

Who is Calling 2-1-1 for Help and Why?

A Three Year Report on Salt Lake County 2-1-1 Calls by Need and Zip Code

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Salt Lake County 2-1-1 Call Information

FY 2007 - FY 2009

Introduction

This report has been written for the Salt Lake County Community Resources and Development Department by 2-1-1 Information and Referral (2-1-1), a program of Utah Food Bank Services. The report provides information on how Salt Lake County residents used 2-1-1 during the last three years. General call volume is provided for FY 2007, 2008 and 2009. Detailed call information is provided for FY 2007 and FY 2008 including call volume on 25 categories identified by Salt Lake County Community Resources and Development staff. The detailed category information was so similar in FY 2009 to FY 2008 that it was decided not to report on the detailed category information for FY 2009.

2-1-1 call data is often used by organizations to get an idea of community needs and of the organizations that are most active in serving a community. The need and referral information is captured with the recording of each 2-1-1 call. While the calls themselves are anonymous, the following data is recorded for each call:

- Caller zip code
- Need(s)
- Referral(s) given

The following twenty five categories were selected for detailed analysis in this report.

- Employment
 - Senior Employment
 - Youth Employment
- Food
 - Emergency Food
 - WIC
- General
 - Adult Volunteer
 - Car Seats
 - ESL
 - Gang-Graffiti
 - Immigrant-Refugee
 - Financial Credit Counseling
 - Senior Transportation
- Health
 - Immunizations
 - In-home Care
 - Public Environmental Health
- Housing
 - Emergency Shelter
 - Home Repair - Rehab.
 - Landlord-Tenant
 - Rental Deposit Assistance
- Mental Health
 - Inpatient Counseling
 - Mental Health - General
 - Outpatient Counseling
- Public Safety
 - Domestic Violence
- Substance Abuse
 - Inpatient Substance Abuse
 - Inpatient Substance Abuse Detox
 - Substance Abuse

Key points of interest include:

- 76% of all 2-1-1 calls in Utah are from Salt Lake County callers
- Salt Lake County calls increased by 41% in FY 2008 and 16% in FY 2009
- The top three specialized categories of need are:
 - Emergency food
 - Rental deposit/assistance
 - Emergency shelter
- The top three referral agencies for all Salt Lake County 2-1-1 calls are:
 - Community Action Program
 - VITA
 - Department of Workforce Services
- The top three calling zip codes are:
 - 84116 – Salt Lake City
 - 84119 – West Valley City
 - 84115 – South Salt Lake

Report details include specific information on the following topics:

1. Call Volume
 - a. Number of Calls Chart
 - b. Number of Calls Table
2. Needs
 - a. Number of Each Selected Need FY 2007 and FY 2008
3. Referral Agencies
 - a. Top SLCO Referral Agencies in FY 2008 (not just for selected need categories)
4. Zip codes
 - a. Zip Codes with the Most Number of Most Called Selected Need Categories
5. Calls by specific category
 - Employment
 - Senior Employment
 - Youth Employment
 - Food
 - Emergency Food
 - WIC
 - General
 - Adult Volunteer
 - Car Seats
 - ESL
 - Gang-Graffiti
 - Immigrant-Refugee
 - Financial Credit Counseling
 - Senior Transportation
 - Health
 - Immunizations

- In-home Care
 - Public Environmental Health
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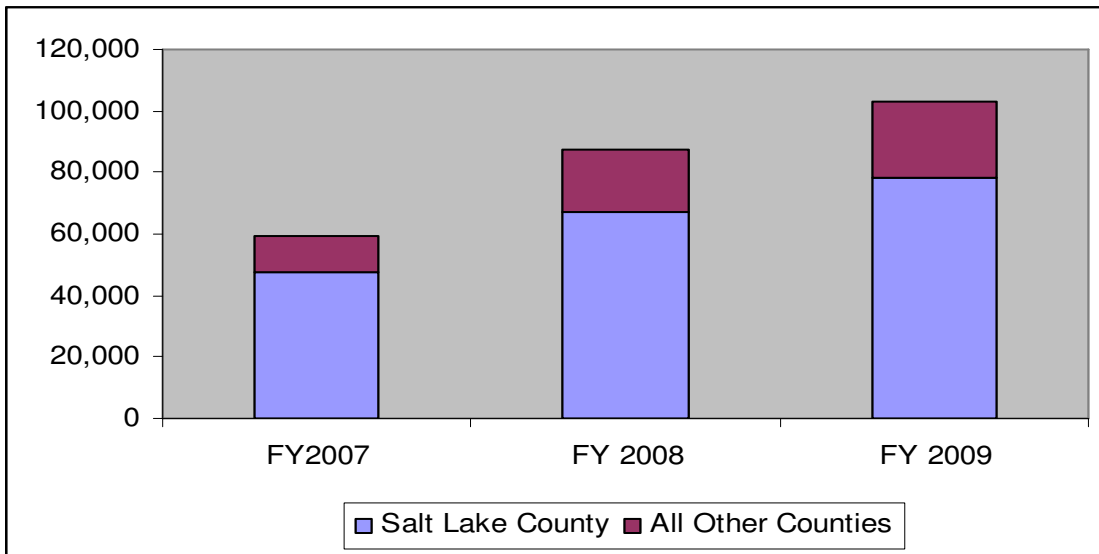
1. Total Call Volume

The following charts show 2-1-1 call volume for FY 2007, 2008 and 2009 and identifies the number of calls that were from Salt Lake County residents. This information is based on the zip code provided by each caller.

Items of note:

- Total 2-1-1 call volume in FY 2009 was 102,805 and has increased by 75% from FY 2007 to FY 2009
- Salt Lake County call volume in FY 2009 was 78,132 and has increased by 64% from FY 2007 to FY 2009
- Salt Lake County 2-1-1 calls were 78% of all 2-1-1 calls for FY 2007, 2008 and 2009

Number of 2-1-1 Calls



Number of 2-1-1 Calls

	FY 2007	FY 2008	FY 2009	% Increase FY 2007 - FY 2008	% Increase FY 2008 - FY 2009
Salt Lake County	47,619	67,355	78,132	41%	16%
All Other Counties	11,453	19,717	24,673	72%	25%
Statewide	59,072	87,072	102,805	47%	18%
Salt Lake County	81%	77%	76%		

2. Needs (based on categories selected by Salt Lake County staff)

The following chart shows how many times each selected need was identified by callers. The categories are listed in order of most number of calls.

