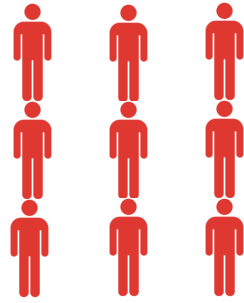


2-1-1 UWHC CALL CENTER AREA 2017 HOWARD COUNTY

CONNECTING PEOPLE & SERVICES

27483

service connections in 2017
(Calls and Walk-ins)



UNMET NEEDS: 514
#1 Transportation Expense



#1 Referral– Food Pantries 5139
#1 Web Search– Food Pantries 195
491 Referrals to a Homeless Shelter

8693/2054/427

Phone/Web/Text



1451/2507/45

Walk-ins/After Hours Calls/Email



198%

INCOME *2 referrals per contact

FOOD PANTRY/MEAL 6063
ELECTRIC ASSISTANCE 2521
PERSONAL GROOMING 1787
CLOTHING 1605
RENT/DEPOSIT 1656
GAS/WATER SERVICE 553/313
UTILITY DEPOSIT 476
FOOD STAMPS 454



16%

EDUCATION

HOUSING SEARCH 497
GENERAL LEGAL AID 320
SUBSIDIZED HOUSING 290
EMPLOYMENT 203
VETERAN'S BENEFITS 138



15%

HEALTH

PRESCRIPTION EXPENSE 316
HEALTH INSURANCE 191
MEDICAID APPLICATIONS 175
AFFORDABLE CARE COUNSELING 122
PHYSICIAN REFERRALS 118
DENTAL CARE 149
MENTAL HEALTH/ADDICTIONS 132



29%

OTHER

HOMELESS SHELTER 491
HOLIDAY GIFTS 489
SCHOOL SUPPLIES 367
CLEANING PRODUCTS 302
THRIFT SHOPS 216
CASE/CARE MANAGEMENT 214
DISASTER SERVICES 192



GET CONNECTED. GET ANSWERS.
DIAL 2-1-1. TEXT ZIP to 898211

