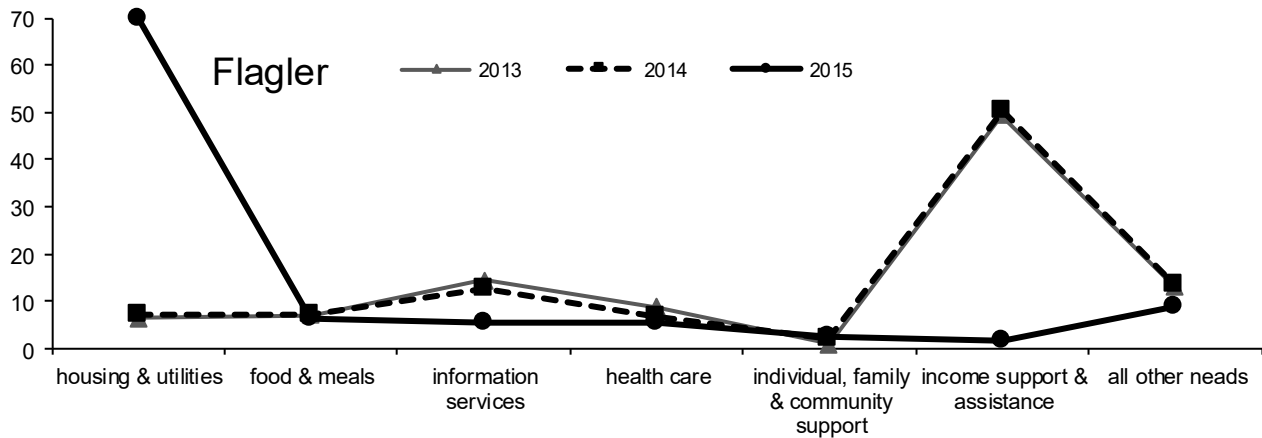


Information & Referral

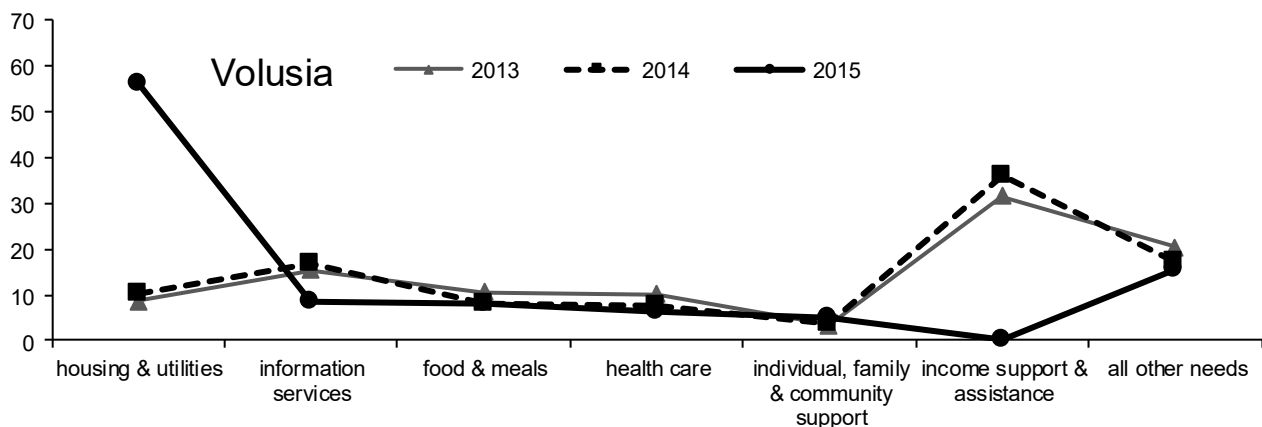
All citizens should have access to the 2-1-1 phone number, staffed by trained Information Specialists at United Way; this number utilizes a comprehensive database and is connected to the state and national 2-1-1 movement. Calls to 2-1-1 are answered 24 hours each and every day. This database is also 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 to 2-1-1 have been tracked in a consistent manner since 2008 and below are the top five reasons for calls for the past three years.

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



In Flagler County, the top five reasons for calls showed little change between 2013 and 2014 and two significant changes in 2015. “Housing & Utilities” was the number one reason for calls in 2015 (previously number 4). “Income Support & Assistance” dropped out of the top 5 (previously number 1). “Food & Meals” and “Information Services” were numbers two and three respectively. Calls for “Health Care” moved to number 4 with “Individual, Family & Community Support” the last of the top five in 2015.



In Volusia County, there were two significant changes in the reasons for calls in 2015. While “Income Support & Assistance” was number one in 2013 and 2014 it dropped out of the top five in 2015. Previously at number three, “Housing & Utilities” move up to number one in 2015. “Information services”, “Food & Meals”, “Health Care” were numbers 2, 3 and 4 respectively. “Individual, Family & Community Support” entered the top 5

Note: 2015 Total Population – Flagler 105,392, Volusia 517,887. Source: 2015 American Community Survey