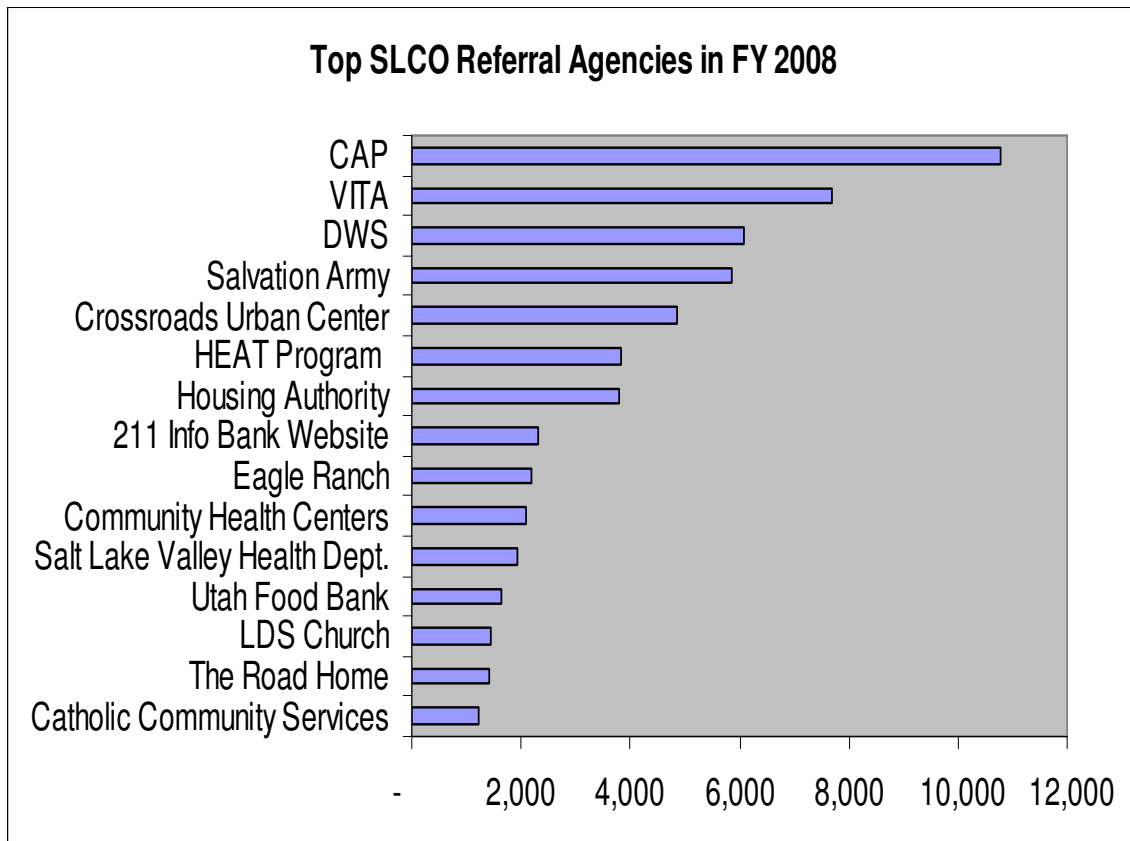
	FY 2007	FY 2008	% Change
Emergency Food	2,740	5,297	93%
Rental Deposit Assistance	1,197	2,256	88%
Emergency Shelter	672	1164	73%
Landlord-Tenant	337	722	114%
Home Repair - Rehab.	526	679	29%
Outpatient Counseling	359	664	85%
Financial Credit Counseling	184	655	256%
WIC	310	419	35%
Adult Volunteer	228	283	24%
Immunizations	156	229	47%
Domestic Violence	59	152	158%
In-Home Care	122	134	10%
Inpatient Substance Abuse	74	126	70%
Car Seats	42	115	174%
Inpatient Substance Abuse Detox	35	107	206%
Substance Abuse	88	101	15%
Senior Transportation	56	73	30%
Inpatient Counseling - Mental Health	39	65	67%
Education - ESL	45	58	29%
Public Environmental health	57	51	-11%
Youth Employment	27	34	26%
Mental health	40	32	-20%
Senior Employment	11	11	0%
Gang-Graffiti	4	6	50%
Immigrant-Refugee	6	5	-17%
Total	7,414	13,438	81%

Items of note:

- Top need major categories:
 - Food
 - Housing
 - Mental health
- Needs with the most increase:
 - Financial Credit Counseling
 - Inpatient Substance Abuse Detox
 - Car Seats
 - Domestic Violence

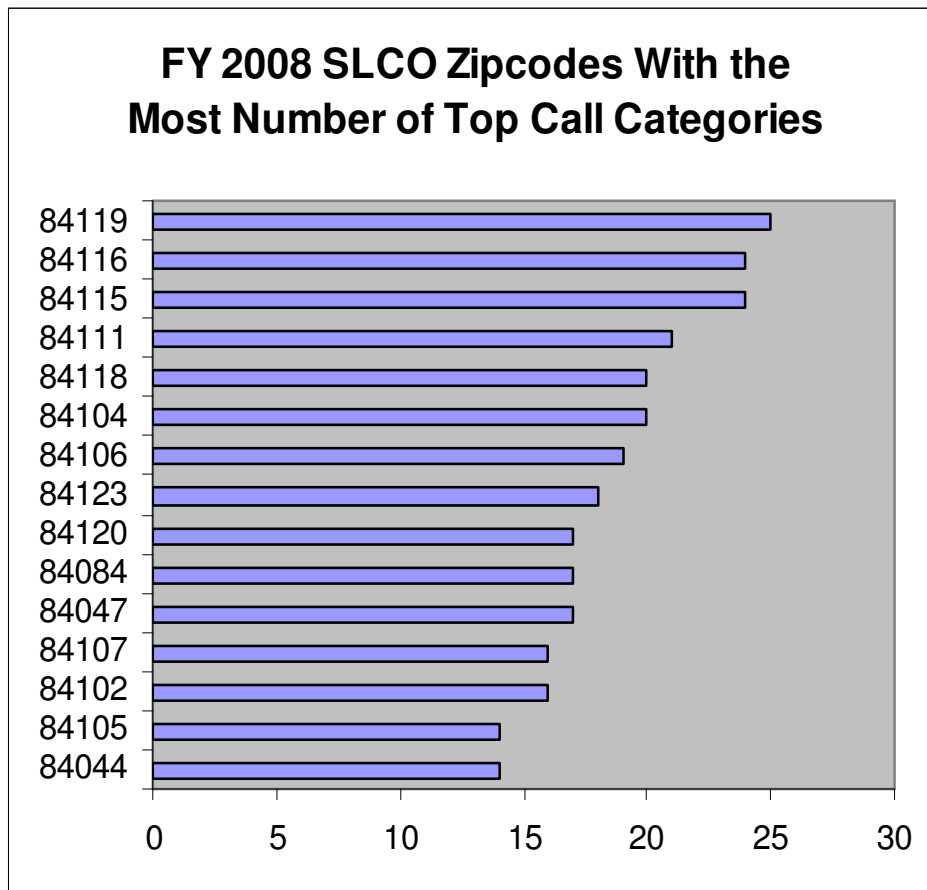
3. Referral Agencies

The following chart shows the agencies that received the most number of referrals for calls from Salt Lake County residents. This referral list is from all 2-1-1 calls from Salt Lake County residents, not just from the calls for the selected need categories.



4. Zip Codes

The following chart shows the number of times (out of 25 categories) that a specific zip code ranked in the top five calling zip codes for each specific category. The most number of times that could be listed for any one zip code is 25.



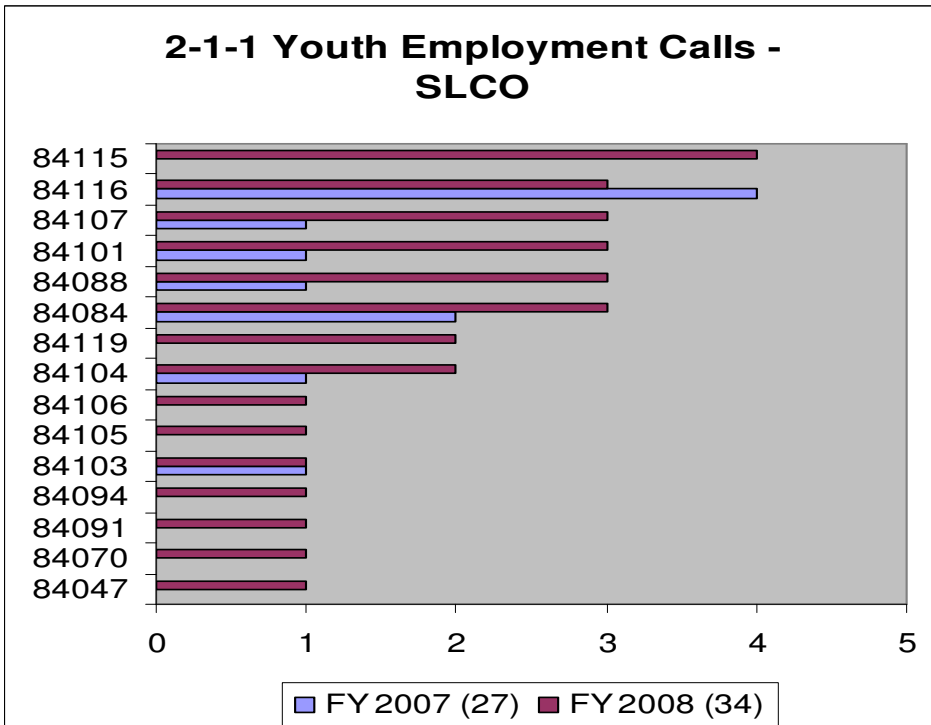
Items of note:

