

My United Way 2-1-1 Service covers Adams, Allen, Blackford, DeKalb, Elkhart, Fulton, Grant, Huntington, Jay, Kosciusko, LaGrange, LaPorte, Marshall, Noble, Saint Joseph, Steuben, Wabash, Wells, and Whitley counties. This report is published on behalf of all 19 counties.

 **QUALITY**

3,812 Follow-up calls scheduled

21% Received advocacy

1236 Outcome surveys completed

Respondents said...

- 96%** No, I did not wait a long time to speak to a Specialist
- 99%** Yes, Specialist was respectful and understanding
- 74%** Yes, received the help I needed.
- 99%** Yes, I would call again and/or refer others to 211

 **DEMOGRAPHICS**

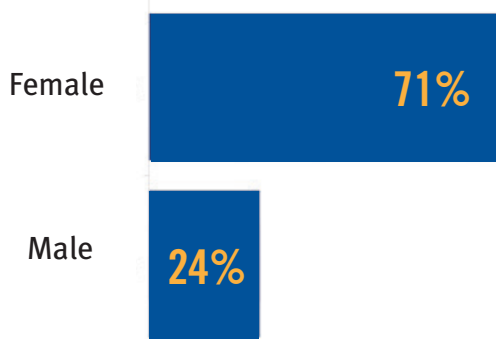
40,163 Total calls handled

522 Non-English calls

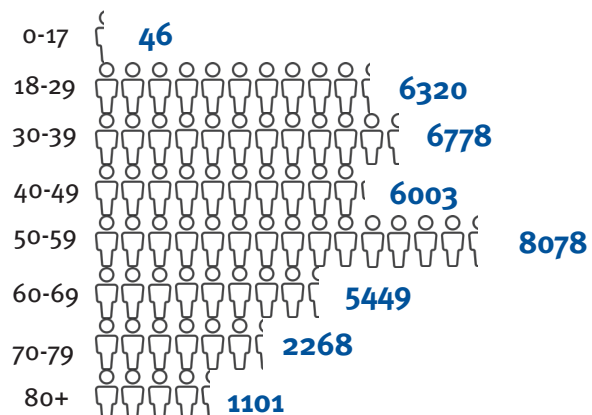
87,486 Total number of people in all households

Ethnicity

- 48%** Caucasian
- 21%** African American
- 18%** Did not Disclose
- 3%** Hispanic
- 1%** Other



Calls by Age





PERFORMANCE

| Previous | Current | |
|-------------|-------------|----------------------------|
| 16% | 13% | Abandonment Rate |
| 1:07 | :56 | Average Wait Time |
| 6:49 | 6:44 | Average Call Handling Time |
| 53% | 50% | First Time Callers |



RESOURCE DATABASE

| | |
|---|--------------------------------|
| 6,3579 Total number of resources | 119 New resources added |
| 108,466 Total number of updates | 28,311 Total Web Hits |



ENHANCED SERVICES



| | |
|---|-----------------------------------|
| 2,450 Number of Homeless Surveys | 35,857 Number of SNAP Asks |
| 35,098 Number of Health Insurance Asks | |