



Erie County

2016 Cumulative Report



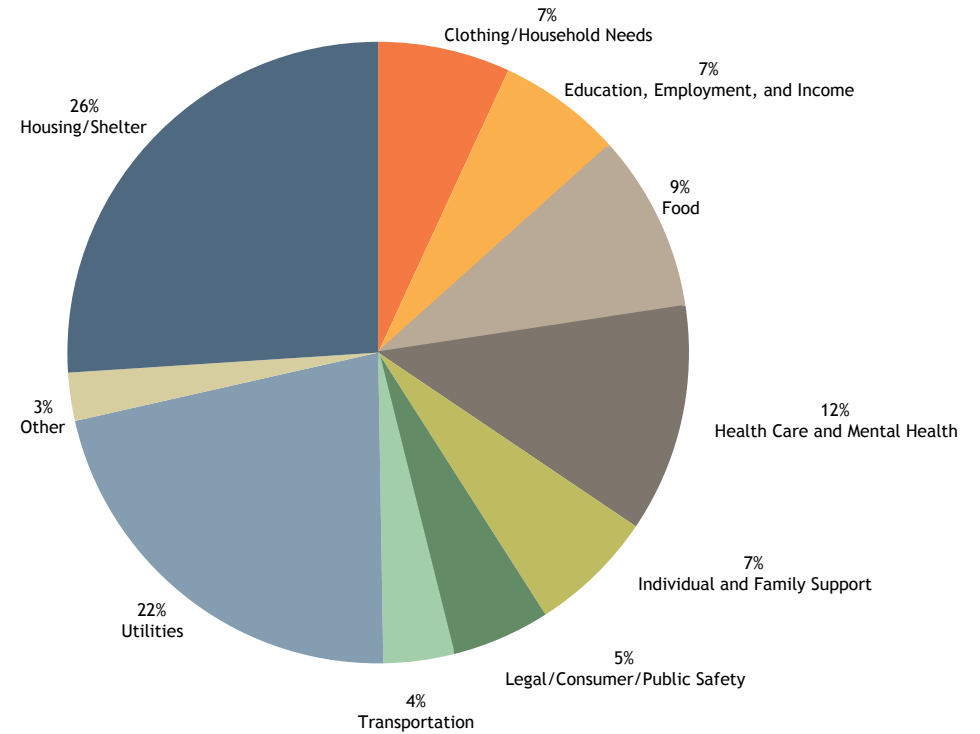
Total contacts
1,953

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
- 100k updates are made to the Community Resource Database annually
- Upon follow-up, 87% of clients received help or reported help was in progress
- 88% of clients discovered new resources or information by contacting 2-1-1
- 39% increase in time dedicated to each client since 2012