- Most called from zip codes are
 - 84116 – Salt Lake City
 - 84119 – West Valley City
 - 84115 – South Salt Lake
 - 84111 – Salt Lake City
 - 84118 – Taylorsville/Kearns

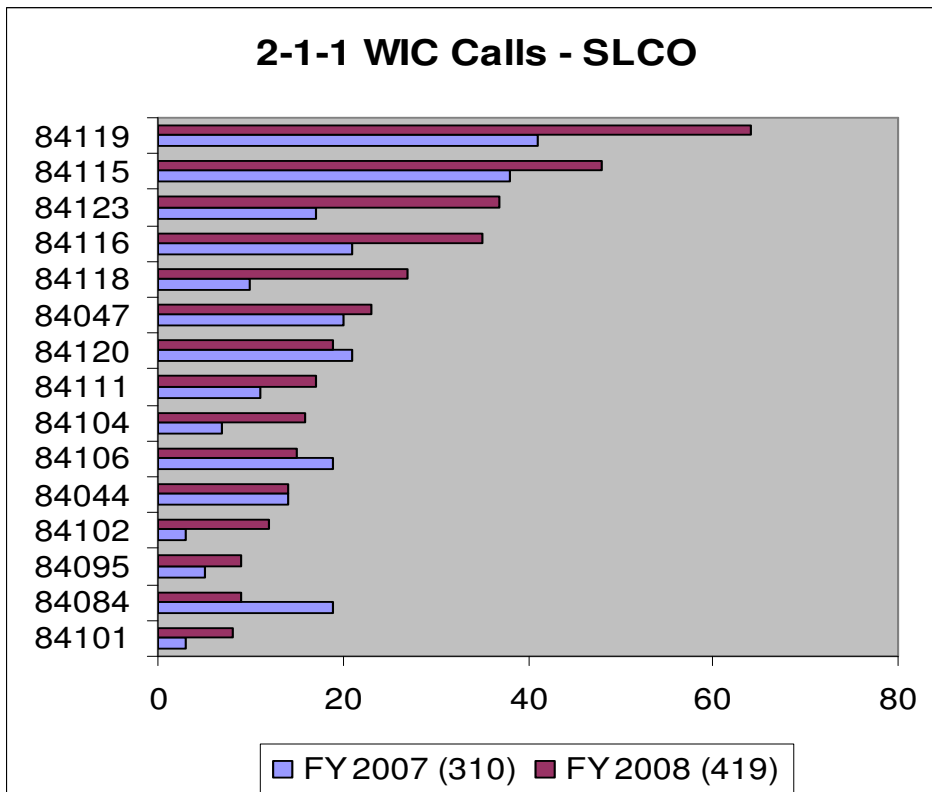
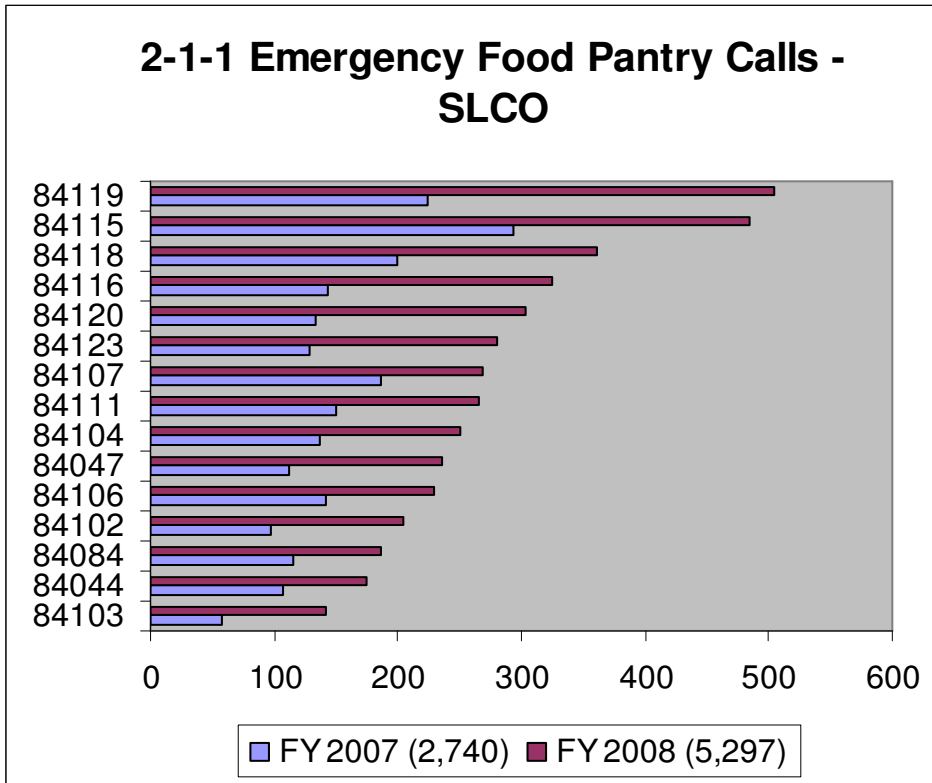
5. Calls by Specific Need Category

The following charts show, for each selected category, the number of calls received by zip code in FY 2007 and FY 2008 and the total number of calls received in each FY.

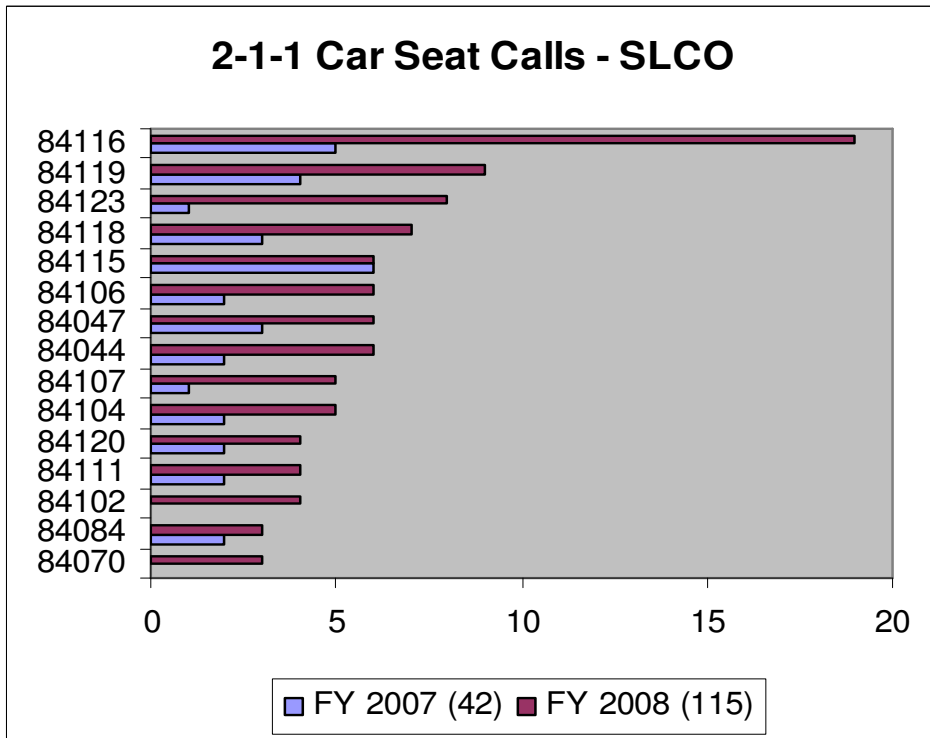
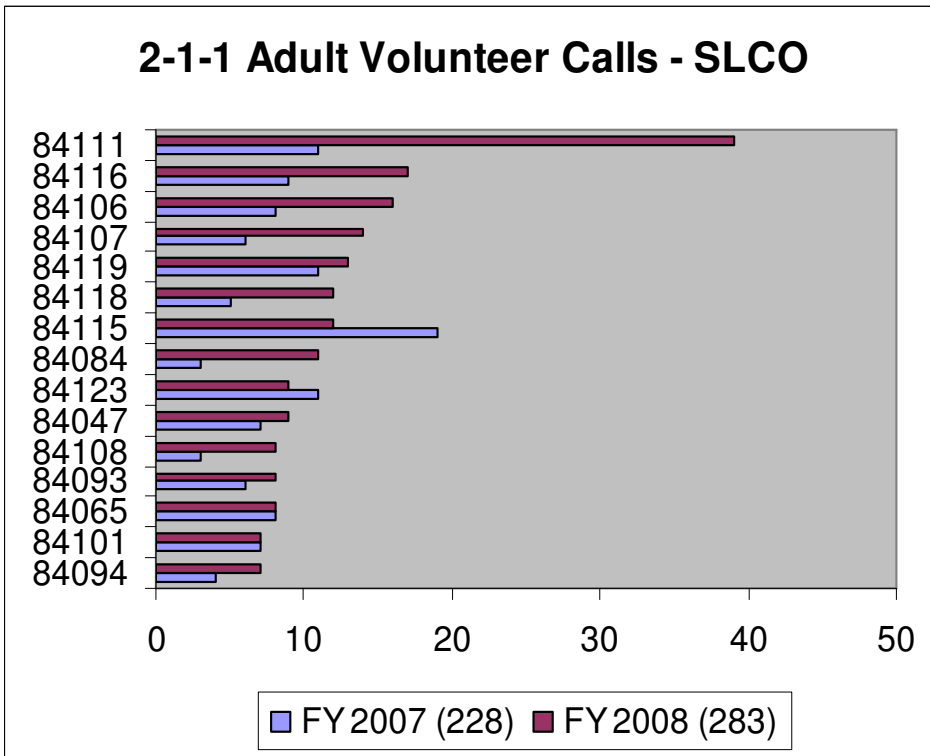
Employment



