

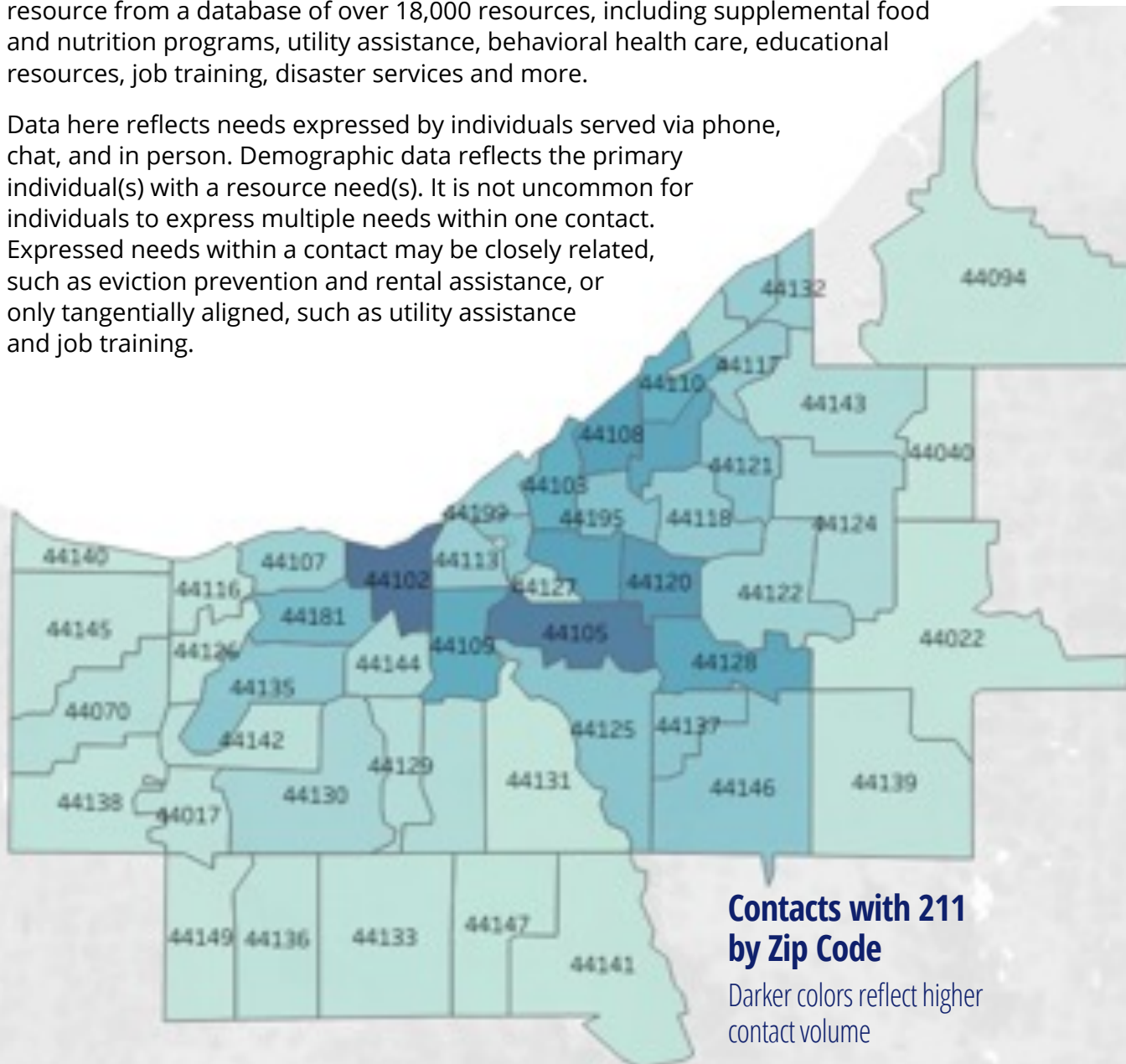
211 DATA TRENDS

211 Overview

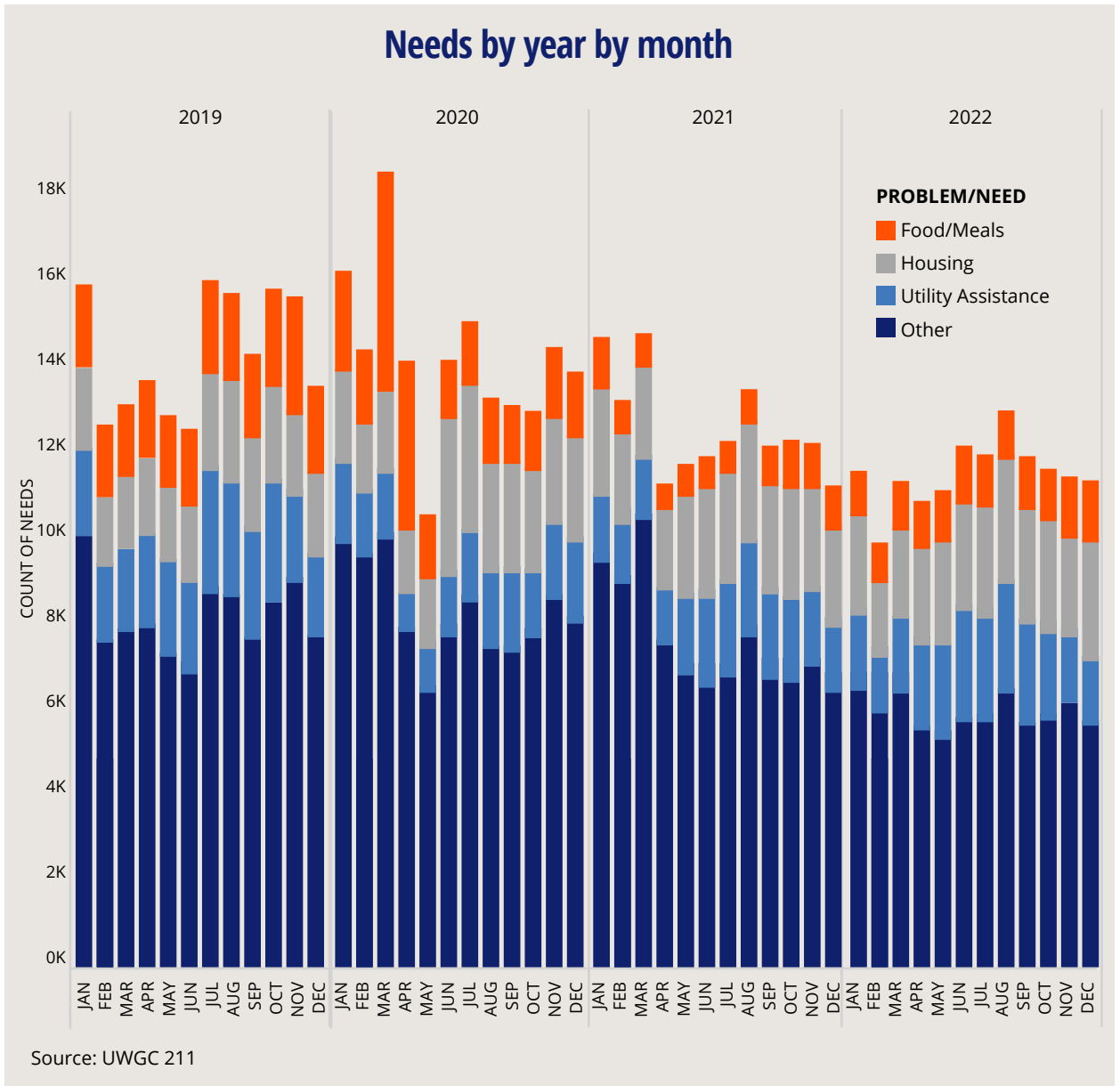
The data for this report was obtained from United Way 211 and covers the period from January 2018 to March 2023. The analysis was conducted on needs expressed in Cuyahoga County, with a comparison made to the data from Cleveland to identify any unique findings.