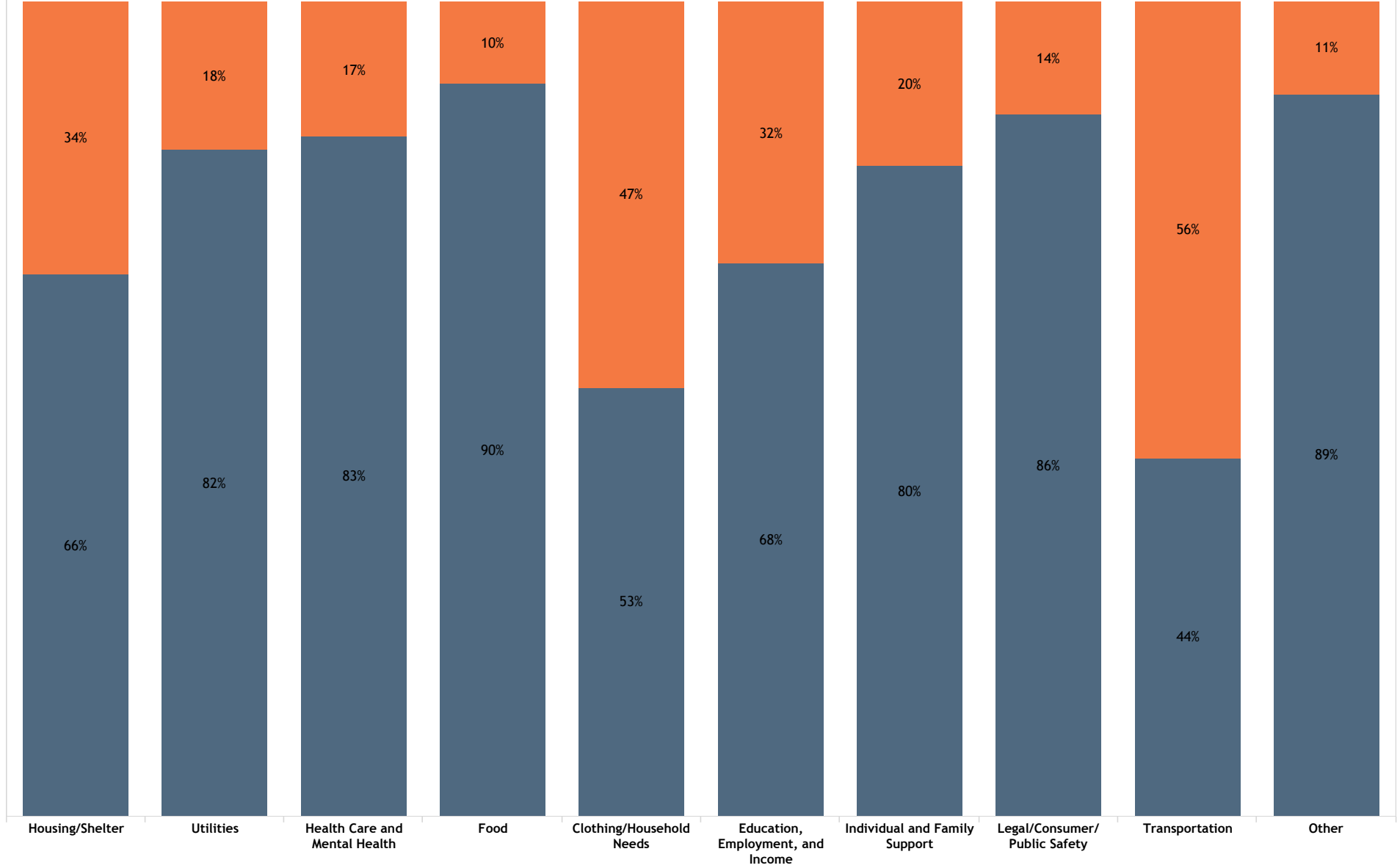
Breakdown of needs



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

Sandusky	1
Huron	2
Vermilion	3
Castalia	4
Berlin Heights	5
Milan	6
Kelleys Island	7
Perkins Twp.	8
Vermilion Twp.	9
Bay View	10
Huron Twp.	11
Berlin Twp.	12
Margaretta Twp.	13
Milan Twp.	14
Oxford Twp.	15

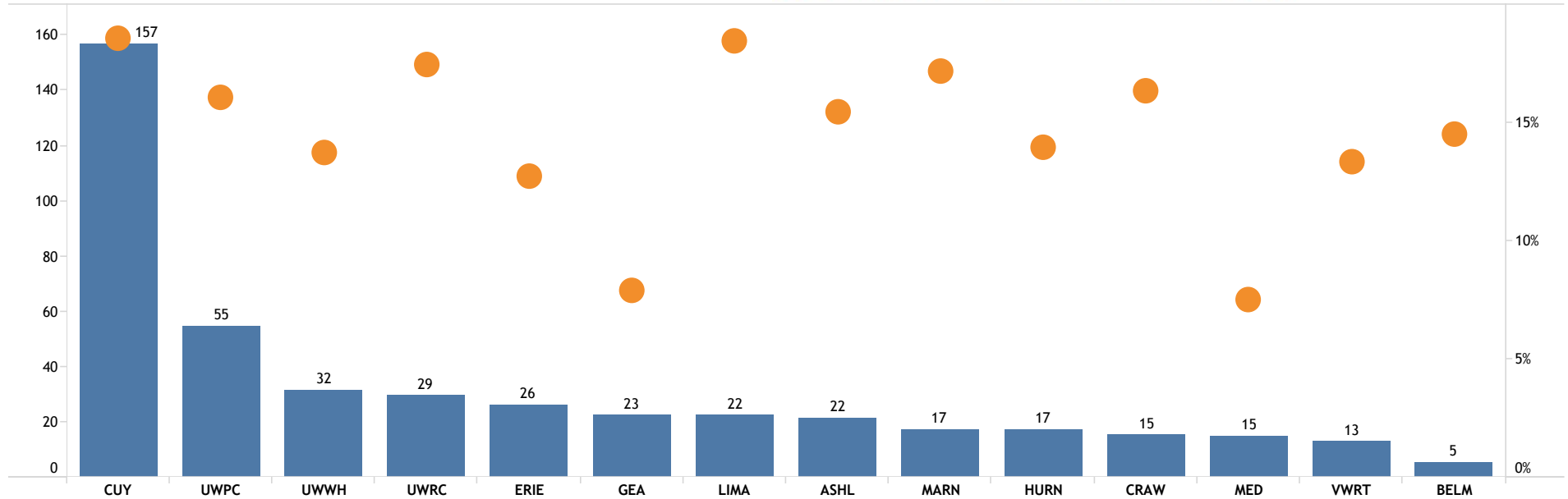
Rank by utilization rate per 1,000 residents