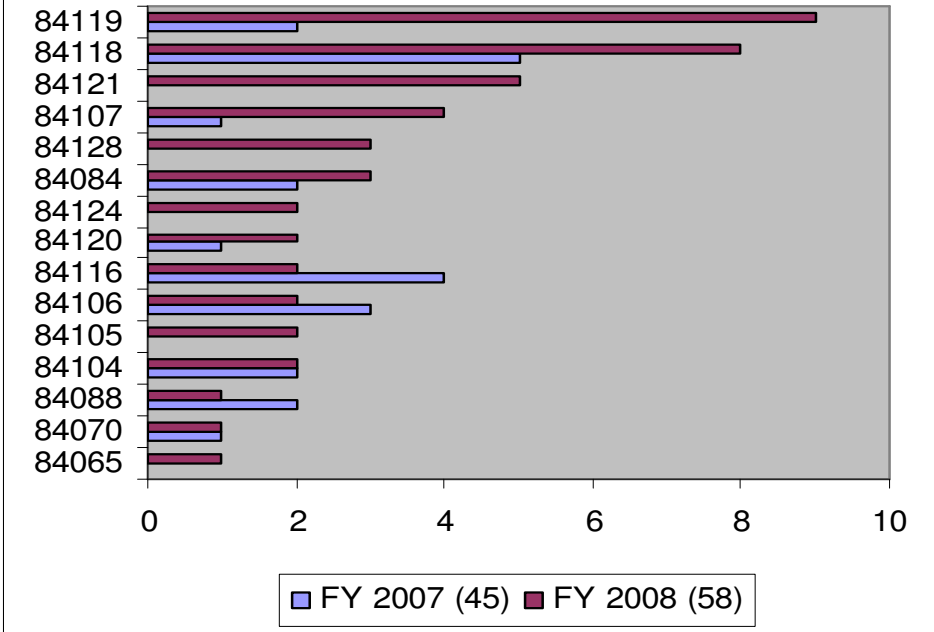
Food



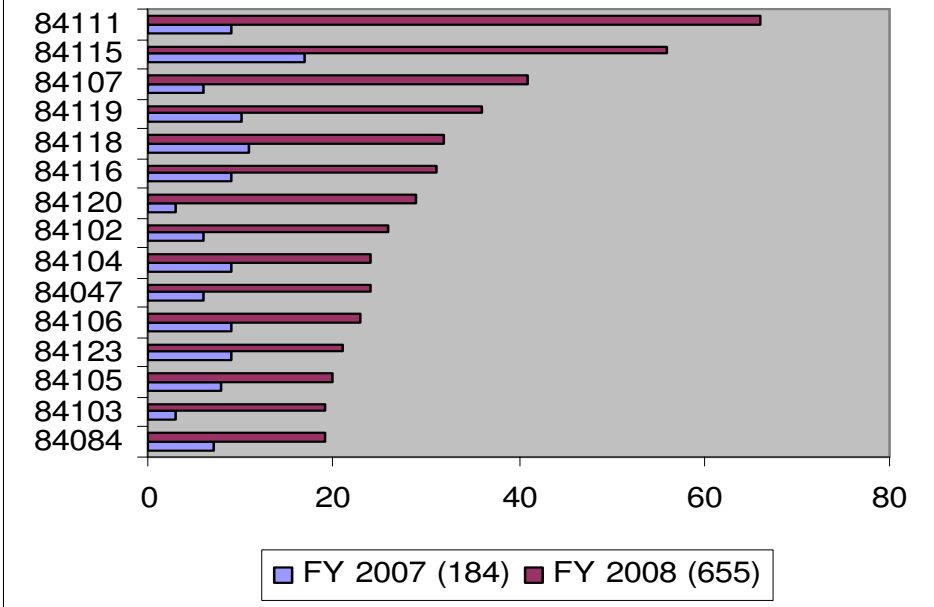
General

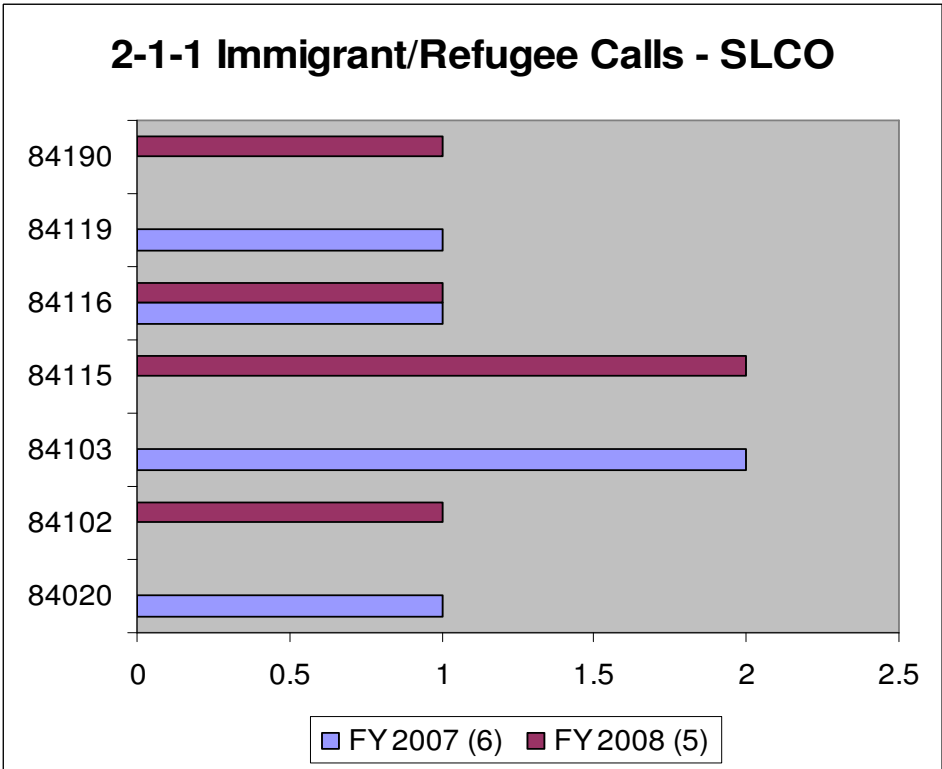
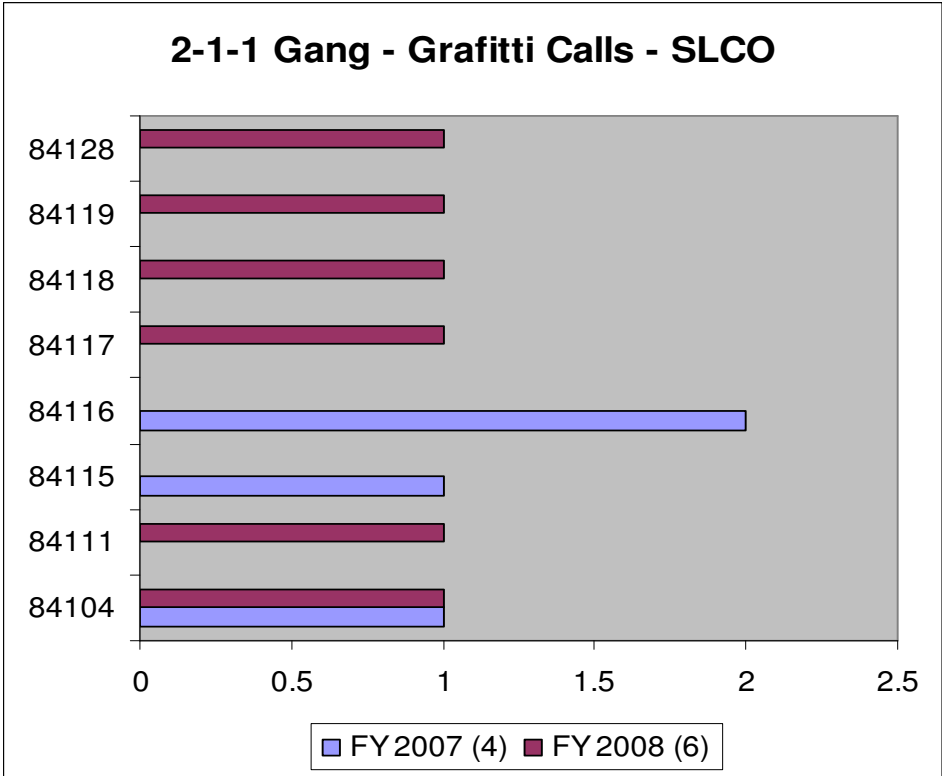


