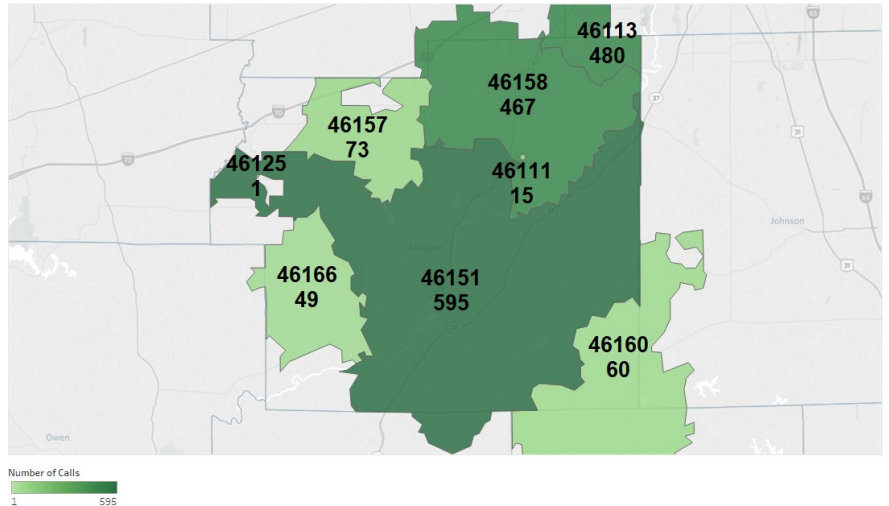


October 1, 2017 to September 30, 2018

Morgan County 2-1-1 Calls by Zip Code



Morgan County Stats:

- 1,225 Callers
- 455 Web Searches
- 2,319 Total Needs
- 2,727 Referrals
- **14% of All Needs Were Unmet**

Top Five Morgan County Callers' Needs—Met & Unmet

Sometimes needs can't be met. This can be due to a lack of funding/capacity, that type of program doesn't exist in the caller's community, or the caller doesn't qualify for the existing programs.

1. Utility Assistance - 335 met & **35 unmet**
2. Housing - 292 met & **66 unmet**
3. Food/Meals - 201 met & **17 unmet**
4. Health Care - 150 met & **13 unmet**
5. Legal, Consumer, & Public Safety Services - 139 met & **12 unmet**



Top Five Local Referrals

1. Churches in Mission
2. South Central Community Action Program
3. Washington Township Trustee
4. Morgan County Connect
5. Brown Township Trustee

Often There is an Underlying Situation Behind the Presenting Need

For Morgan County callers, these were the three most common underlying situations:

- **Illness / Disability - 24%**
- **Unemployed / Laid Off - 12%**
- **Reduction in Income/Hours - 10%**



Dialing 2-1-1 Makes a Difference



We ask each caller if we can follow up with them to ensure they got the help that they needed. From these outcome surveys:

- 83% contacted the referrals
- 77% of those who contacted the referrals reported an improvement in their situation
- 91% of those surveyed said they would call 2-1-1 again

Want to learn more or know someone in need?

Dial 2-1-1 or visit www.connect2help211.org. Available 24/7/365

