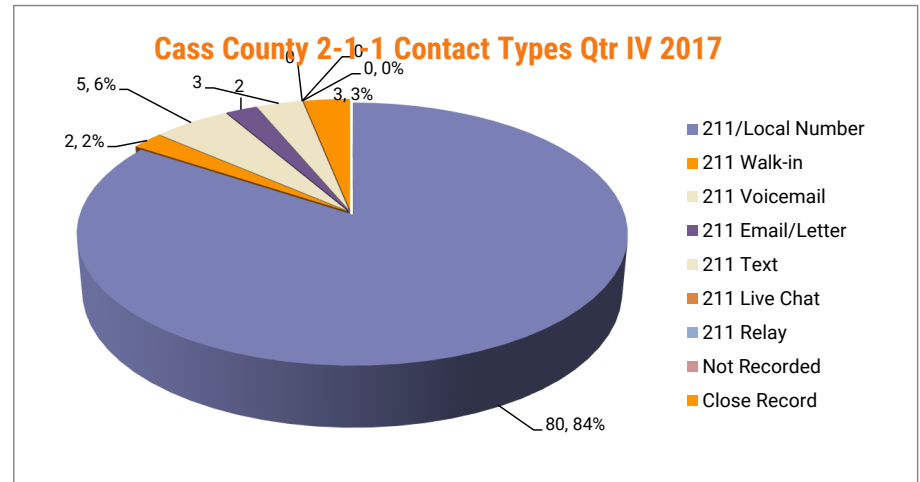
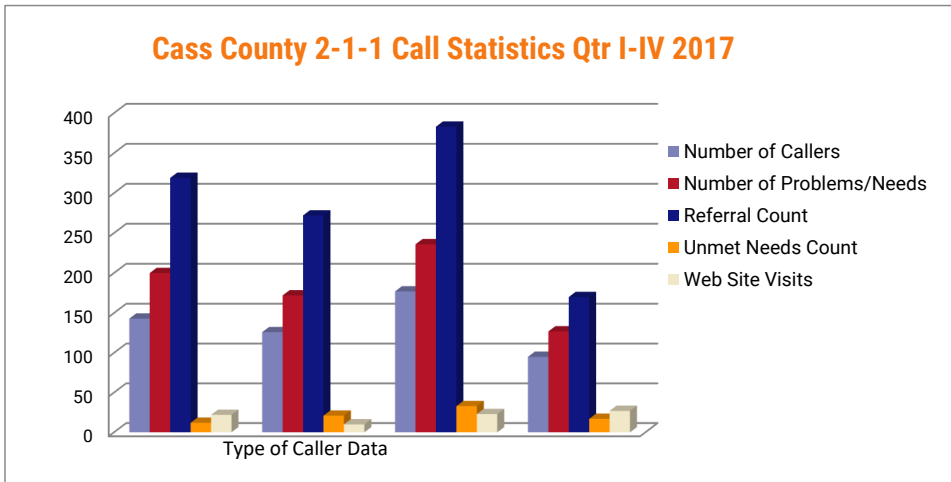


Cass County

	Jan	Feb	Mar	Qtr I	Apr	May	Jun	Qtr II	Jul	Aug	Sep	Qtr III	Oct	Nov	Dec	Qtr IV	2017 Total
Contact Data																	
Number of Callers	47	42	54	143	33	38	55	126	66	63	48	177	27	39	29	95	541
Number of Problems/Needs	72	55	73	200	40	49	83	172	88	81	67	236	36	50	41	127	735
Referral Count	114	81	124	319	65	65	142	272	145	134	104	383	57	64	49	170	1144
Unmet Needs Count	8	0	4	12	4	9	8	21	13	9	11	33	5	5	7	17	83
Web Site Visits	15	1	6	22	1	6	3	10	1	6	16	23	7	19	1	27	82
*After Hours & Holiday Calls																	340
Contact Types																	
211/Local Number	44	42	51	137	30	36	47	113	54	50	40	144	18	33	29	80	474
211 Walk-in	2	0	1	3	0	0	0	0	1	1	0	2	2	0	0	2	7
211 Voicemail	1	0	0	1	1	0	1	2	2	1	2	5	5	0	0	5	13
211 Email/Letter	0	0	0	0	0	0	0	0	1	0	0	1	0	2	0	2	3
211 Text	0	0	2	2	0	2	6	8	6	9	4	19	1	2	0	3	32
211 Live Chat	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
211 Relay	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Recorded	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Close Record	0	0	0	0	2	0	1	3	2	2	2	6	1	2	0	3	12
Total	47	42	54	143	33	38	55	126	66	63	48	177	27	39	29	95	541

