



Stark County

2017 Cumulative Report

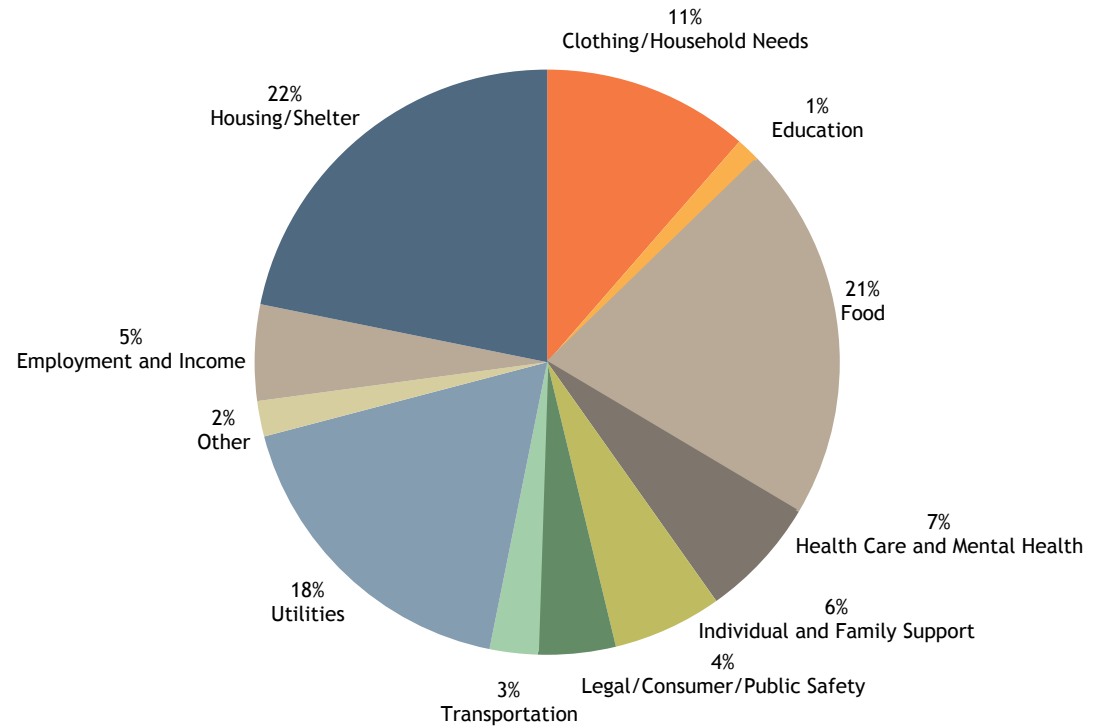


Total contacts
23,181

Non-phone contacts

Chat	212
Email	10
Outreach / Event	4
Walk-In	1

Breakdown of needs



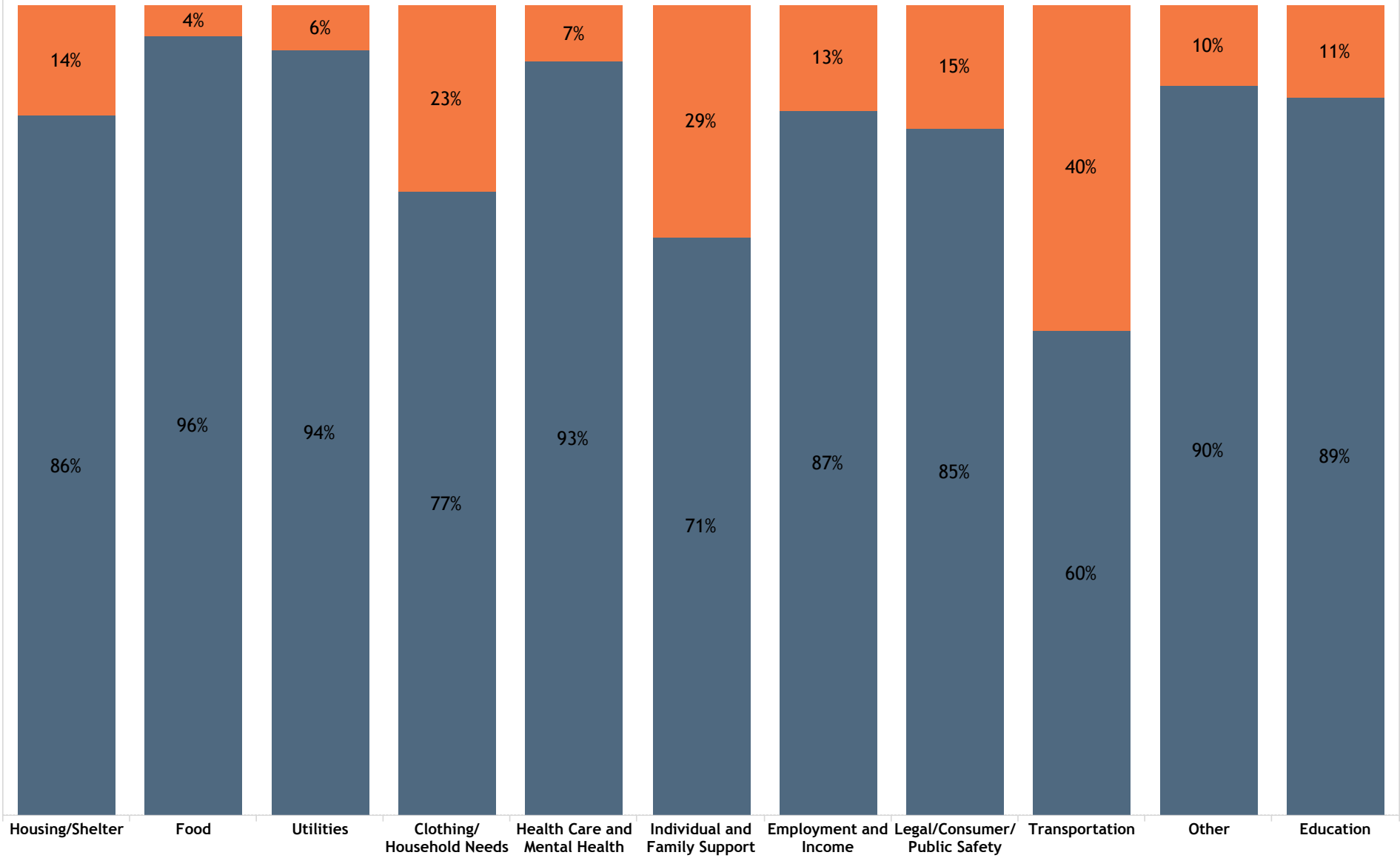
Need Category "Other" includes: Arts, Culture, and Recreation; Other Government/Economic Services; Volunteers/Donations

