

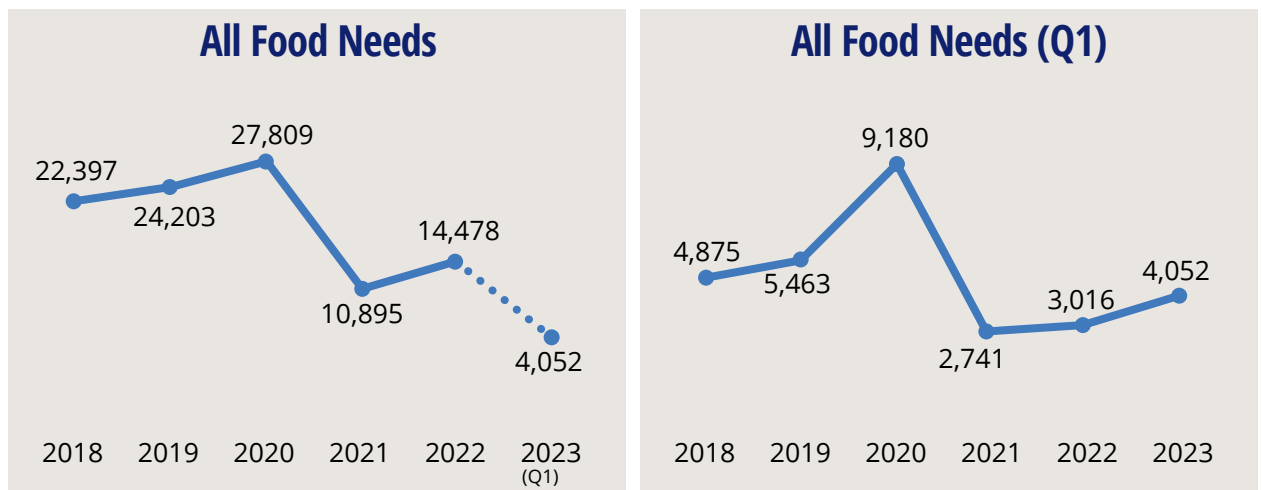
# 211 DATA TRENDS

The data for this report was obtained from United Way 211 and covers the period from 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.

## Food and Nutrition

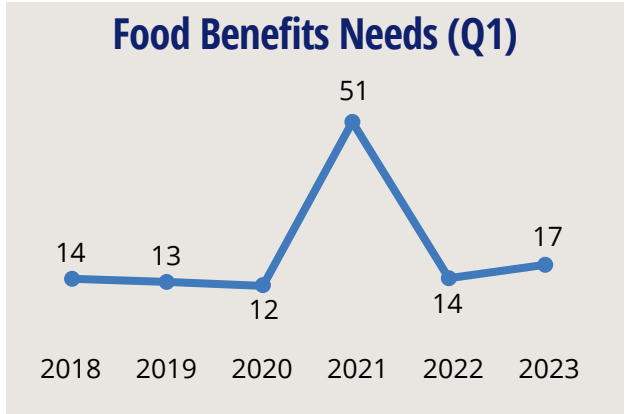
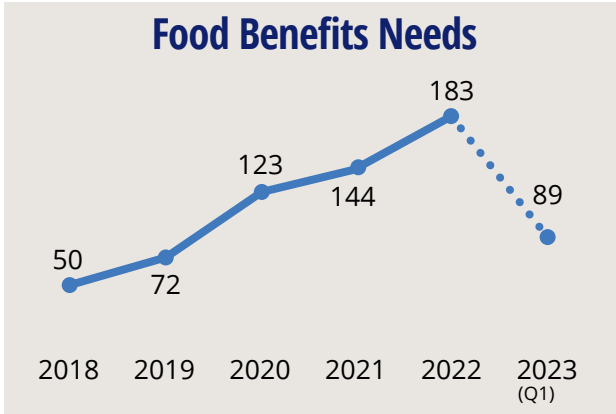
All food related needs expressed to 211, including pantries, prepared meals, SNAP and WIC, increased during 2020 but were steadily increasing leading up to the pandemic. They have since significantly dropped in 2021 and 2022. This phenomenon should be explored further, as local foodbanks have expressed that their numbers are higher than ever as inflation impacts the ability to afford food. The pandemic may have made more people aware of resources for securing food, leading to the drop in expressed needs in 2021 and 2022, but it does not explain the significance of the drop.

In October/November, needs typically rose slightly, except for 2020 when they peaked in March and April, declining afterward. Food-related needs were primarily expressed by individuals aged 25 to 44 and 55+.



