

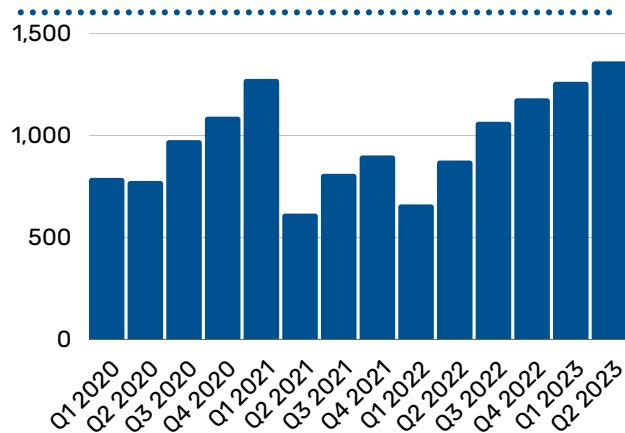
2-1-1 is a lifeline to hundreds of Kane County residents who need help!

COMMUNITY IMPACT

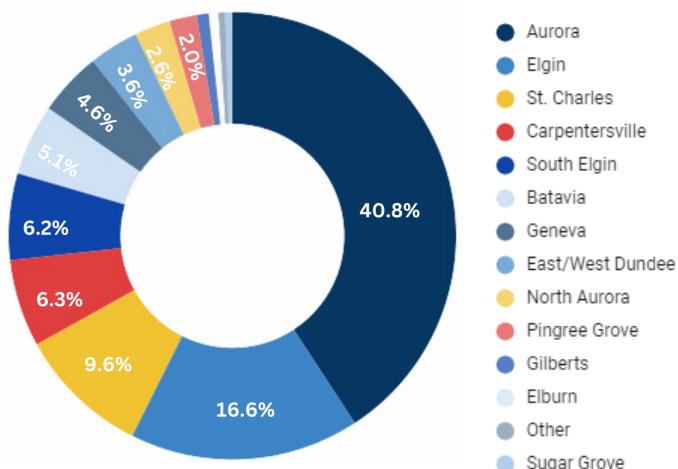
1361 callers received referrals

429%

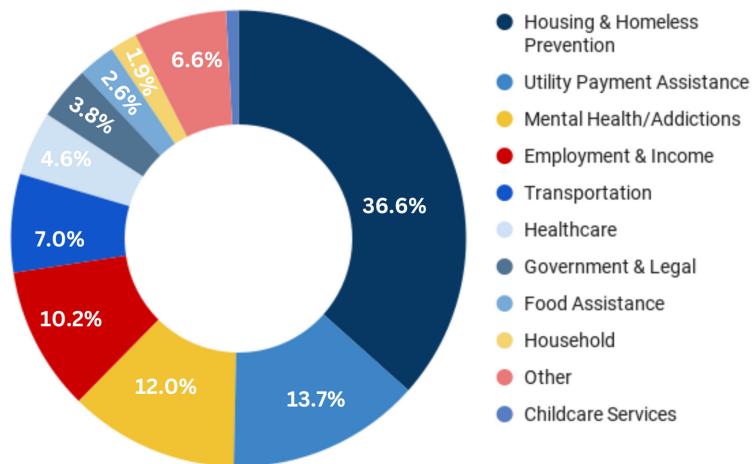
The need for assistance with mental health and substance abuse issues increased 429% over the same period last year.



Q3 2023 calls were 55% higher than the call volume during the same time period in 2022.



Call volume by city is shifting as we see more activity across the county with many communities hitting record high call volumes.



WHAT THE DATA SHOWS US

This past quarter we saw an increase in the following needs:

- 12% of callers requested referrals for assistance with mental health and substance abuse
- 10.2 % of callers wanted assistance finding employment and 27% of them were over the age of 60
- 7% of all callers were looking for transportation and 20% of those were over the age of 60

TOP AGENCY REFERRALS