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

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

Canton
 Massillon
 Alliance
 Louisville
 Canal Fulton
 Minerva
 Navarre
 Hartville
 East Canton
 East Sparta
 Beach City
 Brewster
 Magnolia
 Limaville

Rank by utilization rate per 1,000 residents

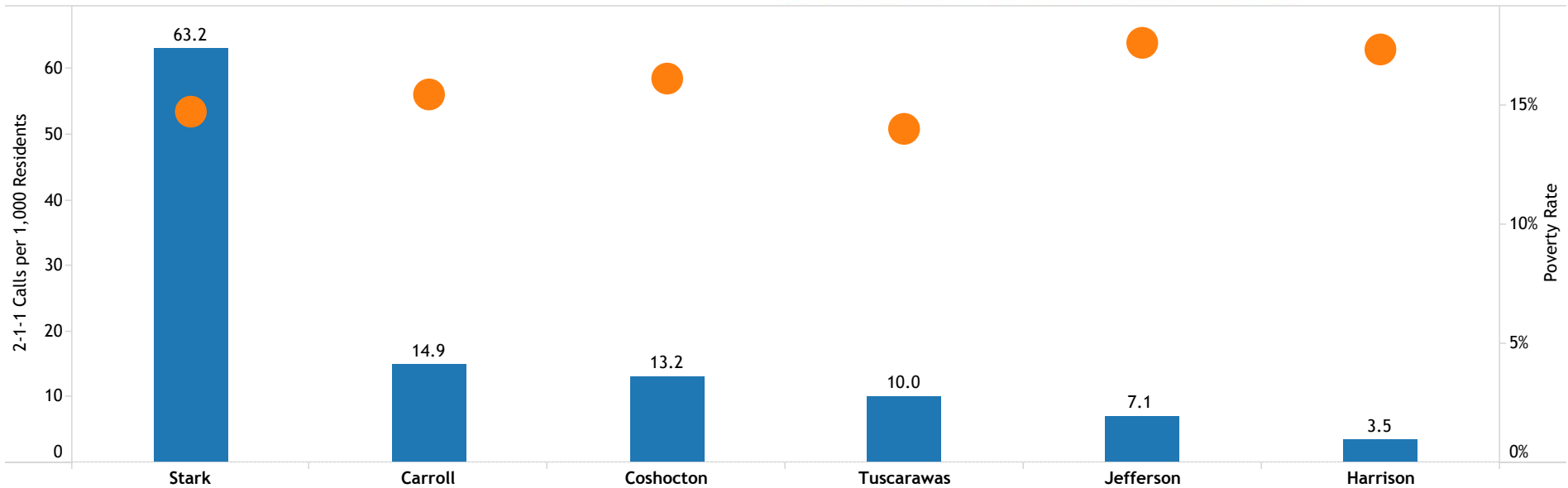
1 Canton
 2 Minerva
 3 Magnolia
 4 Massillon
 5 Alliance
 6 Navarre
 7 East Sparta
 8 Louisville
 9 Beach City
 10 East Canton
 11 Hartville
 12 Canal Fulton
 13 Limaville
 14 Brewster



