



# Making Vital Connections for DeKalb County Residents



Sally\*, a 73 year old disabled DeKalb County resident, called My United Way 2-1-1 needing help with some yard work. Her flower



beds had become overgrown and she was worried about getting cited for having a messy yard. The My United Way 2-1-1 Specialist was able to post a request for help in a local electronic volunteer exchange board. A few days later a couple of volunteers responded, and the Specialist was able to call Sally back and tell her that some volunteers were willing to help with her yardwork.



\*name changed to protect confidentiality

This is just one example of how 2-1-1 connects DeKalb 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**, **929 DeKalb County residents** called 2-1-1 for help. Callers reported **1,417 needs**. Of these **needs**, **8% or 108** of them, were marked as **unmet**. My United Way 2-1-1 Specialists made **1,828 referrals** to community resources using the 2-1-1 Database. In addition to these calls, there were **392 searches** for DeKalb County resources **online** at MyUnitedWay2-1-1.org. The database includes **88 resources** physically located in the county and an additional **2,777 resources** that will serve **DeKalb County** residents.

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

### Top 5 Needs

1. Housing - 20%
2. Utilities - 15%
3. Income Support - 10%
4. Health - 9%
5. Food - 8%

### Top 5 Unmet Needs

1. Housing - 34%
2. Income Support - 10%
3. Health - 8%
4. Goods - 7%
5. Utilities - 7%

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

**Illness/Disability - 31%**

**Unemployed/Laid-Off - 23%**

**Uninsured/Underinsured - 11%**

2-1-1 needs your help to continue making these *vital connections* for DeKalb County residents. Please visit MyUnitedWay2-1-1.org or dial 2-1-1 for details on how to support your 2-1-1. 2-1-1 is available 24/7/365.



**MyUnitedWay2-1-1.org**