

211 DATA TRENDS

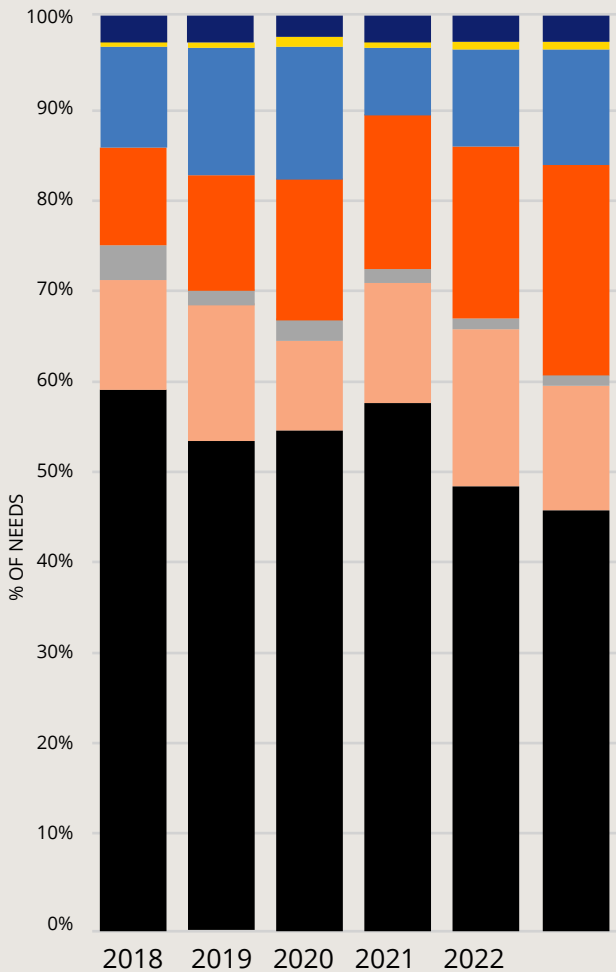
The data for this report was obtained from United Way 211 and covers the period from 2018 to March 2023. The analysis was conducted on needs expressed in Cuyahoga County, with a comparison made to the data from Cleveland to identify any unique findings.

Housing Overview

Share of All Annual Needs

Since 2018, expressed needs for housing have represented an increasingly larger share of all needs.

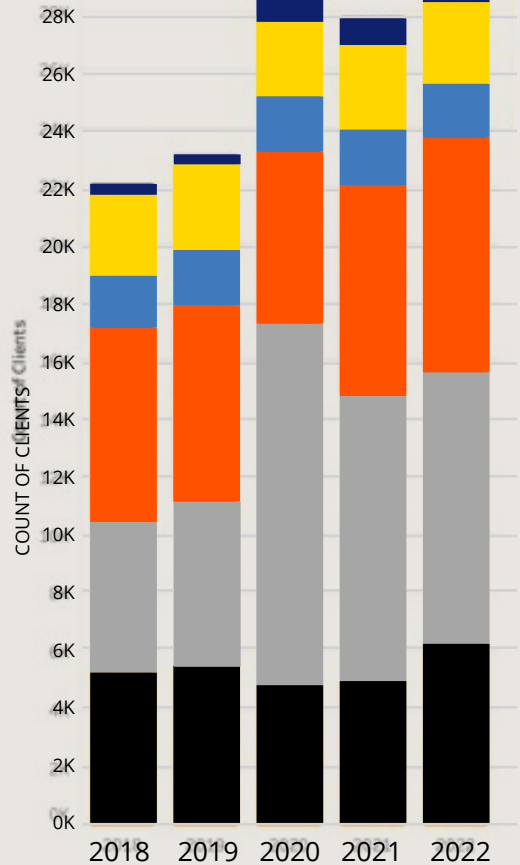
- Service**
- Behavioral Health
 - Digital Connectivity
 - Food
 - Housing
 - Transportation
 - Utilities
 - Other



Housing Needs by Sub Type

Within housing, rent assistance and moving-related referrals make up the majority of expressed needs.