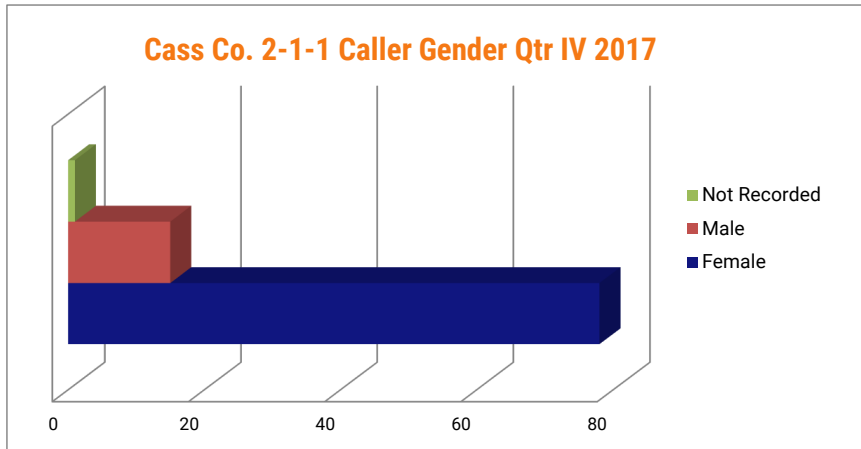
Total Service Center Contacts	Annual
*After Hours, Holiday	340
*Total Callers Served	881
*Total Web Hits	82
Walk-ins	7
Texts	32
Email/Letter	3
Total Service Center Contacts	1005
*Not included in any other counts	



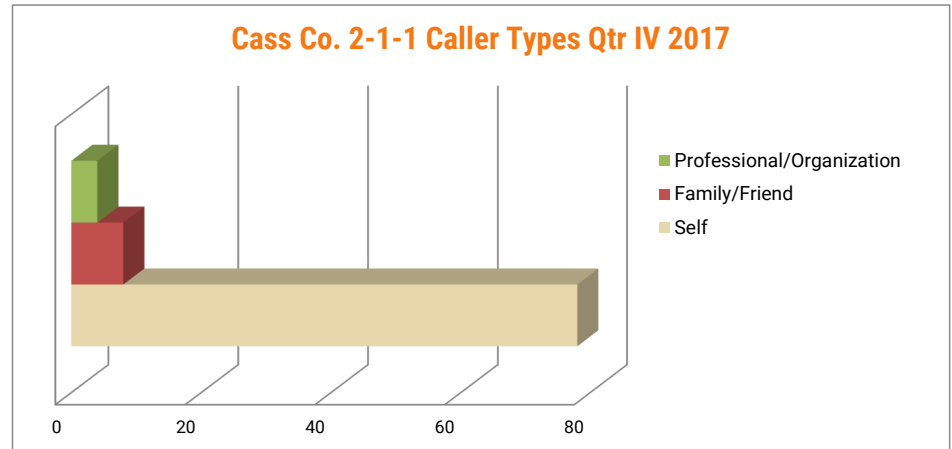
Cass County

	Jan	Feb	Mar	Qtr I	Apr	May	Jun	Qtr II	Jul	Aug	Sep	Qtr III	Oct	Nov	Dec	Qtr IV	2017 Total
Gender																	
Female	36	36	40	112	19	28	43	90	51	50	41	142	21	31	26	78	422
Male	11	6	13	30	14	10	9	33	13	11	8	32	5	7	3	15	110
Not Recorded	0	0	1	1	0	0	3	3	2	2	0	4	0	1	0	1	9
Total	0	42	54	143	33	38	55	126	66	63	49	178	26	39	29	94	541
Contact Made By																	
Self	38	39	45	122	25	28	39	92	55	45	39	139	21	33	24	78	431
Family/Friend	3	1	4	8	2	3	4	9	1	3	2	6	3	2	3	8	31
Professional/Organization	4	2	2	8	5	4	6	15	4	3	2	9	1	2	1	4	36
Total	45	42	51	138	32	35	49	116	60	51	43	154	25	37	28	90	498

