



# 2017 ANNUAL REPORT Snapshot



United Way 2-1-1 provides easy access to health and human services, gives callers an opportunity to get or give help, and serves as a hub for community information in times of disaster. 2-1-1 is available 7-days a week, 24-hours a day and is free and confidential.

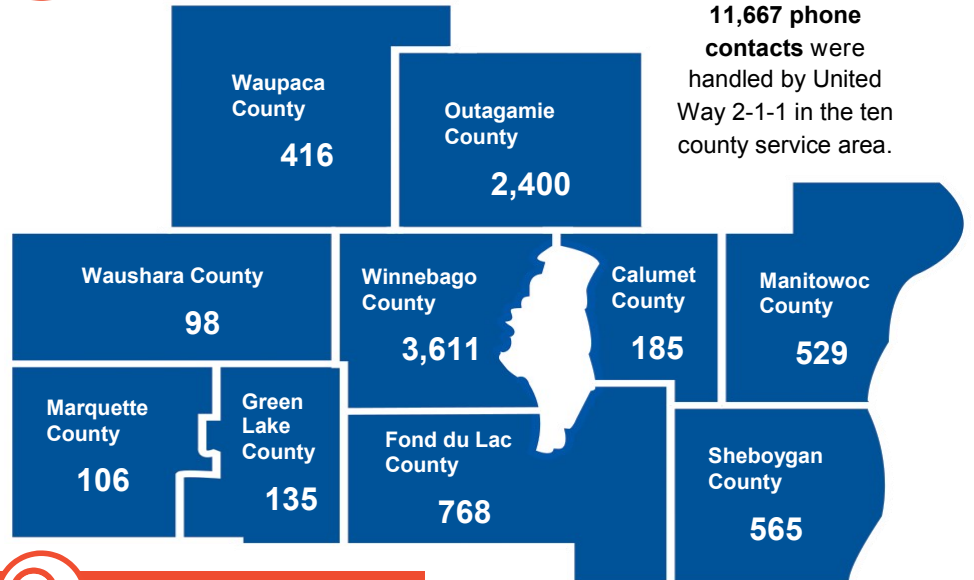


## Who We Serve

Gender (Calls)	
Female	6,321
Male	2,726
Unknown	2,616
Transgender	4
Age (Calls)	
Adult	5,256
Unknown	3,985
Senior	2,373
Youth	53
Ethnicity (Calls)	
Unknown	5,287
Caucasian/White	4,849
Black/African American	1,037
Hispanic/Latino	276
American Indian/ Alaska Native	81
Asian American	67
Other	65
Native Hawaiian or other Pacific Islander	5



## Where We Serve (Calls)



## A closer look:

In 2017, there was a 53% increase in calls related to housing/shelter and a 40% increase in calls related to mental health/substance abuse compared to 2016. For additional real-time, searchable data in a simple-to-use format, visit [www.211counts.org](http://www.211counts.org).



## Top 10 Problems/Needs