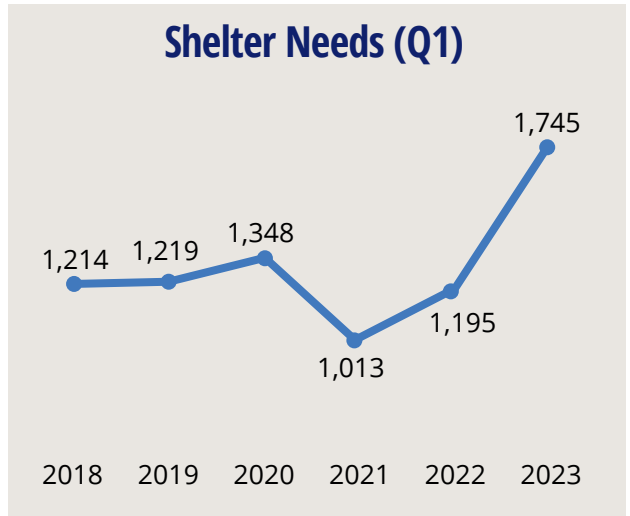
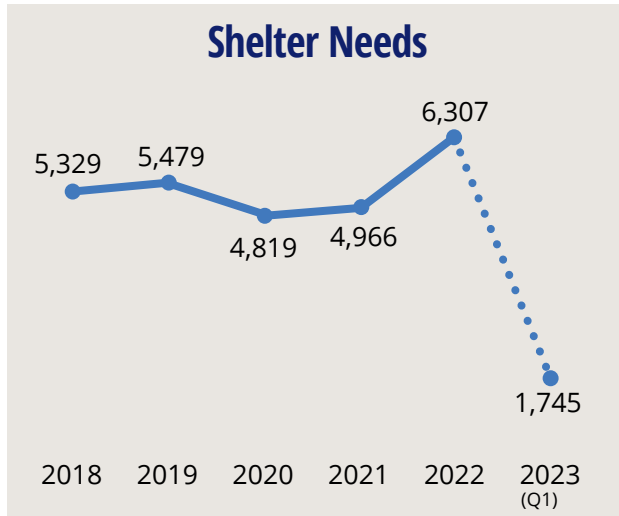
- Eviction Prevention
- Housing Condition
- Landlord-Tenant
- Movement Related
- Rent Assistance
- Shelter



Housing Stability

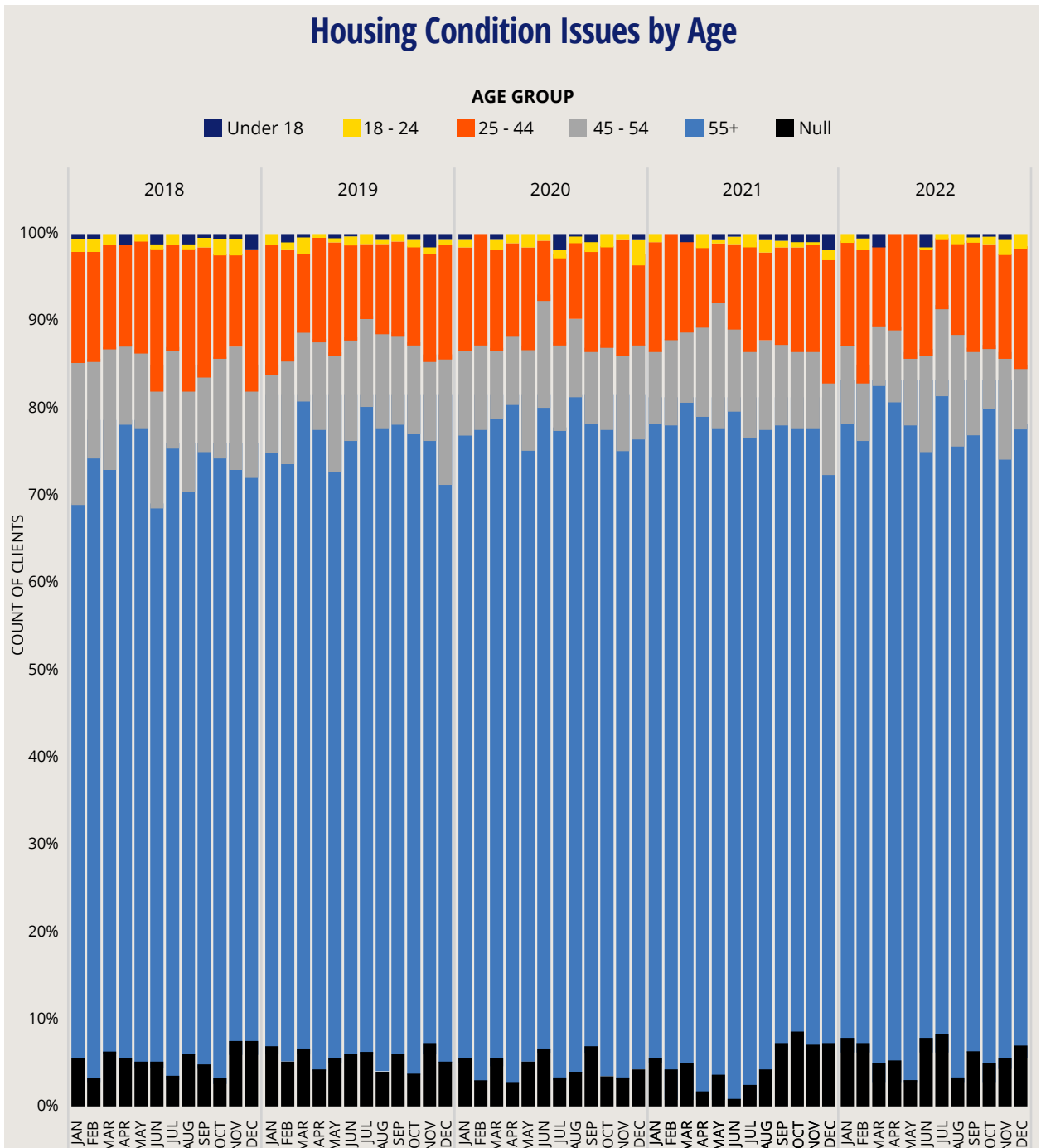
In Cuyahoga County, shelter needs tended to peak during the summer and late fall months for each year represented. However, shelter needs are now higher post-pandemic than before the pandemic began. 2022 saw the highest number of expressed needs for emergency or homeless shelters. 2023 Quarter 1 shelter needs are higher than any other Q1 period for the previous ten years.