Cass Co. 2-1-1 Caller Gender Qtr IV 2017

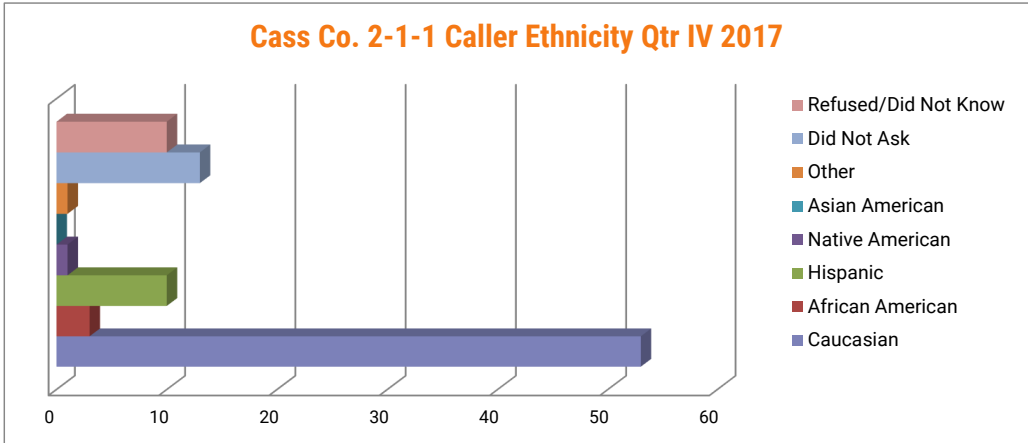


Cass Co. 2-1-1 Caller Types Qtr IV 2017



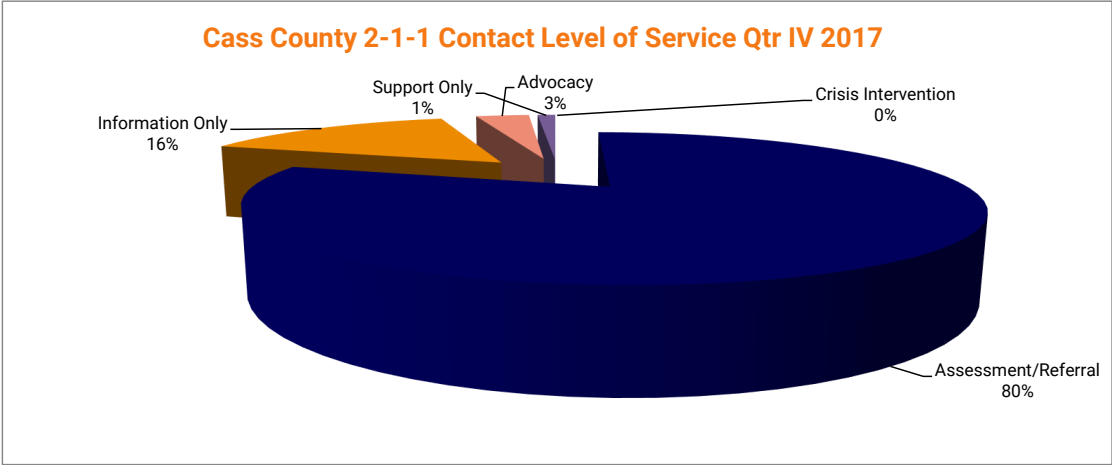
Cass County

	Jan	Feb	Mar	Qtr I	Apr	May	Jun	Qtr II	Jul	Aug	Sep	Qtr III	Oct	Nov	Dec	Qtr IV	2017 Total
Ethnicity Totals																	
Caucasian	31	35	37	103	23	25	34	82	43	41	35	119	14	17	22	53	357
African American	1	0	1	2	1	1	1	3	2	2	0	4	0	2	1	3	12
Hispanic	3	2	2	7	4	2	5	11	3	1	1	5	2	5	3	10	33
Native American	0	1	1	2	1	0	1	2	1	2	2	5	1	0	0	1	10
Asian American	0	0	0	0	0	0	0	0	0	1	2	3	0	0	0	0	3
Other	2	0	0	2	1	0	1	2	4	0	0	4	1	0	0	1	9
Did Not Ask	4	4	3	11	2	4	2	8	2	1	1	4	2	9	2	13	36
Refused/Did Not Know	6	0	7	13	1	3	5	9	4	2	2	8	5	4	1	10	40
Total	47	42	51	140	33	35	49	117	59	50	43	152	25	37	29	91	500



