

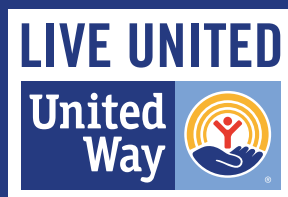
Southern Kentucky

2-1-1®



Get Connected. Get Answers.

2018 REPORT TO THE COMMUNITY



DIAL 2-1-1

TOTAL NUMBER OF CALLS: 7,113
January 1 – December 31, 2018



Where do these people go to find help?
Where do they turn to?

The Federal Communications Committee assigned 2-1-1 as an easy to remember three-digit telephone number for the purpose of providing quick access to information concerning the availability of health and human services in our community. Contact Specialists are trained to assess a caller's needs and provide information and referrals to best address those needs. Contact Specialists can also intervene in crisis situations, serving as an advocate for the caller and providing additional support.

Since its inception in 2016, Southern Kentucky 2-1-1 has served over 17,000 households demonstrating a definite need for an information and referral service in the ten county BRADD region. Call volume increased by 13% from 2017 to 2018 further solidifying the ever-present need in our community for current information concerning resource availability.

In order to maintain current information concerning resource availability in the area, Southern Kentucky 2-1-1 Contact Center efforts are ongoing as the database is continuously updated when new information is received. Agencies included in the database are primarily non-profit organizations, government agencies, faith-based programs, and/or public institutions who offer free, sliding scale, or low-cost resources to assist area residents. Southern Kentucky 2-1-1 recognizes the caller's right to receive free, accurate and comprehensive information in a manner that is unbiased, confidential, nonjudgmental, and available 24/7/365.

** Due to the confidential nature of the calls taken at Southern Kentucky 2-1-1, complete data on all 7,113 calls taken between January 1, 2018 – December 31, 2018 is unavailable. It is up to each individual caller to choose the information they would like to share – Southern Kentucky 2-1-1 will not deny information and referral assistance to any caller based upon lack of information provided or otherwise. The data that has been able to be collected from callers is available to the community via this report.

WHAT ARE THE NEEDS?

January 1 - December 31, 2018

TOP 10 PRESENTING NEEDS

	Total
1 Utility Service Payment Assistance	4044
2 Food Pantries	1272
3 Rent Payment Assistance	580
4 Emergency Shelter	384
5 Low Income/Subsidized Rental Housing	365
6 General Dentistry	136
7 Thrift Shops	131
8 Prescription Expense Assistance	114
9 Clothing Vouchers	87
10 Commodity Supplemental Food Program	71

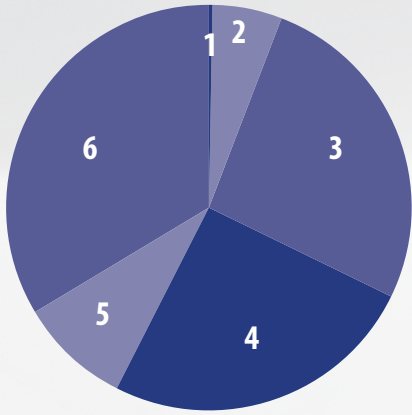
HOW ARE THEY BEING HELPED?

TOP 10 REFERRING AGENCIES

	Total
1 Bowling Green-Warren County Welfare Center	1083
2 Churches United in Christ Help Ministry	1081
3 Community Action of Southern Kentucky	889
4 Hope House	229
5 Next Step	221
6 Salvation Army of Bowling Green	178
7 Salvation Army of Glasgow	167
8 Jesus Community Center	151
9 LifeSkills, Inc.	137
10 Kentucky Legal Aid	120

WHO'S CALLING?

January 1 - December 31, 2018

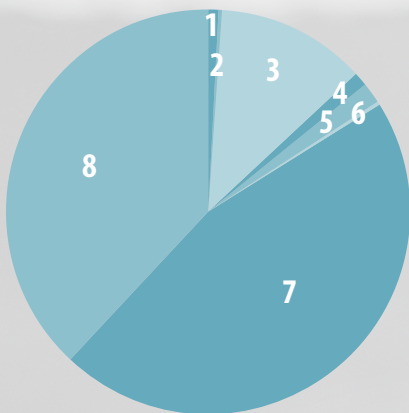
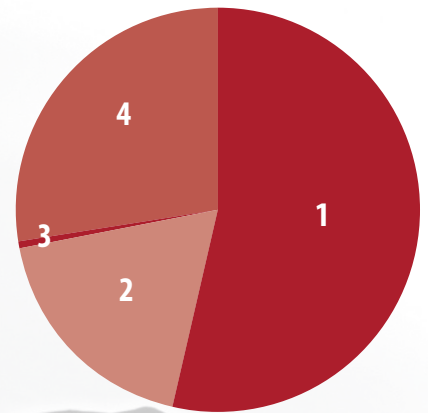


Age Group

	Totals	Percentage
1 Under age 18 years	14	0.2%
2 Age 18 to 24 years	401	5.6%
3 Age 25 to 44 years	1881	26.4%
4 Age 45 to 64 years	1792	25.2%
5 Age 65 years and older	640	9.0%
6 Unknown	2385	33.6%