Although shelter-related needs have increased for all age groups post-pandemic, there has been a disproportionate increase in needs from certain age groups. The older adult population, aged 55 and above, now makes up a larger percentage of expressed need for shelter, compared to before 2020.



Housing Condition Issues

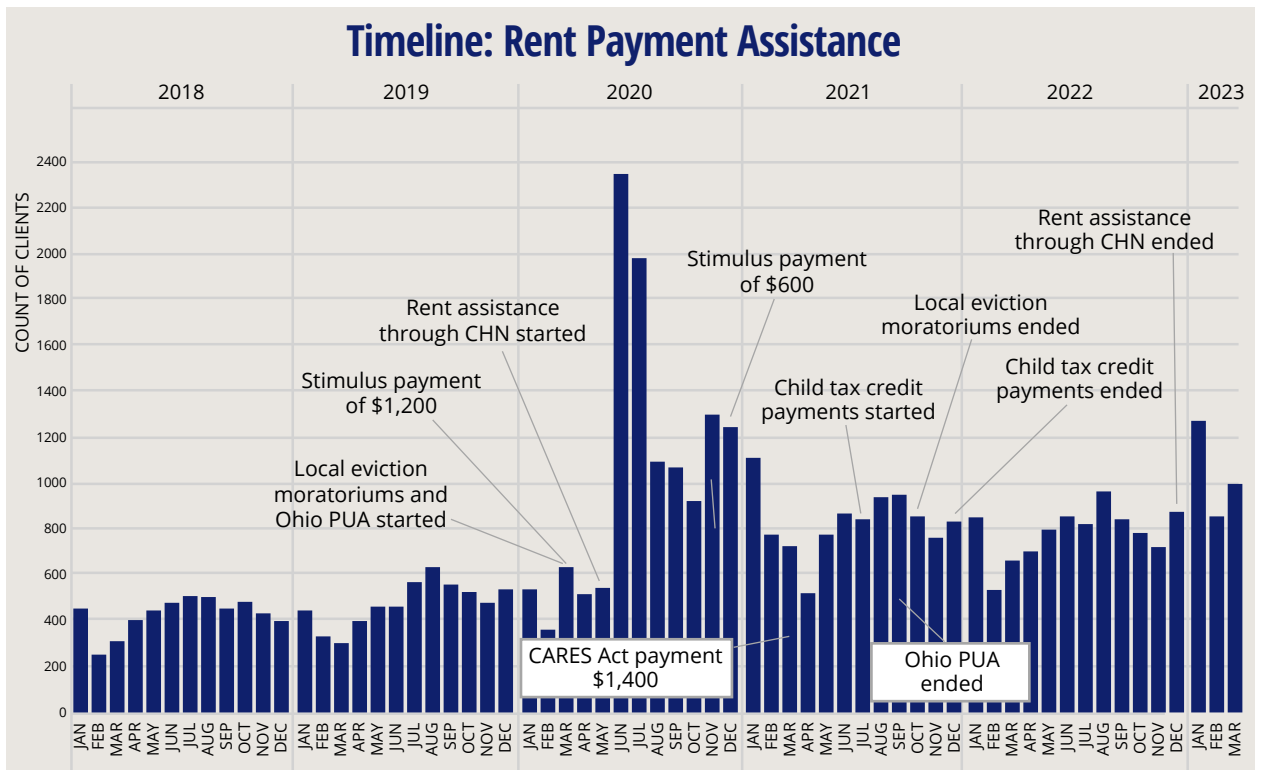
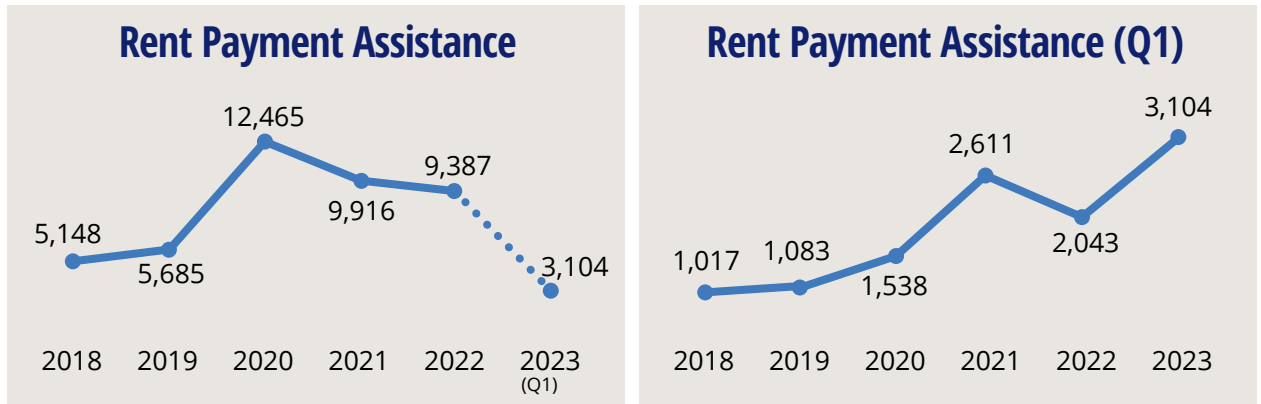
The volume of needs related to housing conditions has increased slightly post-pandemic, with a peak of 3,100 in 2019. While the expressed needs related to housing conditions decreased in 2020, they started rising again in 2021 and 2022. The majority of individuals expressing housing condition needs are older adults aged 55 and over. Typically, housing condition needs tends to increase during the summer months.