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

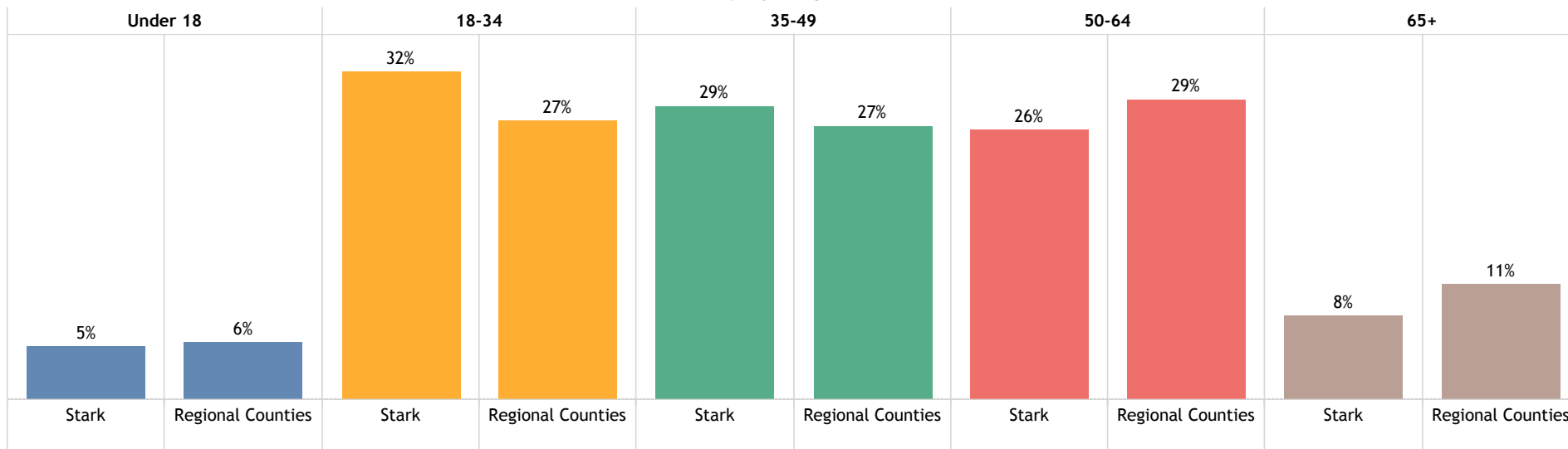
Utilization rate per 1,000 residents by county, with poverty rates

● 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 (2015)

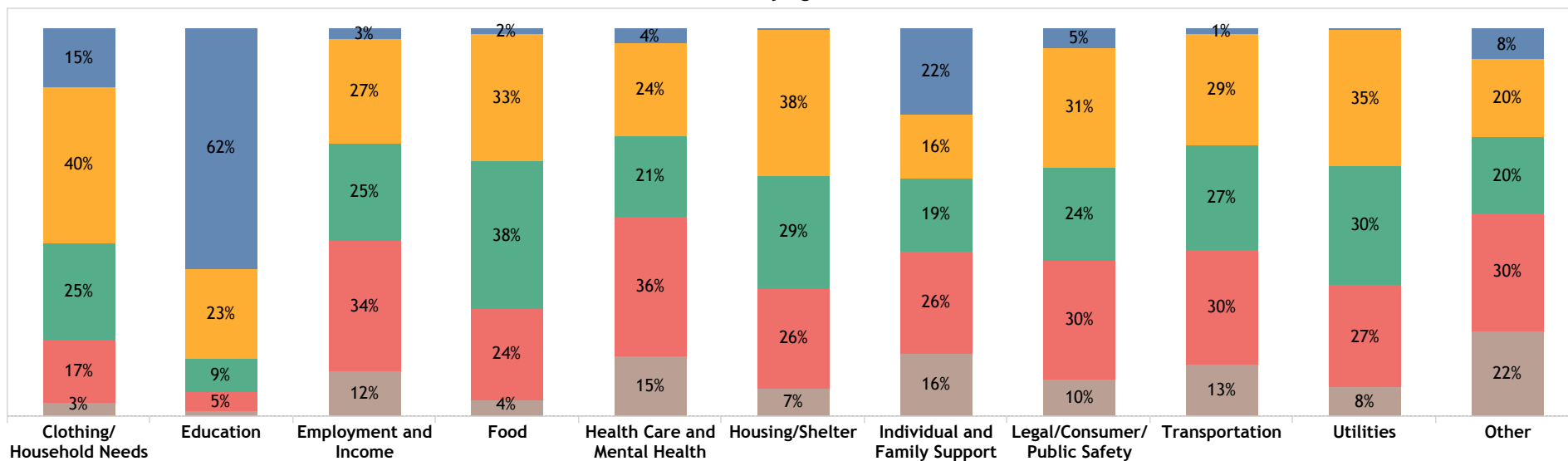
Contacts by age of person in need



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

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

Contacts by age and need



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