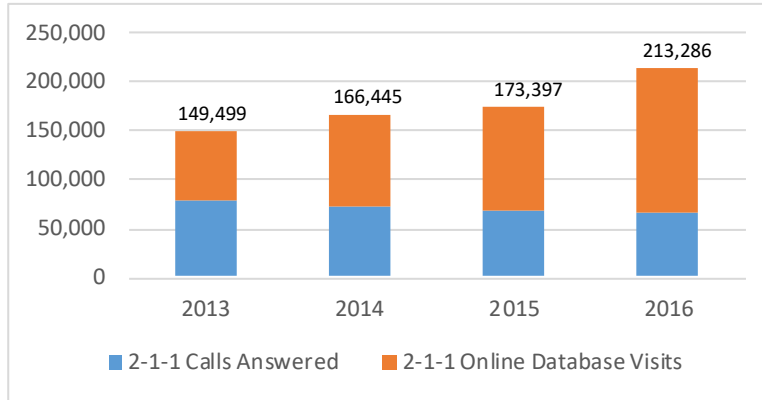


# 2-1-1 INFORMATION AND REFERRAL 2016 SUMMARY

## 2016 Quick Facts

- ◆ 67,876 referrals were provided to individuals and families
- ◆ 5,316 unmet needs were documented, especially for rent and utility bill payment assistance
- ◆ 165,679 searches on our online resource database at [211summit.org](http://211summit.org) by individuals and case managers
- ◆ 1,181 non-profit and government agencies with 9,342 programs in our database
- ◆ 18% of requests were handled by volunteers/interns
- ◆ 99% of 2-1-1 callers surveyed gained knowledge of community resources

## Info Line 2-1-1 Services by Year

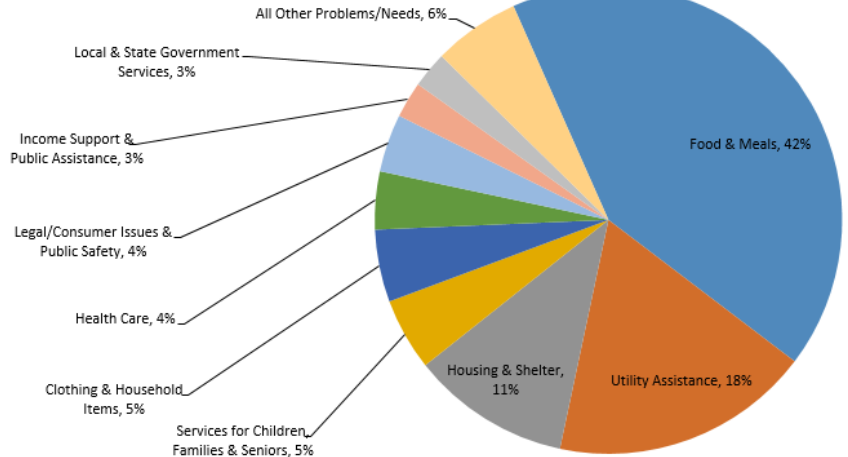


Info Line's 2-1-1 Information & Referral Program connects people in need with services, 24 hours a day, 7 days a week. We provide referrals by phone, text, and through our online resource database.



Info Line enrolled 549 families in a program to make their home smoke-free. At follow up, 59% reported a full ban on smoking.

## Requested Services



## Emergency Food Clearinghouse

In 2016, Info Line made 18,316 food pantry appointments for 7,353 families in need, nearly half of which had children living in their household. Over 20,200 unique adults, children and seniors received food assistance through these referrals. Info Line plays an important role as the intake line for several food pantries, helping ensure pantries have food available when families arrive to pick it up.