Rental Housing Payment Assistance

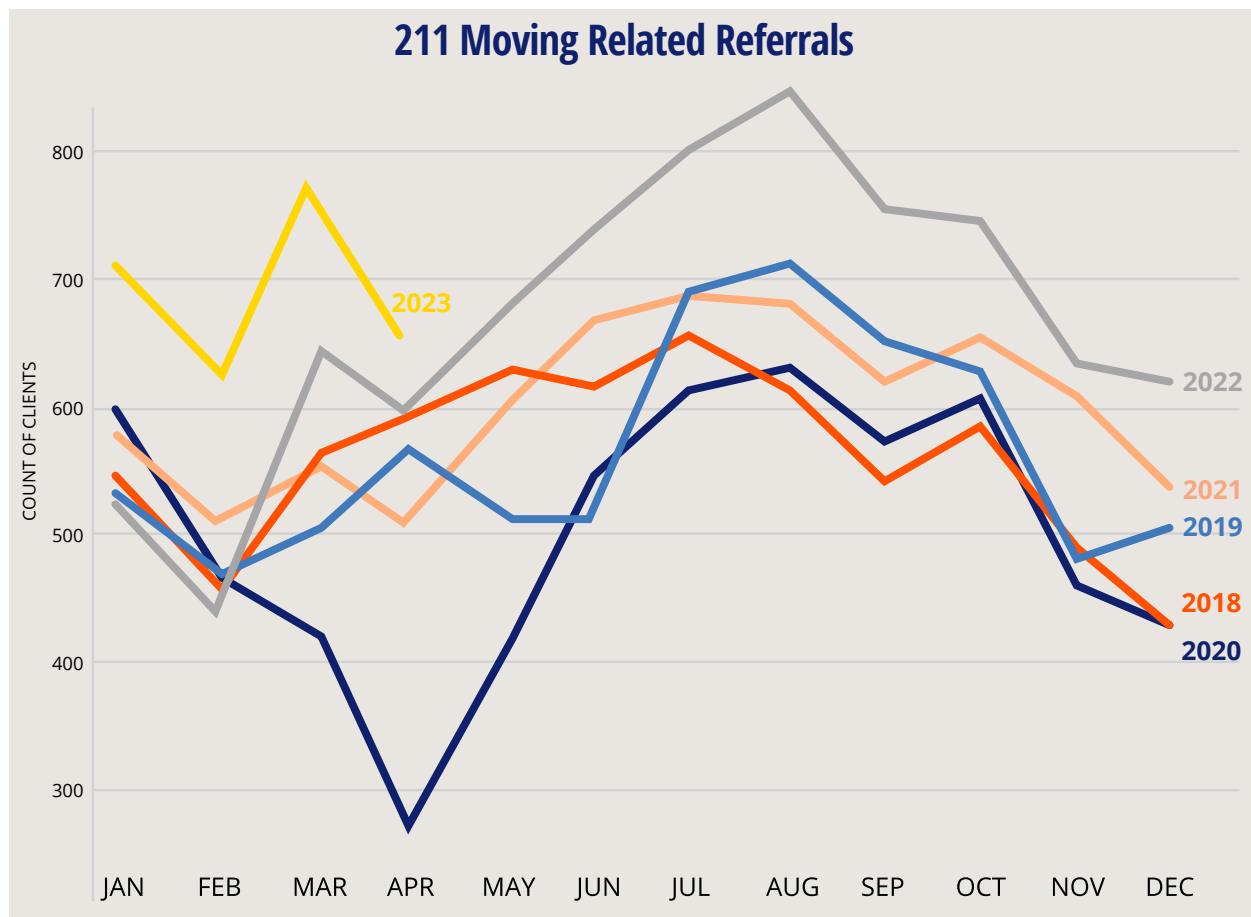
Expressed need for rental payment assistance surged in 2020, and has not yet returned to pre-pandemic levels. Expressed need may increase in response to problems or solutions, such as the release of CARES Act rental assistance funds in June 2020, which is reflected in the spike in need during that month. United Way 211 initially served as the intake line before CHN Housing Partners launched a portal in July 2020. Although the need appears to have decreased in August 2020, it does not necessarily indicate a decline in demand, but rather the availability of a separate portal and system for rental assistance applications in Cuyahoga County.

Available rental assistance for arrears ended in December 2022. 2023 Quarter 1 reflects a significant growth in the volume of expressed need for rental assistance, surpassing previous Q1s, including during the pandemic.



Moving Related Referrals

Individuals frequently contact 211 for resources which indicate that they are interested in or preparing to move, such as rental listings, moving assistance, down payment assistance and housing vouchers. Expressed need for moving-related referrals decreased in 2020, but has been steadily increasing, reaching a record high in 2022. Anecdotal evidence from 211 Navigators suggests that this trend may be due to rising rental costs, prompting tenants to search for more affordable options after the pandemic. Additionally, there is typically a surge in expressed needs during the summer months, as parents and guardians seek to secure stable housing before the start of the school year.

