



Jenny*, a 30 year old mother of 2 and Morgan County resident, called Connect2Help211 looking for food assistance. While assessing



the situation, the Connect2Help211 learned that Jenny and her children were living in their van due to being evicted recently. The Connect2Help211 Specialist was concerned about the cold temperatures and asked Jenny if they would consider going to shelter. Jenny said the local shelter was full, which the specialist confirmed. She then asked if she could try a Homeless Outreach Program and Jenny gave her permission. The program assessed



Jenny's situation and determined she could qualify for some of their programs, the first of which was getting her and the children somewhere safe for the night. A few days later the specialist followed up with Jenny. The Outreach Program and one of their partner agencies had both come to see her and to sign her and the children up for assistance so they could get back on their feet.

**name changed to protect confidentiality*

This is just one example of how 2-1-1 connects Morgan County residents who need help with anything from **basic needs** (food, housing, utilities) to **crisis services** (suicide prevention, domestic abuse, child abuse) and **everything in between**.

From **October 2014—September 2015**, **1,643 Morgan County residents** called 2-1-1 for help. Callers reported **2,525 needs**. Of these needs, **8%**, or **210** of them, were marked as **unmet**. Connect2Help211 Specialists made **3,246 referrals** to community resources using the 2-1-1 Database. In addition to these calls, there were **1,113 searches** for Morgan County resources **online** at **www.Connect2Help211.org**. The database includes **109 resources** physically located in the county and an additional **3,871 resources** that will serve **Morgan County** residents.

Many of these residents were struggling to meet their most basic needs.

Top 5 Needs

1. Utilities - 17%
2. Housing - 16%
3. Income Support - 11%
4. Food - 9%
5. Health - 8%

Top 5 Unmet Needs

1. Housing - 25%
2. Utilities - 20%
3. Food - 10%
4. Holiday Assistance - 9%
5. Income Support - 6%

These needs were often symptoms of underlying situations faced by Morgan County residents. The three most common factors in these situations are listed below:

Illness/Disability - 27%

Unemployed/Laid-Off - 17%

Uninsured/Underinsured - 10%