Cass County

	Jan	Feb	Mar	Qtr I	Apr	May	Jun	Qtr II	Jul	Aug	Sep	Qtr III	Oct	Nov	Dec	Qtr IV	2017 Total
Contact Level of Service																	
Assessment/Referral	35	35	44	114	23	29	38	90	48	42	34	124	22	27	23	72	400
Information Only	10	1	1	12	9	5	8	22	11	9	9	29	2	9	3	14	77
Advocacy	0	0	0	0	0	1	4	5	1	0	0	1	1	0	2	3	9
Support Only	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	1
Crisis Intervention	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	45	36	45	126	32	35	50	117	60	51	43	154	25	37	28	90	487



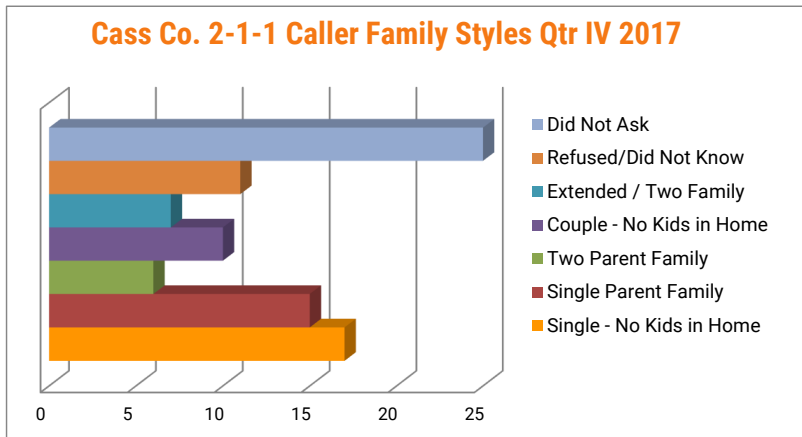
Cass County

	Jan	Feb	Mar	Qtr I	Apr	May	Jun	Qtr II	Jul	Aug	Sep	Qtr III	Oct	Nov	Dec	Qtr IV	2017 Total
Household Situation																	
Single - No Kids in Home	13	9	8	30	7	9	16	32	18	22	13	53	5	8	4	17	132
Single Parent Family	4	3	2	9	2	2	3	7	6	5	8	19	6	3	6	15	50
Two Parent Family	5	2	6	13	0	4	7	11	7	5	1	13	0	4	2	6	43
Couple - No Kids in Home	3	5	6	14	2	0	4	6	7	3	3	13	4	2	4	10	43
Extended / Two Family	2	3	5	10	3	2	2	7	4	5	3	12	1	3	3	7	36
Refused/Did Not Know	2	0	6	8	1	4	4	9	1	2	2	5	3	4	4	11	33
Did Not Ask	17	20	16	53	17	14	13	44	16	9	13	38	6	13	6	25	160
Total	46	42	49	137	32	35	49	116	59	51	43	153	25	37	29	91	497