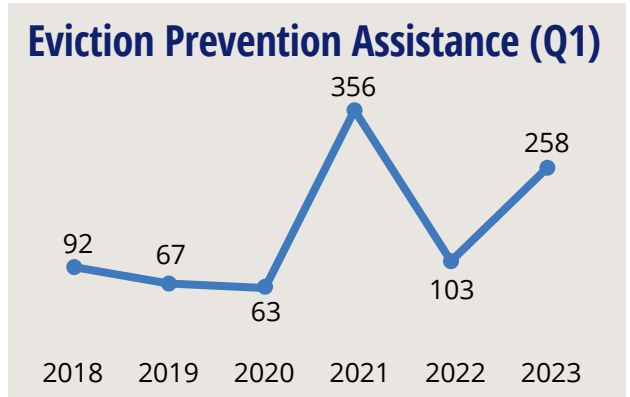
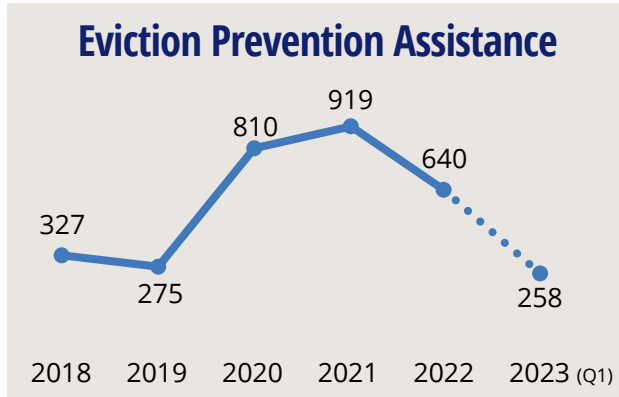


Landlord and Tenant Rights and Disputes

Needs related to help with landlord disputes and tenant rights has been rising steadily over the years, with a peak of 1,923 expressed needs in 2021, followed by a decline in 2022. Expression of these needs typically increase in frequency during the spring and late summer/fall months.

Eviction Prevention Assistance

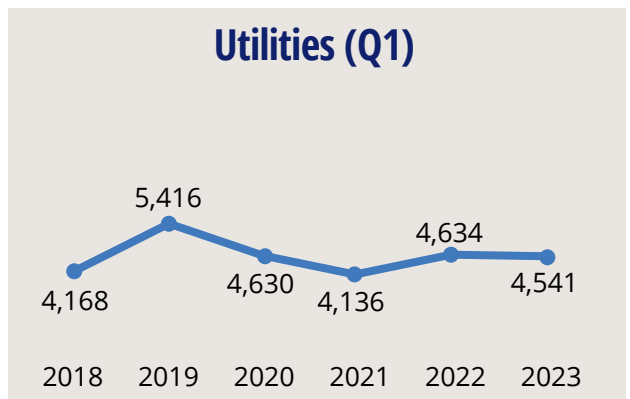
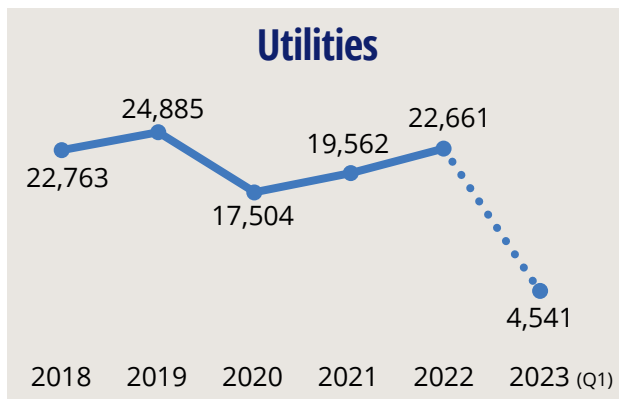
The expressed needs for eviction prevention assistance has significantly increased after the pandemic. There has been a notable shift in the demographics of clients, with a higher percentage of adults aged 18-24 and a slight decrease in the percentage of adults aged 55+. Typically, the months with more expressed need for rental payment assistance also correspond to more eviction prevention needs.



Utilities

Expressed needs for utility assistance saw a steep decline in 2020, but has been steadily increasing in recent years. Each year showed a unique pattern, with no two years being the same. In April 2020, there was a significant drop in expressed needs, recording the lowest number of needs for utility assistance. In October 2018 and October 2019, there were spikes in needs, possibly due to high temperatures during those months, including a record-breaking temperature of 93 degrees in Cleveland on October 1, 2019. Typically, need volume increases during the summer months and decreases during the winter months.

Electric and gas payment assistance have consistently received the highest volume in recent years, while water service payment assistance has shown an increasing trend since 2020. The volume of needs regarding internet service reached its peak in 2020, possibly due to the rise of virtual learning. The majority of clients, ranging from 61 to 65%, were from the City of Cleveland.



As we conclude this assessment we invite you to take the next step with us. We encourage you to visit our website, unitedwaycleveland.org, where you can explore the various ways to engage further and see emerging trends informed by our 211 data. Together, we can build a community where everyone has the opportunity to reach their full potential.

