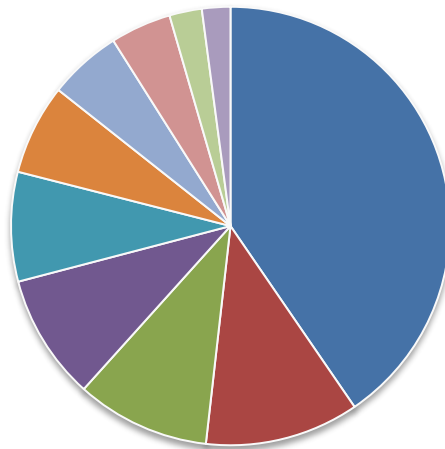


Annual Report DeKalb County 2013

- 1416 Total Referrals Made in 2013
- 8% of callers were provided advocacy services
- 60% of individuals reportedly were first time callers to 211
- 28% of individuals who reported their income were receiving Disability/Social Security, and another 27% of reported income from either part or full time employment. Only 12% reported having no income.
- A total of 1103 children lived in households that contacted 211 in 2013
- 48% of Individuals were age 39 or younger. 12% were 60 or older.
- 257 Web Searches were from Individuals from DeKalb County
- 96% of callers said they received friendly, respectful service.

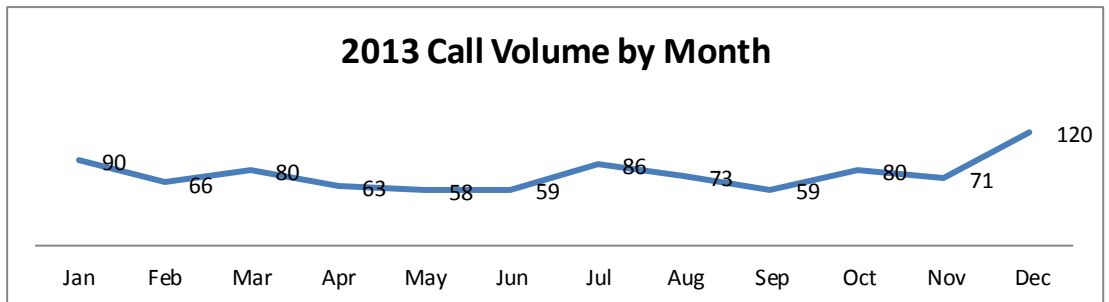
Top 10 Service Requests



- Housing/Utilities
- Food/Meals
- Income Support/Assistance
- Health Care
- Individual, Family and Community Support
- Legal/Consumer and Public Safety Services
- Information Services
- Clothing/Personal/Household Needs
- Mental Health/Addictions
- Transportation

211 received 905 calls from residents of DeKalb County in 2013. Basic Needs (housing/shelter, utility assistance, food/meals & material goods) accounted for 56% of all requests for service. Health Care and Mental Health/Addictions accounted for another 11% of requested services.

2013 Call Volume by Month



As part of IN211's work in SNAP Outreach with FSSA, 56% of DeKalb County callers reported that they already received SNAP benefits. Of those that did not and wanted to complete a prescreening with 211, 70% screened potentially eligible for benefits and were provided information on how to apply.



37 Homeless Callers

22 were homeless for the 1st time

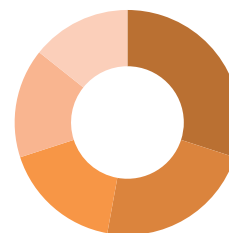
20 were no longer able to stay with friends/family

9 had been evicted/foreclosed

22 were families with children

49 children were in need of shelter

Top 5 Unmet Needs



- Utility Assistance
- Holiday Assistance
- Rent Assistance
- Homeless Shelters
- Furniture

A total of 122 needs were unmet in DeKalb County in 2013. 13% of all requests for basic needs were unmet. 68% of the time the need goes unmet because there are no resources available or not enough resources available.