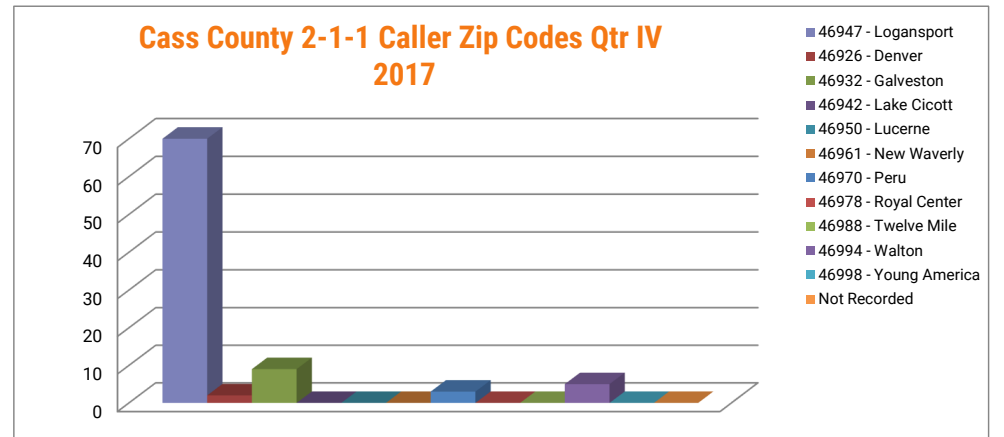
Cass County

	Jan	Feb	Mar	Qtr I	Apr	May	Jun	Qtr II	Jul	Aug	Sep	Qtr III	Oct	Nov	Dec	Qtr IV	2017 Total
Zip Codes Recorded																	
46947 - Logansport	38	28	45	111	24	31	42	97	48	51	40	139	20	26	24	70	417
46926 - Denver	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	2	2
46932 - Galveston	2	9	5	16	6	1	5	12	7	4	3	14	2	5	2	9	51
46942 - Lake Cicott	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
46950 - Lucerne	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
46961 - New Waverly	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
46970 - Peru	0	1	0	1	2	1	1	4	0	2	2	4	1	2	0	3	12
46978 - Royal Center	3	1	1	5	0	4	1	5	5	4	1	10	0	0	0	0	20
46988 - Twelve Mile	0	0	1	1	0	0	0	0	0	0	2	2	0	0	0	0	3
46994 - Walton	0	3	2	5	1	1	6	8	6	2	0	8	0	2	3	5	26
46998 - Young America	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not Recorded	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Out of State	0	0	0	0	0	0	0	0	0	0	0	0	0	4	0	4	4
Total	43	42	54	139	33	38	55	126	66	63	48	177	25	35	29	93	535

Cass Co. 2-1-1 Caller Family Styles Qtr IV 2017



Cass County 2-1-1 Caller Zip Codes Qtr IV 2017



Cass County

Qtr IV 2017

Quarterly

Contact Unmet Needs 17

- 5 Holiday Gifts/Toys
- 2 Rental Deposit Assistance
- 1 Automotive Repair and Maintenance
- 1 Child Care Expense Payment Assistance
- 1 Electric Service Payment Assistance
- 1 Furnaces
- 1 General Appliance Provision
- 1 Home Delivered Meals
- 1 Moving Assistance
- 1 Rent Payment Assistance
- 1 Undesignated Temporary Financial Assistance
- 1 Utility Deposit Assistance

Quarterly

Contact Problems/Needs 122

- 19 Food/Meals
- 19 Housing
- 15 Individual, Family and Community Support
- 13 Legal, Consumer and Public Safety Services
- 10 Utility Assistance
- 9 Information Services
- 7 Clothing/Personal/Household Needs
- 7 Health Care
- 6 Transportation
- 4 Income Support/Assistance
- 4 Mental Health/Addictions
- 1 Disaster Services
- 1 Education
- 1 Employment
- 1 Other Government/Economic Services
- 1 Volunteers/Donations

Top Contact Referrals 165

- 37 Food Pantries
- 14 Electric Service Payment Assistance
- 9 Rent Payment Assistance
- 7 Transportation Expense Assistance
- 6 Holiday Gifts/Toys
- 5 General Clothing Provision
- 4 Directory Assistance
- 4 Food Stamps/SNAP Applications
- 4 Gas Service Payment Assistance
- 4 General Legal Aid
- 4 Veteran Benefits Assistance
- 3 Community Clinics
- 3 Comprehensive Information and Referral
- 3 Domestic Violence Shelters
- 3 Hearing Augmentation Aids
- 3 Homeless Shelter
- 3 Mortgage Payment Assistance
- 2 Case/Care Management
- 2 Child Care Provider Referrals
- 2 General Counseling Services

Quarterly

Top Agency Programs Referred 172

- 14 Salvation Army Cass County
- 12 EEL Township Trustee - Cass County
- 9 Kokomo Rescue Mission
- 8 Emmaus Mission Center
- 8 Food Finders Food Bank - Mobile Food Pantry Sites
- 5 2-1-1/United Way of Howard County
- 5 Area Five Agency on Aging and Community Services
- 5 Cass County Council on Aging
- 5 Division of Family Resources (DFR), Indiana Family And Social Services Administration (FSSA)
- 5 Family Service Association of Howard County
- 5 Trinity Episcopal Church of Logansport
- 4 Indiana Legal Services
- 4 Marchex - 1-800-FREE-411
- 4 Trinity Lutheran Church
- 3 Indiana Health Centers
- 3 Monticello Seventh Day Adventist Church
- 2 Cass County Veterans Service Office
- 2 Cass County Prosecutor
- 2 Clinton Township Trustee, Cass County
- 2 Jackson Township Trustee, Cass County

