

Information & Referral

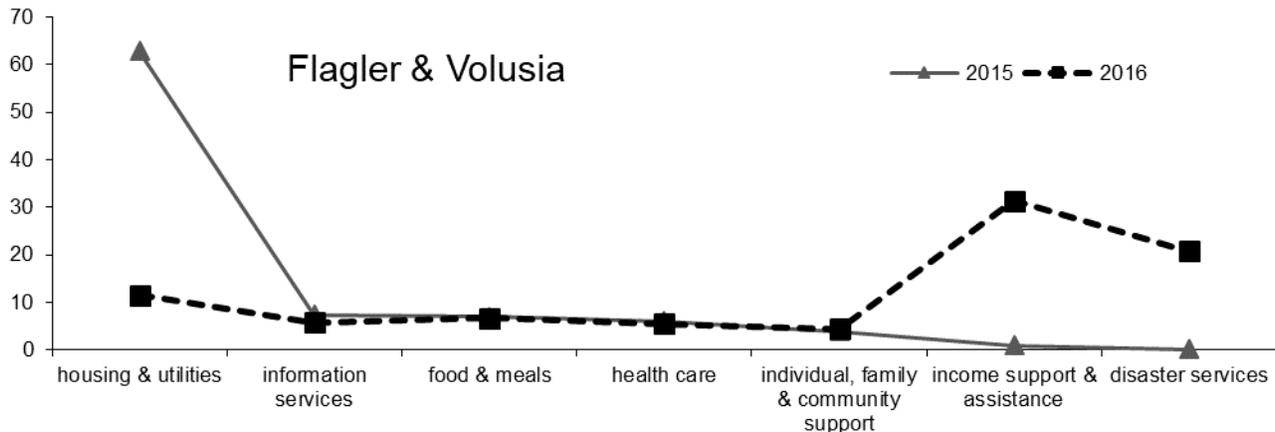
All citizens should have access to the 2-1-1 phone number, staffed by trained Information Specialists at United Way of Volusia-Flagler Counties, Inc. This number utilizes a comprehensive database and is connected to the state and national 2-1-1 movement. Calls to 2-1-1 are answered 24 hours of every day. This database is also available online at www.211live.org. This online database of community services is interactive and searchable.

In recent years, calls to 2-1-1 have increased locally and statewide. The reasons for calls have been tracked in a consistent manner since 2008 until recently. Needs categories have been regrouped and renamed. Below are the top five reasons for calls in 2015 and 2016 for Flagler and Volusia Counties combined. Also below, is a data table for January through June of 2017. Data will be reported as it becomes available in the new format.

Top Five Reasons for Calls to 2-1-1 (by percentage)

In 2015, calls indicated a significant need for housing and utilities assistance. All other categories were well behind the top need in percentages of calls. However, in 2016, there was a shift to income support and assistance as the top need with disaster services in a not-to-distant second. Hurricane Matthew had a significant impact on Flagler and Volusia Counties in early October 2016.

Flagler & Volusia Top Reasons for Calls	% 2015	% 2016
Housing & utilities	62.8	11.5
Information services	7.3	5.7
Food & meals	7.0	6.6
Health care	6.0	5.4
Individual, family & community support	3.9	4.4
Income support & assistance	0.9	31.3
Disaster services	0.1	20.7



Major Needs (Jan-Jun 2017)	Total Count	Total Percent
Basic Needs	2,510	40.93%
Income Support & Employment	1,682	27.43%
Government & Community	459	7.48%
Mental Health & Substance Abuse	394	6.42%
Primary Health Care	372	6.07%

Note: 2016 Total Population – Flagler 108,310, Volusia 529,364. Source: 2016 American Community Survey