2-1-1 Education ESL Calls - SLCO

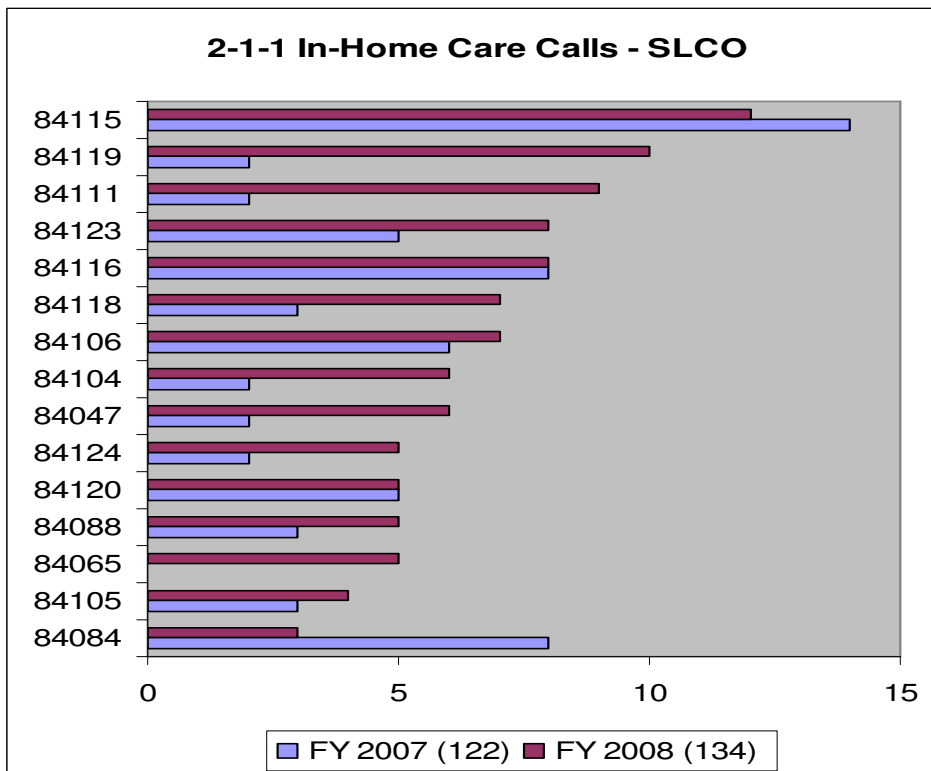
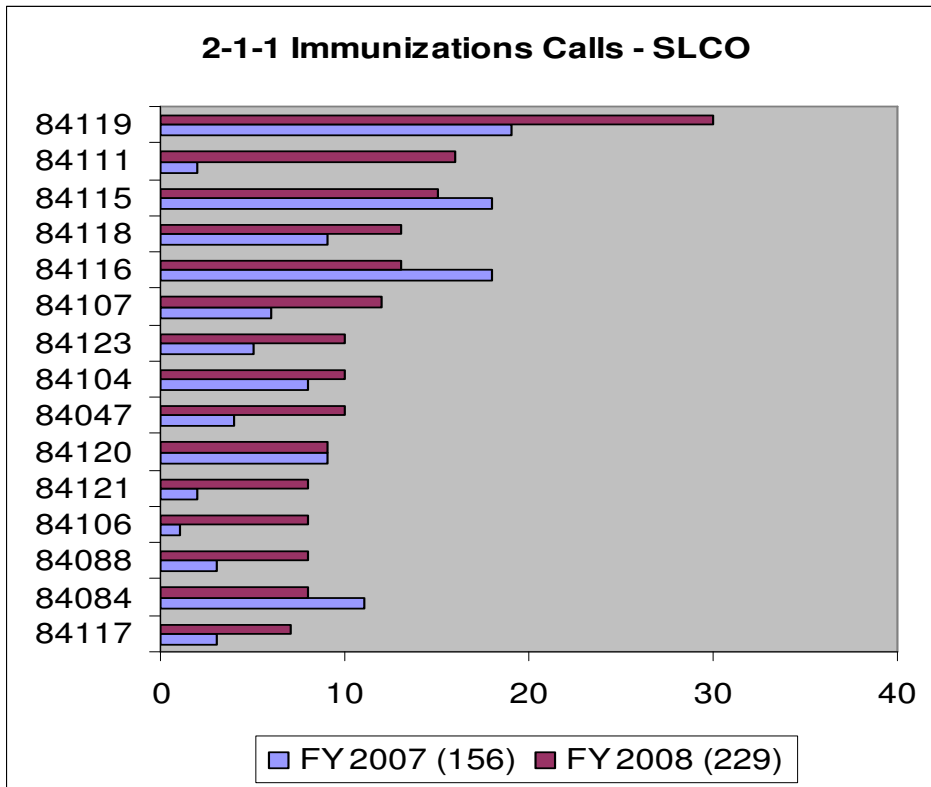