Quarterly

Top Web Searches by Service 11

- 4 Food Pantries
- 1 Gas Service Payment Assistance
- 1 General Addictions/Substance Use Disorder Support Groups
- 1 Holiday Gifts/Toys
- 1 Medical Appointments Transportation
- 1 Medical Care Expense Assistance
- 1 Pest Information
- 1 Thanksgiving Baskets

Annual

Contact Unmet Needs 83

- 13 Electric Service Payment Assistance
- 8 Rental Deposit Assistance
- 6 Home Maintenance and Minor Repair Services
- 6 Rent Payment Assistance
- 5 Holiday Gifts/Toys
- 5 Transportation Expense Assistance
- 3 Dental Care Expense Assistance
- 3 Furnaces
- 3 Post Disaster Cleanup
- 2 Automotive Repair and Maintenance
- 2 Birth Certificate Fee Payment Assistance
- 2 Homeless Shelter
- 2 Moving Assistance
- 2 Undesignated Temporary Financial Assistance
- 2 Water Service Payment Assistance

Annual

Contact Problems/Needs 738

- 131 Food/Meals
- 115 Housing
- 79 Utility Assistance
- 78 Income Support/Assistance
- 53 Legal, Consumer and Public Safety Services
- 51 Individual, Family and Community Support
- 49 Health Care
- 42 Information Services
- 39 Clothing/Personal/Household Needs
- 28 Transportation
- 17 Mental Health/Addictions
- 11 Employment
- 10 Disaster Services
- 9 Education
- 8 Other Government/Economic Services
- 5 Volunteers/Donations
- 1 Arts, Culture and Recreation

Annual

Top Contact Referrals 1157

- 261 Food Pantries
- 130 Electric Service Payment Assistance

- 66 Rent Payment Assistance
- 63 Tax Preparation Assistance
- 45 Homeless Shelter
- 44 Food Stamps/SNAP Applications
- 29 Gas Service Payment Assistance
- 25 Soup Kitchens
- 23 General Legal Aid
- 23 Housing Search and Information
- 19 Veteran Benefits Assistance
- 18 Directory Assistance
- 16 Case/Care Management
- 16 General Clothing Provision
- 15 Transportation Expense Assistance
- 14 Comprehensive Information and Referral
- 14 Thrift Shops
- 11 Housing Authority
- 11 State/Local Health Insurance Programs
- 10 Domestic Violence Shelters

Annual

Top Agency Programs Referred 1146

- 126 Salvation Army Cass County
- 79 Emmaus Mission Center
- 58 EEL Township Trustee - Cass County
- 57 Division of Family Resources (DFR), Indiana Family And Social Services Administration (FSSA)
- 53 Area Five Agency on Aging and Community Services
- 53 Tax Sites Free Service - UWHC Region
- 44 Trinity Episcopal Church of Logansport
- 39 Trinity Lutheran Church
- 30 Kokomo Rescue Mission
- 24 Indiana Housing and Community Development Authority (IHEDA)
- 20 Indiana Legal Services
- 19 Royal Center United Methodist Church
- 18 Marchex - 1-800-FREE-411
- 17 SCAN
- 16 2-1-1/United Way of Howard County
- 15 Indiana Health Centers
- 15 United States Social Security Administration
- 14 Family Service Association of Howard County
- 11 Jackson Township Trustee, Cass County
- 10 Galveston United Methodist Church

Annual

Top Web Searches by Service 59

- 16 Food Pantries
- 3 Electric Service Payment Assistance
- 2 Congregate Meals/Nutrition Sites
- 2 Diapers
- 2 Home Delivered Meals
- 2 Representative Payee Services
- 2 Water Service Payment Assistance
- 1 Aging and Disability Resource Centers
- 1 At Risk/Homeless Housing Related Assistance Programs

- 1 Bereavement Counseling
- 1 Burial/Creamation Expense Assistance
- 1 Dental Care
- 1 Food Vouchers
- 1 Formula/Baby Food
- 1 Gas Service Payment Assistance
- 1 General Addictions/Substance Use Disorder Support Groups
- 1 General Counseling Services
- 1 Holiday Gifts/Toys
- 1 Home Maintenance and Minor Repair Services
- 1 Medical Appointments Transportation

*After hours, holiday and web referral/need information is not included in any totals