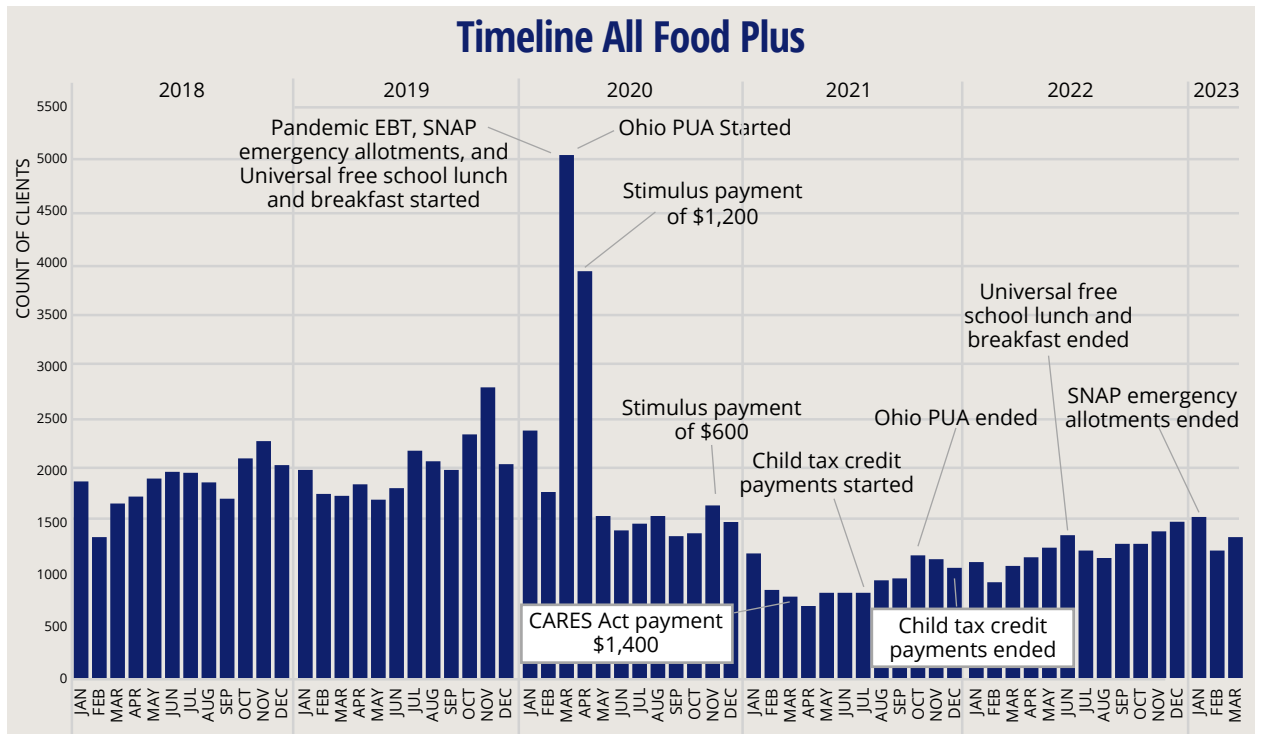
Likewise, education or school-related meals, food benefits, grocery ordering and provider referrals were all needs that also increased in 2020.

Expressed needs related to food benefits alone, like SNAP and WIC, declined in 2021 but rose again in 2022, potentially due to the expansion and subsequent ending of SNAP programs. Summer months typically saw a rise in needs related to food benefits, while the older adult population accounted for most expressed needs across the years analyzed.



Apart from the beginning of 2022, pre-pandemic months saw a higher volume of expressed all food related needs than post-pandemic. Expressed needs related to prepared meals and pre- and post-natal care/baby needs decreased in 2020, likely due to organizations suspending services. However, the drop in baby needs during 2021 and 2022 is intriguing, considering the baby formula shortage during that time. In 2018, particularly in May, expressed need for pre- and postnatal care/baby resources were highest. Needs from the City of Cleveland comprised 69 to 73% of all food needs.

Policy milestones during the pandemic affected needs for both food and food benefits, but in different ways. Stimulus checks are associated with a decrease in expressed needs, while the Ohio PUA program is associated with a significant rise. Expressed needs increased when these programs ended, though not as drastically as when they began. The sharp increase coinciding with relief programming suggests that 211 data reflect not only the community's needs but also when solutions are available.



## Behavioral Health

Although national and local data suggest a sharp increase in behavioral health needs in recent years, Cuyahoga County 211 expressed needs do not seem to reflect this trend. While needs for behavioral health resources reached their peak in 2019 with 4,243, they have steadily declined to a low of 3,939 in 2022. The same pattern can be observed for mental health needs expressed. This could be due to more accessible and better advertised behavioral and mental health resources. The proportion of specific needs has remained relatively constant over the years.

Interestingly, there is no clear pattern of peaks and valleys throughout the year. Adults aged 25 to 44 make up the majority of clients, while contacts related to children under 18 often peak at the beginning of the school year.

Mental health needs, as a subset of behavioral health needs, follow the same pattern of decreasing from 2020 to 2022. There is also no specific pattern to the volume of need throughout the year, with one exception being a unique spike in May 2018. Adults aged 25 to 44 also make up the majority of clients. Substance use disorder service needs follow the same pattern, reaching a high in 2019 with 1,696 and declining throughout the years to a low of 984 in 2022. Expressed needs often peak through March-April, but do not follow any specific pattern throughout the months of each year. Adults aged 25 to 44 also make up the majority of clients. Contacts from the City of Cleveland account for 62% to 64% of all behavioral health needs.