2-1-1 Financial Credit Counseling Calls - SLCO

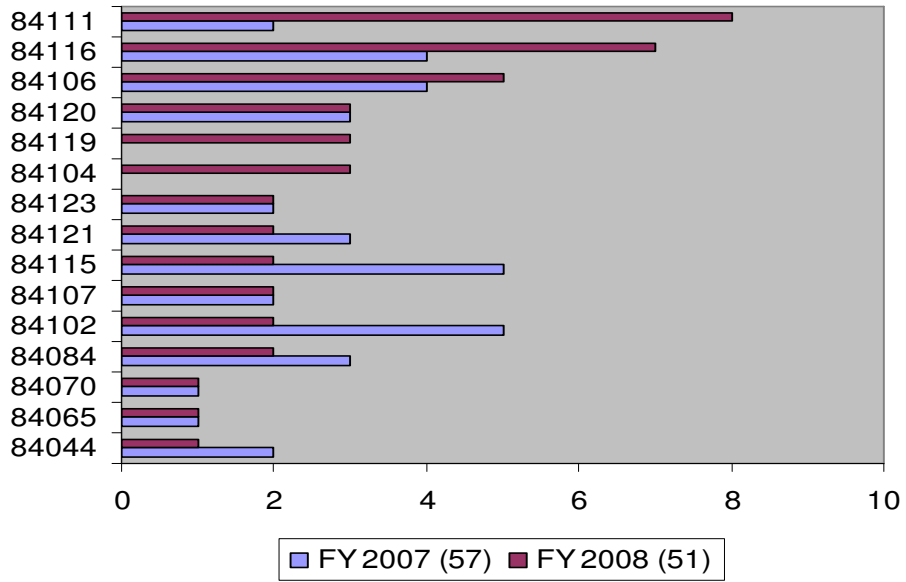




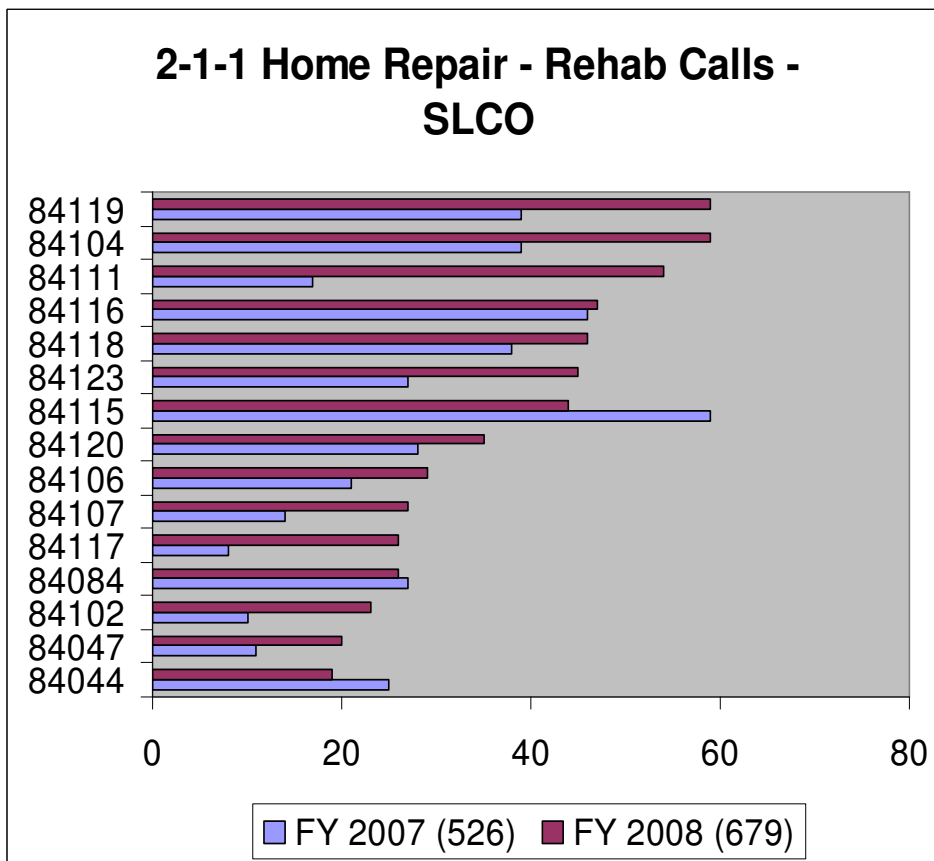
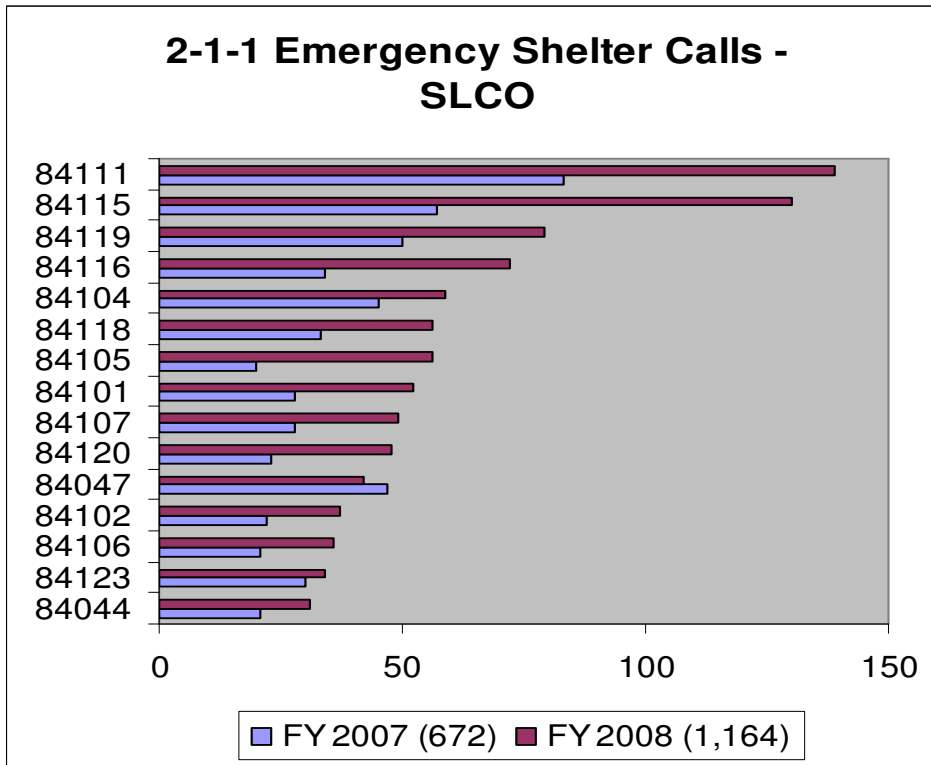
Health



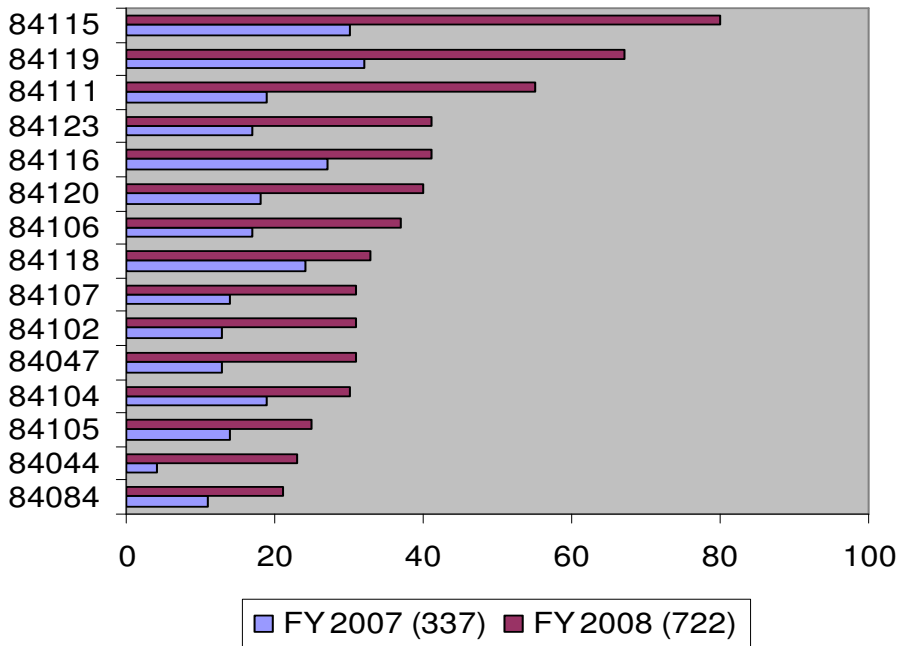
2-1-1 Public/Environmental Health Calls - SLCO