Gender

	Totals	Percentage
1 Female	3841	54.0%
2 Male	1319	18.5%
3 Other	2	0.0%
4 Unknown	1951	27.4%

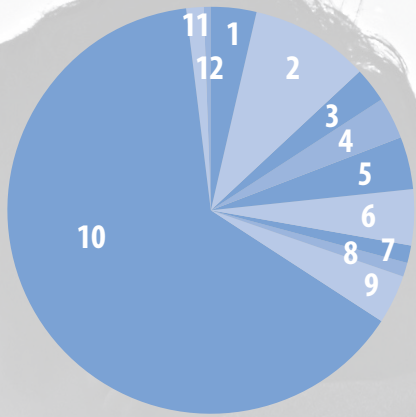


Race/ Ethnicity

	Totals	Percentage
1 American Indian or Alaska Native	20	0.3%
2 Asian	3	0.0%
3 Black or African American	862	12.1%
4 Hispanic or Latino	75	1.1%
5 Multiracial	116	1.6%
6 Native Hawaiian or Other Pacific Islander	4	0.1%
7 White	3301	46.4%
8 Unknown	2732	38.4%

WHERE ARE THEY CALLING FROM?

January 1 - December 31, 2018

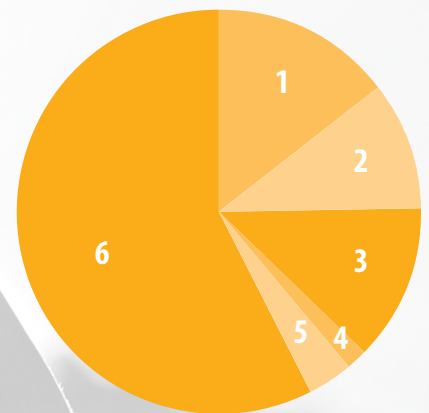


Counties

County	Totals	Percentage
1 Allen	269	3.8%
2 Barren	679	9.5%
3 Butler	195	2.7%
4 Edmonson	233	3.3%
5 Hart	298	4.2%
6 Logan	311	4.4%
7 Metcalfe	108	1.5%
8 Monroe	77	1.1%
9 Simpson	271	3.8%
10 Warren	4535	63.8%
11 Other	117	1.6%
12 Unknown	20	0.3%

Household Composition

Category	Totals	Percentage
1 Single parent with one or more children	1043	14.7%
2 Two parents with child(ren)	727	10.2%
3 Two or more adults without children	893	12.6%
4 Grandparent(s) with child(ren)	119	1.7%
5 Other	257	3.6%
6 Unknown	4074	57.3%



Household Income

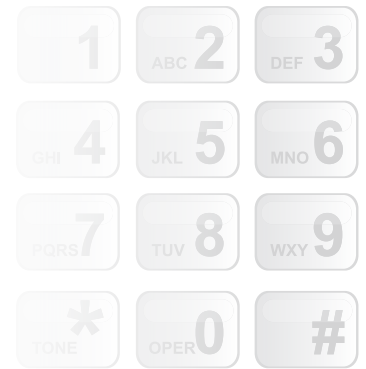
Category	Totals	Percentage (%)
1 No income	1100	15.5%
2 Less than \$10,000	1341	18.9%
3 \$10,000 to \$14,999	787	11.1%
4 \$15,000 to \$19,999	412	5.8%
5 \$20,000 to \$24,999	338	4.8%
6 \$25,000 to \$49,999	274	3.9%
7 \$50,000 to \$74,999	19	0.3%
8 \$75,000 and over	4	0.1%
9 Unknown	2838	39.6%



NEXT STEPS

LOOKING AHEAD

Southern Kentucky 2-1-1 will continue to increase availability of 2-1-1 services with the addition of text service in 2019 and chat service in 2020.



THANK YOU!

United Way of Southern Kentucky is only able to offer 2-1-1 services through generous donations made by:

Allen County Fiscal Government

Bendix Spicer Foundation Brake

Butler County Fiscal Court

City of Bowling Green

City of Franklin

City of Glasgow

City of Scottsville

Hart County Fiscal Court

Warren County Fiscal Court



NEED HELP?



FOOD



SHELTER



PAY BILLS



GET CARE



TAX HELP

Normal airtime charges apply for cellular users.

SOUTHERN KENTUCKY 2-1-1 PROVIDES TARGETED REFERRALS FOR THE FOLLOWING NEEDS:

FOOD | HOUSING | RENT/UTILITY AID | EMERGENCY SHELTER
CLOTHING | TRANSPORTATION ASSISTANCE | SUBSTANCE ABUSE
CHILD CARE OPTIONS | SENIOR ISSUES | MEDICAL AND DENTAL CARE
IMMIGRATION | PRESCRIPTIONS | MENTAL HEALTH | HOME REPAIR

DIAL 2-1-1

GET CONNECTED GET ANSWERS



- TRAINED COMMUNITY REFERRAL SPECIALISTS & LANGUAGE INTERPRETERS AVAILABLE
- FREE SERVICE
- CONFIDENTIAL

Southern Kentucky
2-1-1TM
Get Connected. Get Answers.

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