Past and Current State of Akron Neighborhoods Through the Lens of 2-1-1

Tanya Kahl, Associate Vice President of Community Impact

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United Way of Summit County 2-1-1

2-1-1 is a free, confidential helpline that connects people to local resources, 24 hours a day, 7 days a week. Interpreting is available.

2-1-1 PROVIDED ASSISTANCE THROUGH

70,703 calls

3,057 texts

127,073 searches

Who is using 2-1-1?

DEMOGRAPHIC DATA ON INDIVIDUALS SERVED BY 2-1-1

3 in 4 callers are women

1 in 5 callers are older adults (age 60+)

more than 1 in 3 callers have children in their home

Insufficient income, low educational achievement, and health disparities impact a majority of individuals who contact 2-1-1 for help with basic needs.

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2-1-1 Resource Database
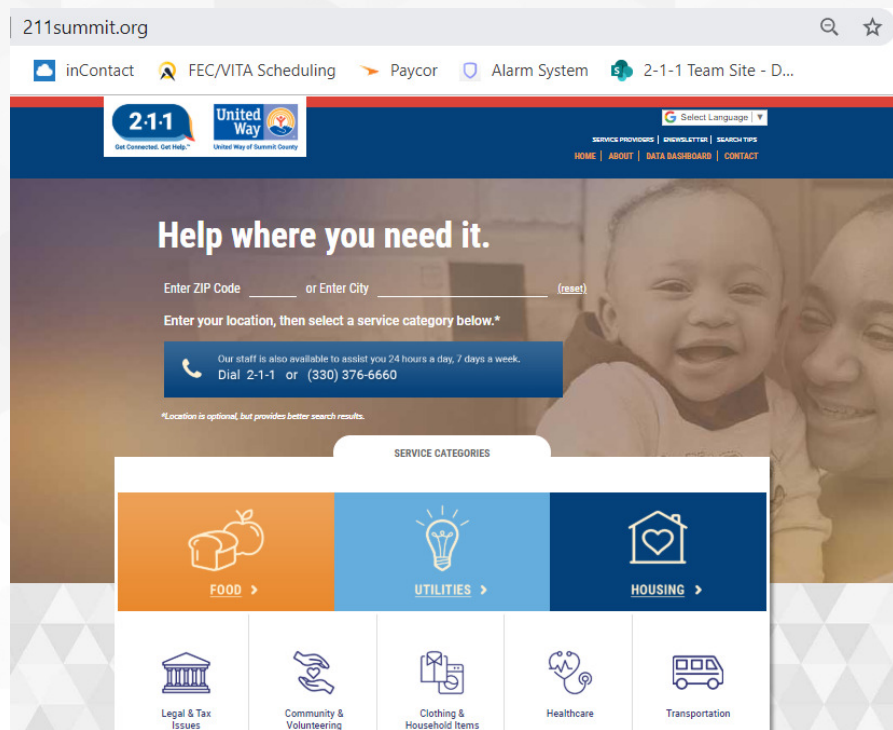
Comprehensive database of government and nonprofit services at 211summit.org

- 1,100+ different agencies with 2,200+ sites and over 10,000 services (not all located in county)
- 3,400+ unique service terms indexed using Taxonomy of Health and Human Services
- Services can be grouped into different categories to understand needs
- Can be accessed online by the public and case managers

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Many ways to Categorize Services

All Categories

Search Hints

Food | Housing & Shelter | Utilities | Transportation
Clothing & Household Items | Jobs & Public Benefits | Healthcare | Mental Health
Substance Abuse | Legal & Tax Issues | Education | Seasonal Services
Community & Volunteering | Youth & Families | Seniors | Disabilities & Health Conditions
Veterans & Military | Ex - Offenders | Disaster | Healthy Babies
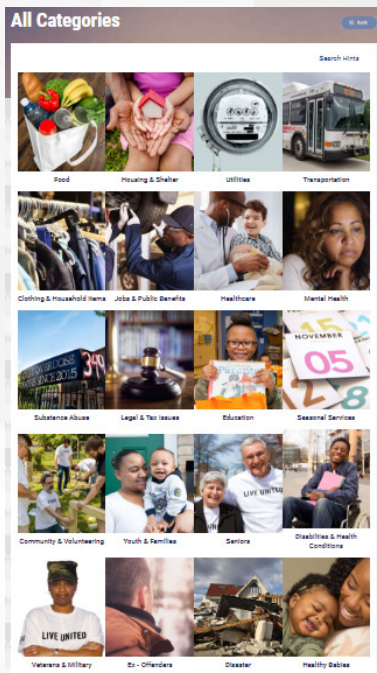
Level 1 Taxonomy Term