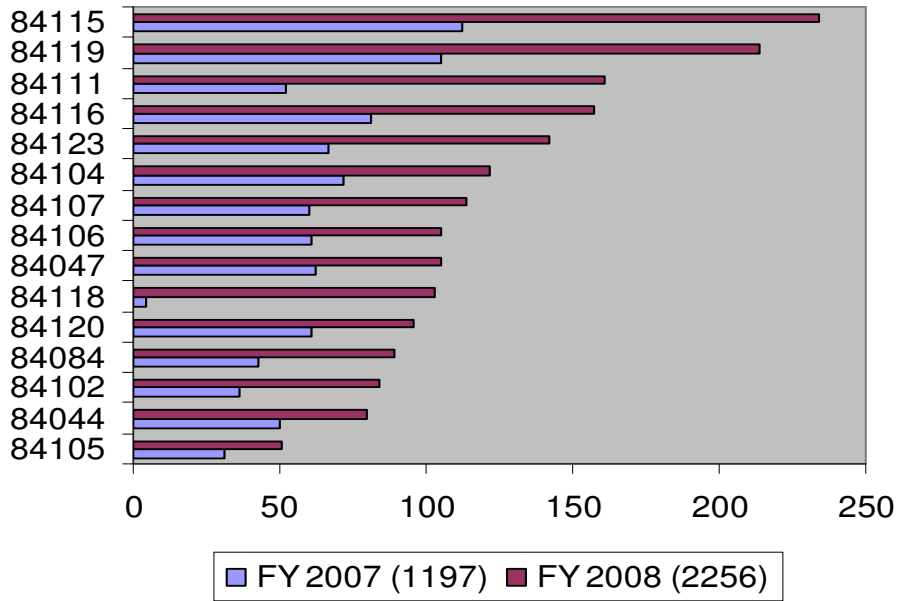
Housing



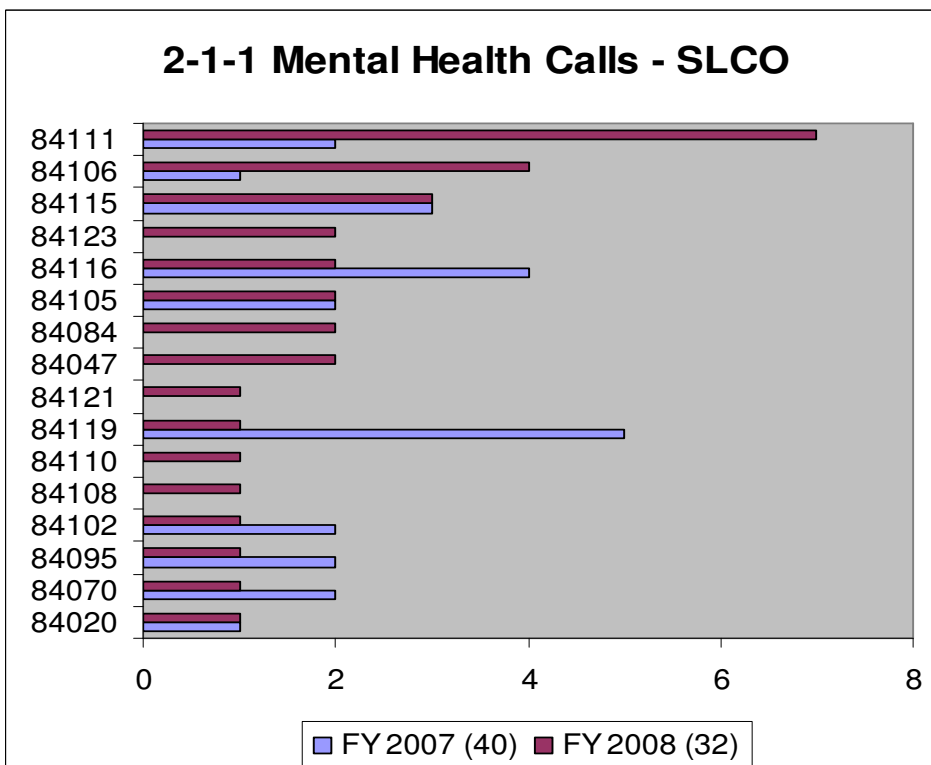
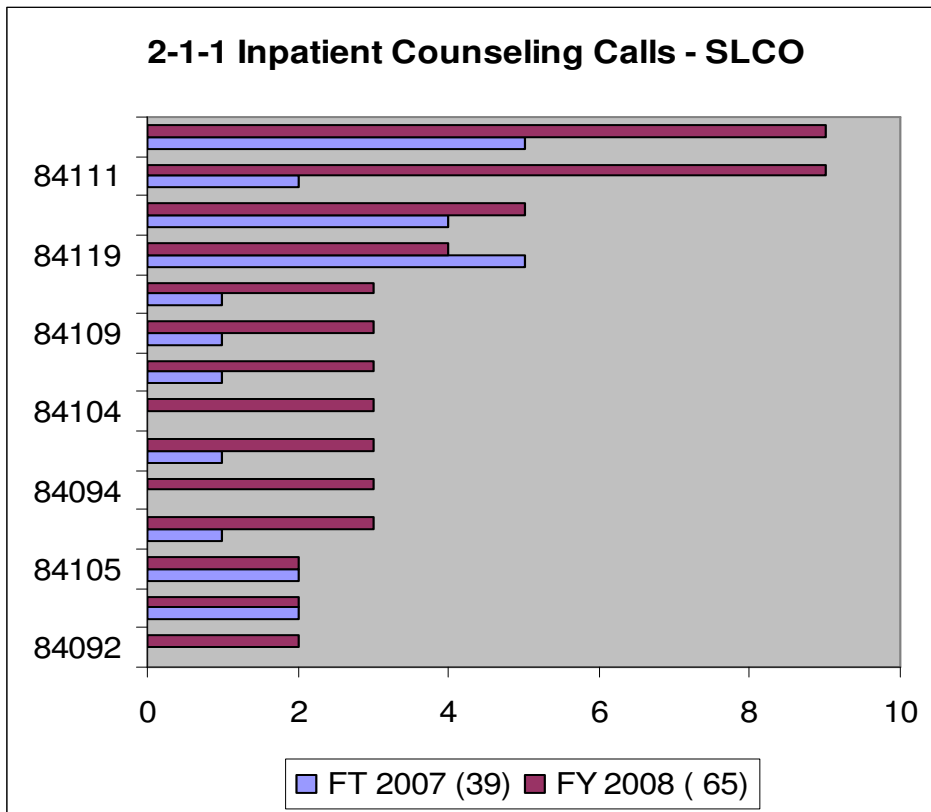
2-1-1 Landlord/Tenant Calls - SLCO

