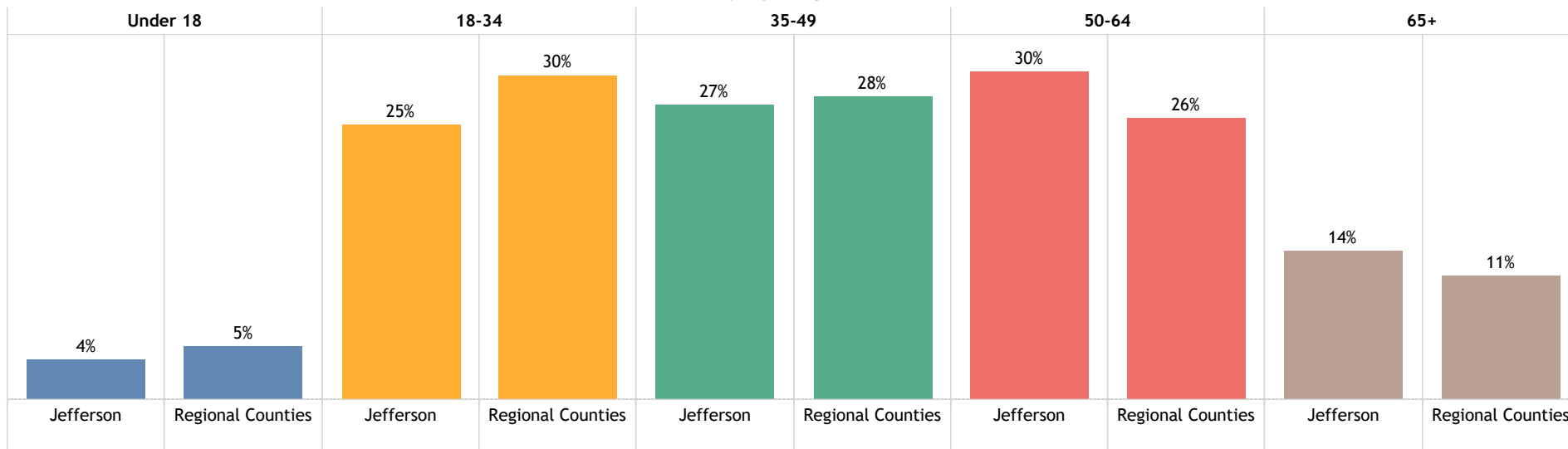
Rank by utilization rate per 1,000 residents

- 1 Amsterdam
- 2 Bloomingtondale
- 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

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



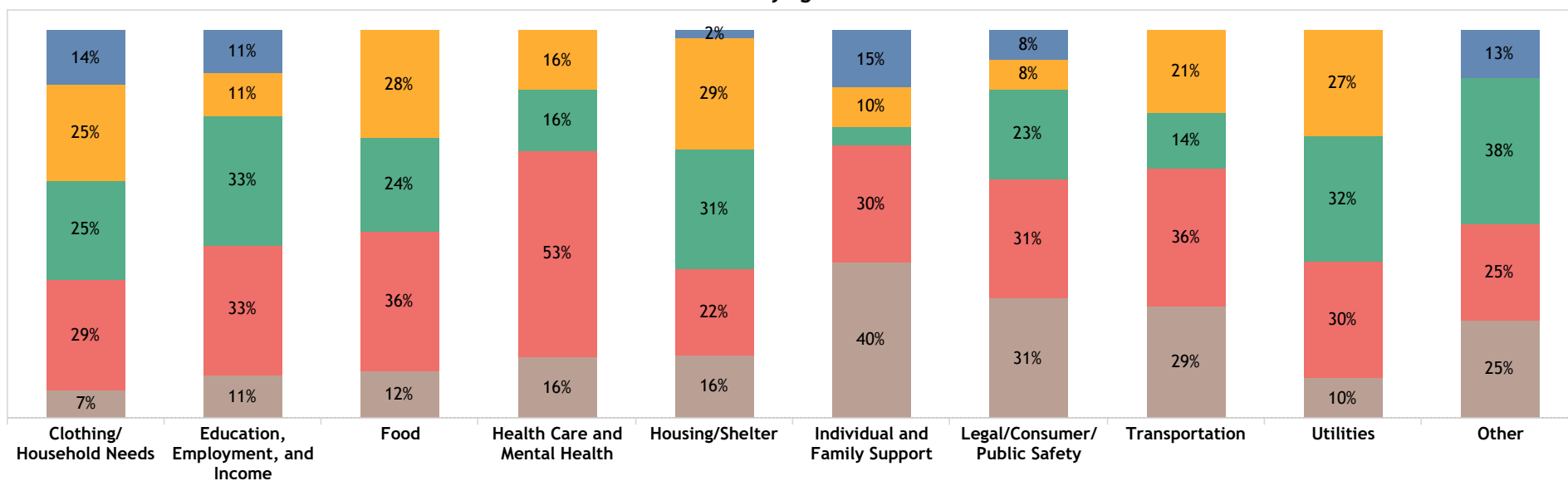
Contacts by age of person in need



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

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

Contacts by age and need



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