B Basic Needs
D Consumer Services
F Criminal Justice and Legal Services
H Education
J Environment and Public Health/Safety
L Health Care
N Income Support and Employment
P Individual and Family Life
R Mental Health and Substance Use Disorder Services
T Organizational/Community/International Services
Y Target Populations

Housing & Shelter
Food
Utilities
Healthcare
Mental Health & Addictions
Employment & Income
Clothing & Household
Child Care & Parenting
Government & Legal
Transportation Assistance
Education
Disaster
Other

20 Core Pathways

- Adult Education
- Employment
- Health Insurance
- Housing
- Medical Home
- Medical Referral
- Medication Assessment
- Medication Management
- Smoking Cessation
- Social Service Referral

- Behavioral Referral
- Developmental Screening
- Developmental Referral
- Education
- Family Planning
- Immunization Screening
- Immunization Referral
- Lead Screening
- Pregnancy
- Postpartum

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Vision for 2-1-1

- 2-1-1 is widely recognized and promoted as the entry point to services in Summit County.

- 2-1-1 supports high priority initiatives and key partners through enhanced screening, intake, and follow up.

- 2-1-1 maintains a comprehensive, up-to-date resource database of nonprofit and government services that is widely utilized.

- 2-1-1 data on needs and assets is utilized by stakeholders for planning.

- 2-1-1 leverages resources to support enhanced community partnerships and implement new initiatives.

2·1·1
Get Connected. Get Help.™

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2-1-1 Counts
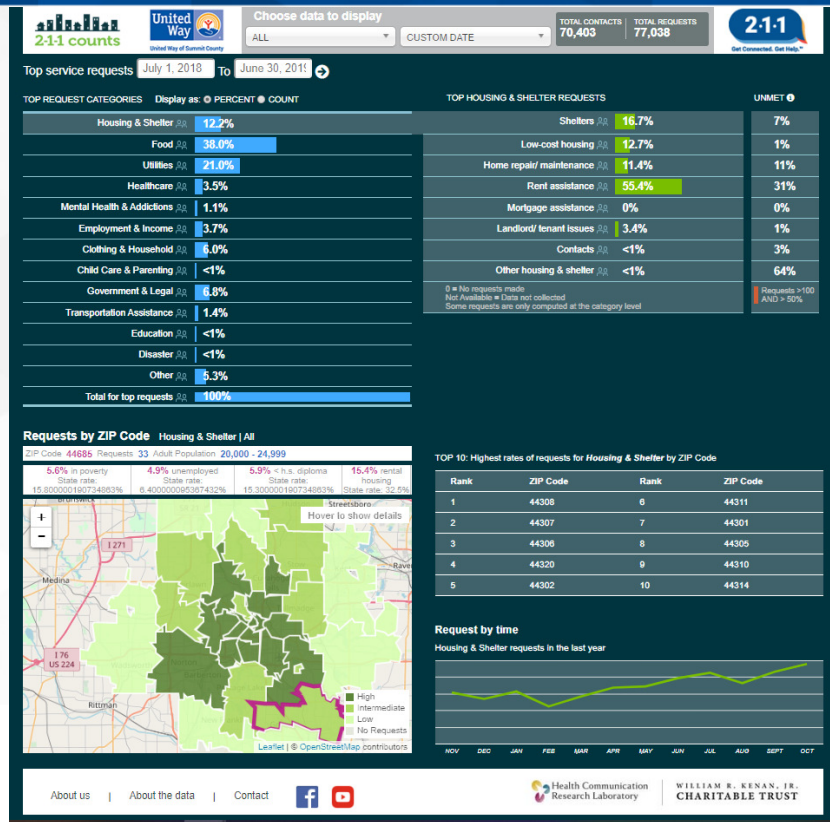
Data dashboard of requests received by our 2-1-1 service at http://summit.211counts.org