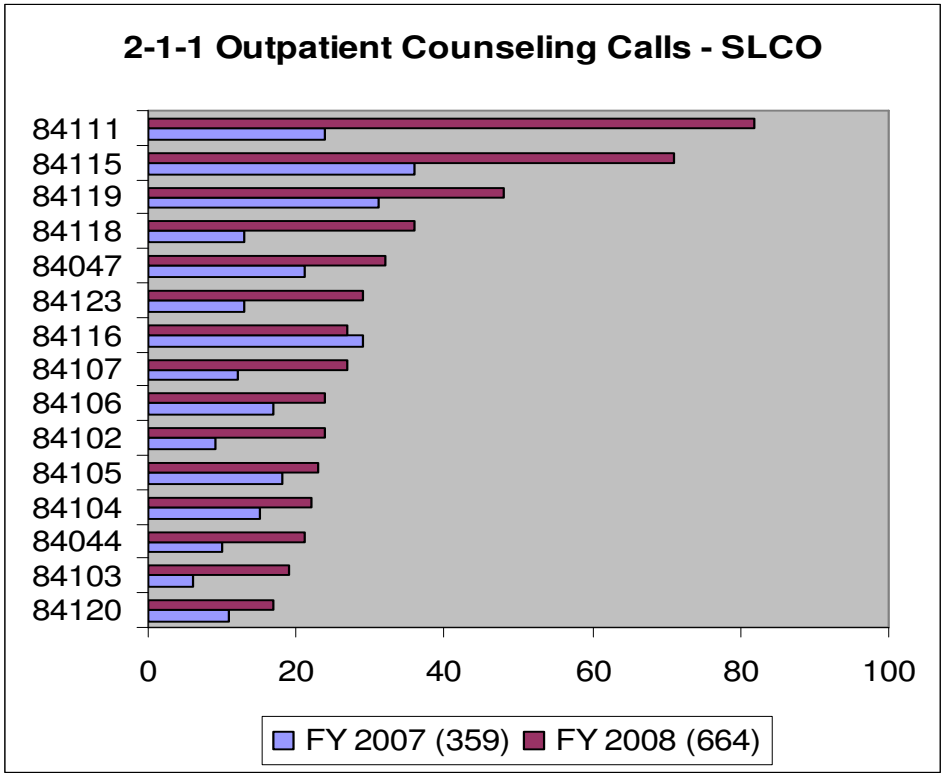


2-1-1 Rental Deposit/Assistance Calls - SLCO

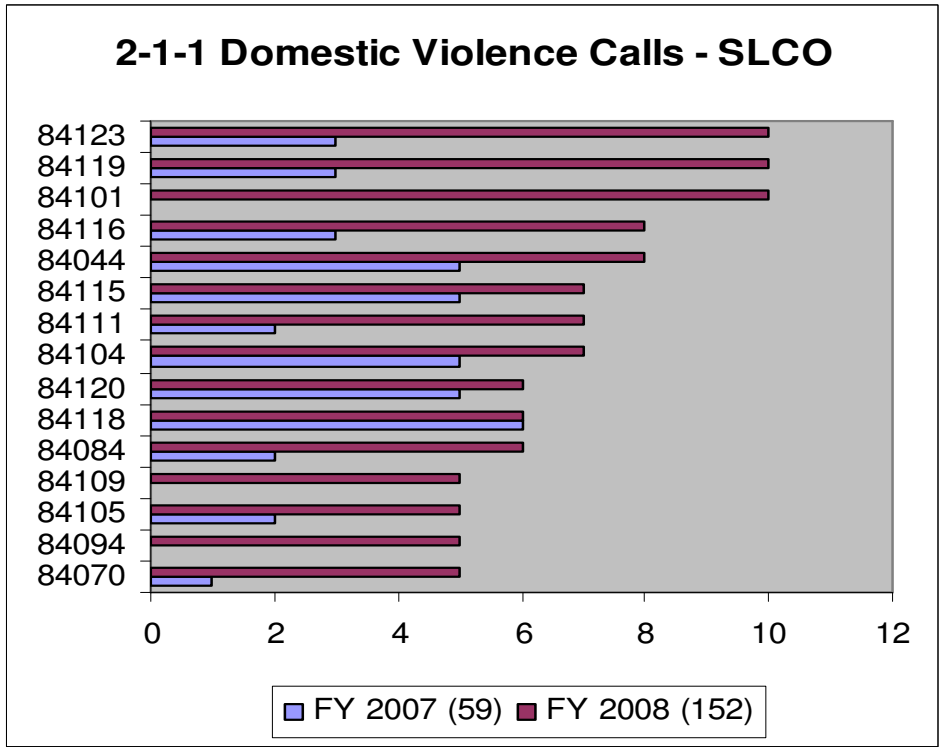


Mental Health

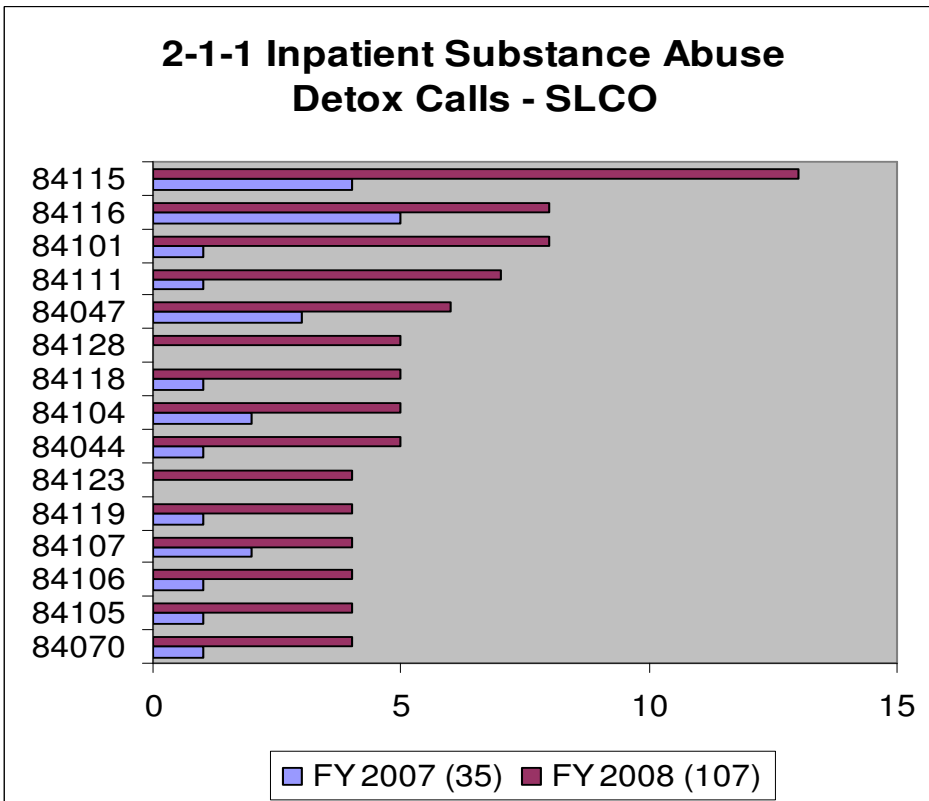
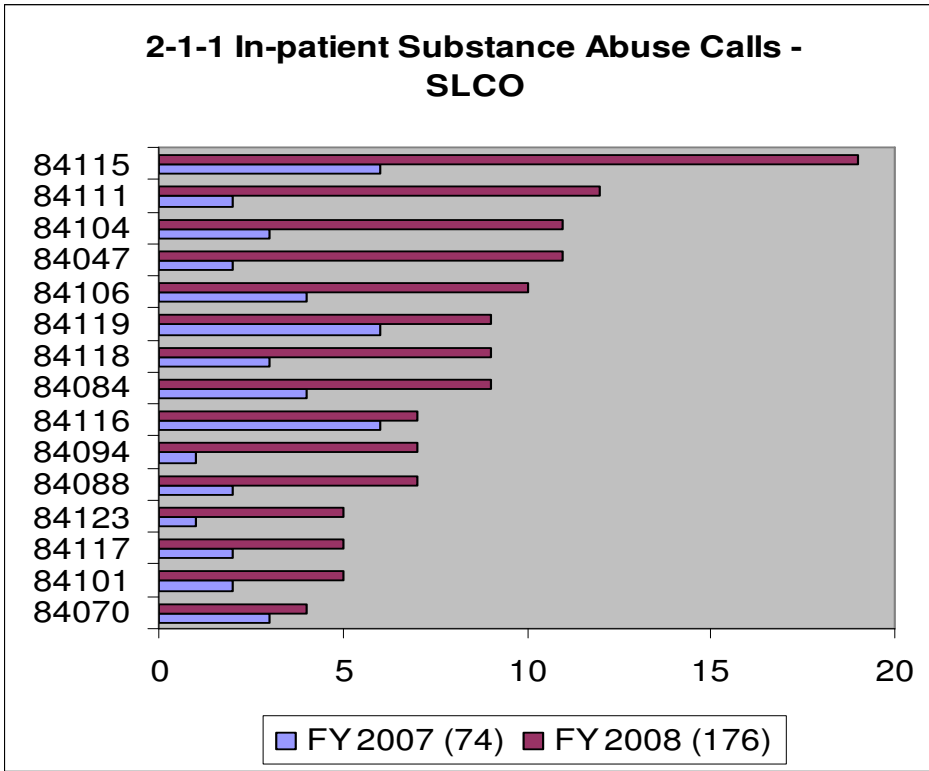




Public Safety



Substance Abuse



2-1-1 Substance Abuse Calls - SLCO

