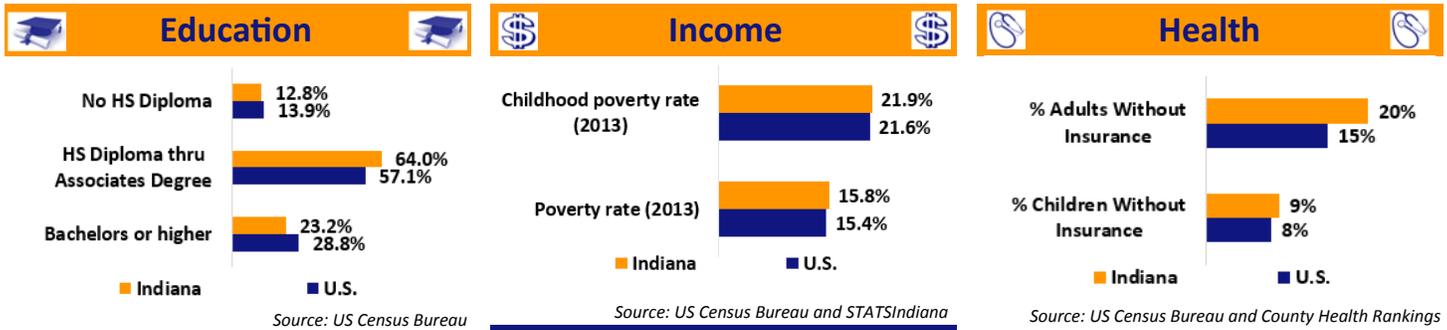


## Identification is the First Step to Improvement in Our Community

A community thrives when all of its members have what they need to survive. Mountains of research suggest that educational attainment, sufficient income, and access to healthcare allow people to meet their basic needs, which in turn strengthens the viability of the community. The following report provides data to identify how our community is doing in each of these areas and to demonstrate how 2-1-1 impacts our community.



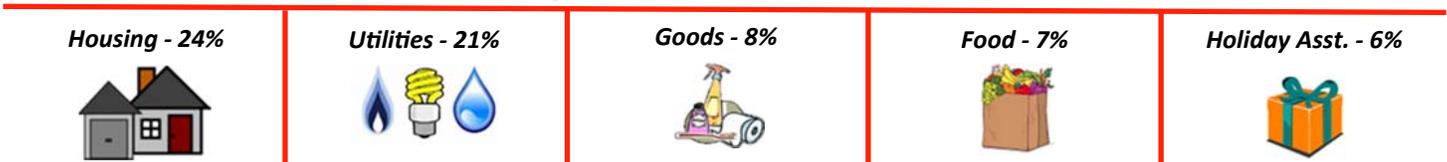
### Basic Needs

Data from Connect2Help211 reveal that many people have a difficult time meeting basic needs. 2-1-1 service is available by live answer 24/7/365 for people who need to connect with community resources. From July 2014—June 2015, nearly 285,000 people called 2-1-1 for help with more than 350,000 needs and received almost 449,000 referrals to community resources. Another 216,000 searched www.Connect2Help211 online to find resources.

### Top Needs—FY14/15



### Top Unmet Needs—FY14/15



9% of callers' needs were recorded as "unmet" by 211.

### Community Assets

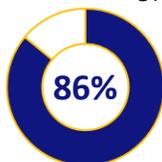
Connect2Help211 maintains detailed information on 8,632 resources available to residents of our 35-county service area. These resources span the entire human services continuum, including everything from educational, income support and healthcare services to food pantries, shelters, and utility bill help to environmental/public health and governmental services.

### Community Impact

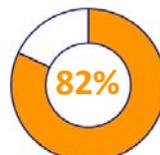
Outcome survey data collected from 2-1-1 callers reveals that our service has a significant community impact.

86% of those surveyed reported that they had contacted at least one referral provided by Connect2Help211.

Of those who contacted the referrals, 82% reported improvement in their situation.



Contacted Referrals



Reported Improvement