- Top needs by category

- Heat maps by zip code

- Demographic breakdown of needs by gender and age of those requesting assistance

- Frequency of unmet needs
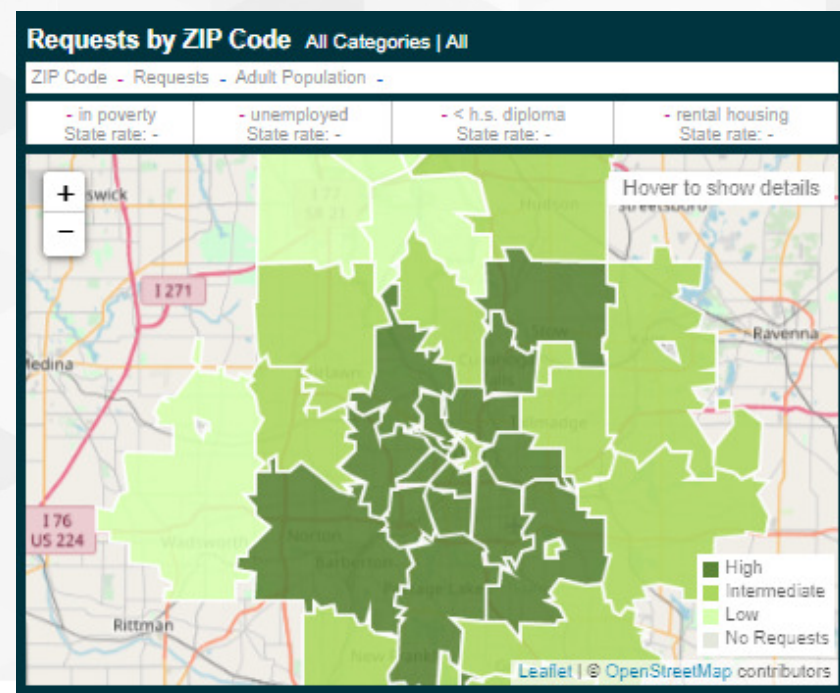
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AKRON FOUNDATION

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Focus Neighborhoods are the Top Zip Codes Served by 211
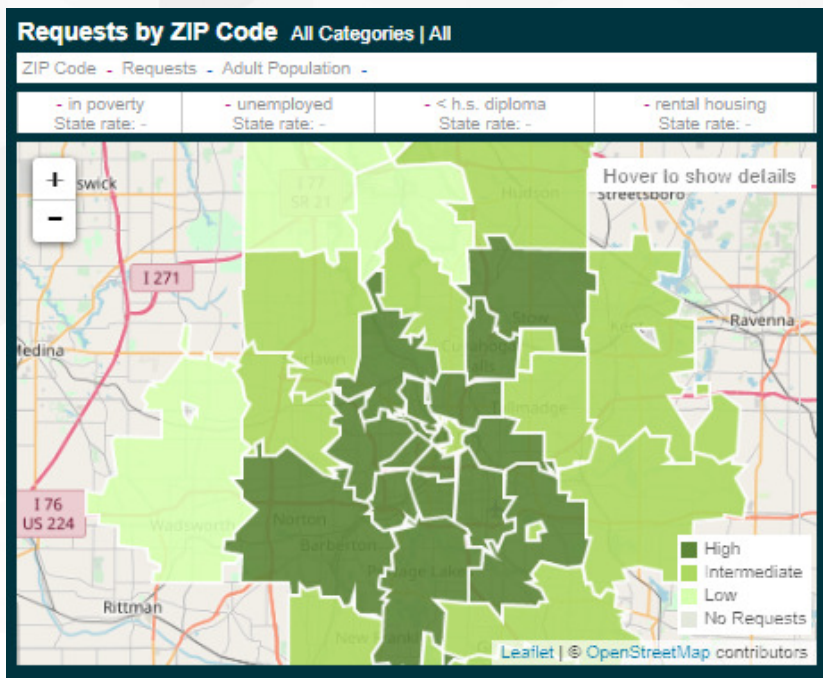
Zip Code	Approximate Neighborhood Crosswalk	Total Population	Number of 211 Contacts	Utilization Rate by Household (Total Contacts/Total Households)
44308	Downtown	936	1,268	3.9379
44311	South Akron	8,864	4,349	1.4747
44307	Sherbondy Hill	7,464	4,672	1.3448
44306	East Akron	21,177	10,525	1.1665
44320	West Akron	19,459	9,482	1.1133
44301	Summit Lake	15,509	5,740	0.9205
44302	West Hill	5,297	2,327	0.8885
44305	Middlebury	22,586	6,634	0.7191
44314	Kenmore	19,234	4,784	0.6158
44310	North Hill	24,838	5,117	0.5298