Sandusky	1
Berlin Heights	2
Castalia	3
Kelleys Island	4
Vermilion	5
Milan	6
Huron	7
Bay View	8
Oxford Twp.	9
Vermilion Twp.	10
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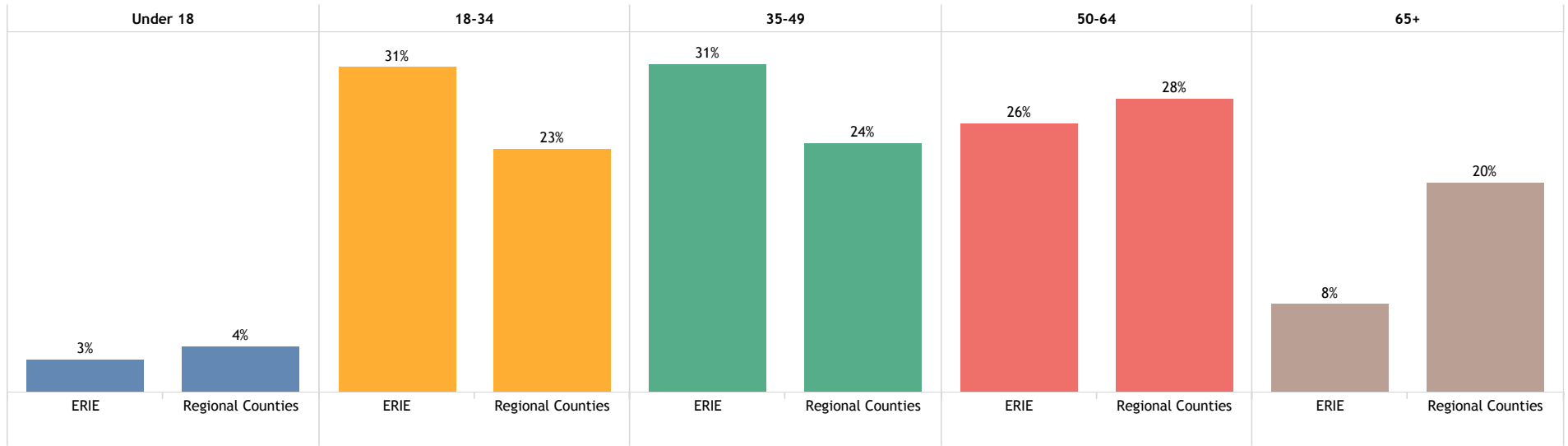
Utilization rate per 1,000 residents by county, with poverty rates

● Poverty Rate ■ 2-1-1 Clients per 1,000 residents



Township and County Population source: U.S. Census Bureau (2015). Poverty Rate source: U.S. Census Bureau (2010-2014)

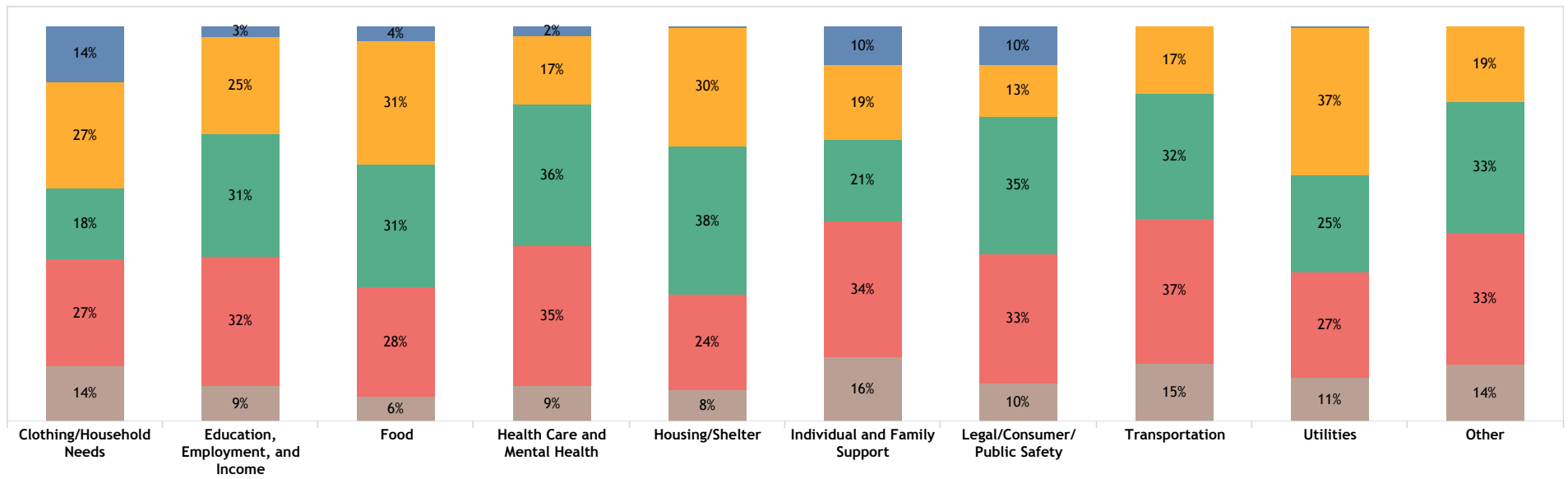
Contacts by age of person in need



"Regional Counties" includes: Ashland, Belmont, Crawford, Geauga, Huron, Allen, Marion & Wyandot, Medina, Portage, Lawrence, Wayne & Holmes, and Van Wert

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

Contacts by age and need



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