United Way 211 is a free and confidential service for anyone seeking resources to address health and social service needs. The typical 211 client is reaching out during a crisis. Cupboards are bare, housing eviction may be imminent, utilities may already be shut off. AIRS certified Information and Referral Specialists are trained to listen, engage, ask questions, assess needs and connect individuals to the best and closest community resource from a database of over 18,000 resources, including supplemental food and nutrition programs, utility assistance, behavioral health care, educational resources, job training, disaster services and more.

Data here reflects needs expressed by individuals served via phone, chat, and in person. Demographic data reflects the primary individual(s) with a resource need(s). It is not uncommon for individuals to express multiple needs within one contact. Expressed needs within a contact may be closely related, such as eviction prevention and rental assistance, or only tangentially aligned, such as utility assistance and job training.

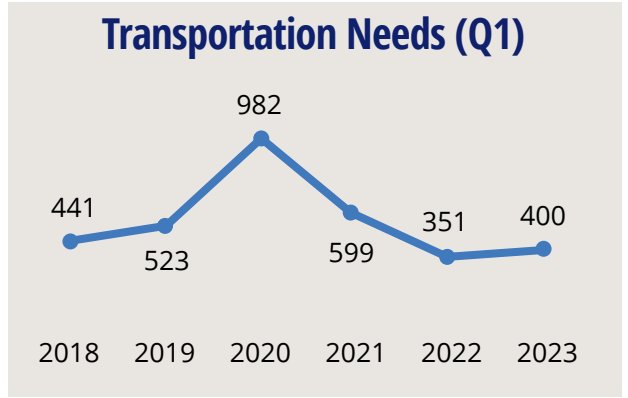
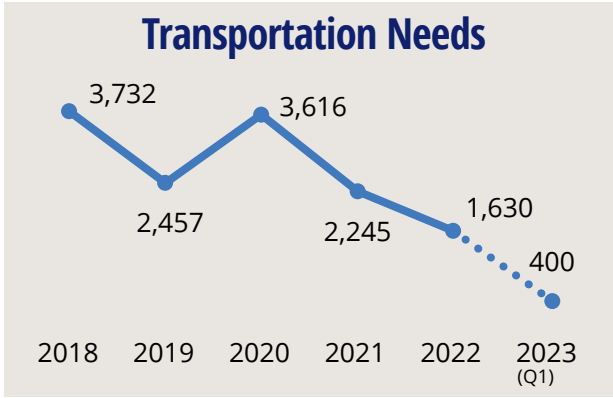


The majority of expressed needs in Cuyahoga County originate from the City of Cleveland. Throughout the years, peaks in the number of expressed needs occurred in March and late summer (July/August). The following graph notes the monthly volumes of expressed needs by food, housing, utility assistance and other.



Transportation

Expressed needs for transportation assistance were highest in 2018 at 3,732, dropped in 2019, increased during the pandemic to almost 2018 numbers, and then fell dramatically to a low of 1,630 during 2022.



Age-wise, there was a disproportionate increase in needs from the 18 to 44 and 55+ age groups, while the 45 to 54 age group and under 18 group remained relatively steady. Needs from older adults aged 55+ increased in the latter half of 2020 and into the spring of 2021 before returning to levels below the pre-pandemic volume. The City of Cleveland mirrored the trends in Cuyahoga County, accounting for between 57% to 70% of transportation assistance needs in any given year.

Digital Connectivity

As expected, there was a surge in digital connectivity needs in 2020, reaching a peak of 1,281 expressed needs and remaining higher than pre-pandemic levels. The highest volume occurred in August 2020, possibly due to students returning to virtual schooling. The age group "under 18" also saw a significant increase in expressed need during 2020, but has since returned to pre-pandemic levels. Older adults (55+) made up the majority of clients since 2018, followed by adults aged 45-54.

Requests for assistance with digital connectivity, internet access, public access and devices also rose in 2020 and have remained high compared to pre-pandemic levels. The peak in expressed need for internet access occurred around August 2020, likely due to virtual schooling. The City of Cleveland accounted for 60 to 63% of digital connectivity needs in Cuyahoga County, and its trends were similar to the county as a whole.