Top Needs – All Summit County

Top service requests   July 1, 2018   To   June 30, 2019 →

TOP REQUEST CATEGORIES   Display as: ● PERCENT ○ COUNT

Category	Count
Housing & Shelter	10,289
Food	26,420
Utilities	16,523
Healthcare	2,747
Mental Health & Addictions	890
Employment & Income	2,809
Clothing & Household	4,780
Child Care & Parenting	312
Government & Legal	5,551
Transportation Assistance	1,366
Education	398
Disaster	65
Other	4,008
Total for top requests	76,158

Requests by ZIP Code   All Categories | All

ZIP Code -   Requests - Adult Population -

- in poverty State rate: -	- unemployed State rate: -	- < h.s. diploma State rate: -	- rental housing State rate: -

Hover to show details

High
Intermediate
Low
No Requests

Leaflet | © OpenStreetMap contributors

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Top Unmet Needs – Utility Assistance
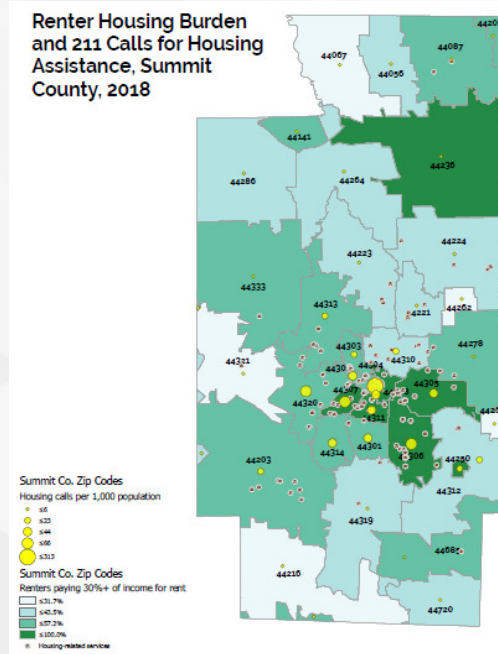
TOP UTILITIES REQUESTS		UNMET ⓘ
Electric	6,474	42%
Gas	5,711	50%
Water	2,649	30%
Heating fuel	61	2%
Trash collection	5	40%
Utility payment plans	538	2%
Utility deposit assistance	6	100%
Disconnection protection	389	17%
Phone	240	12%
Contacts	376	2%
Other utilities	19	21%

0 = No requests made
Not Available = Data not collected
Some requests are only computed at the category level

Requests >100 AND > 50%

- Utility assistance (electric, gas, water/sewer) is the highest unmet need

- Largest source of assistance is PIPP and HEAP (seasonal variation in availability of HEAP)

- Other sources of help are currently extremely limited

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Top Unmet Needs - Housing

TOP HOUSING & SHELTER REQUESTS		UNMET ⓘ
Shelters	1,615	8%
Low-cost housing	1,231	2%
Home repair/ maintenance	1,249	11%
Rent assistance	5,751	40%
Mortgage assistance	63	14%
Landlord/ tenant issues	333	3%
Contacts	34	3%
Other housing & shelter	13	69%

0 = No requests made
Not Available = Data not collected
Some requests are only computed at the category level

Requests >100
AND > 50%

Renter Housing Burden and 211 Calls for Housing Assistance, Summit County, 2018

Summit Co. Zip Codes
Housing calls per 1,000 population

Summit Co. Zip Codes
Renters paying 30%+ of income for rent

Other Unmet Needs

| TOP CLOTHING & HOUSEHOLD REQUESTS		UNMET ⓘ
Clothing	1,312	3%
Personal hygiene products	230	3%
Appliances	1,242	16%
Home furnishings	1,024	4%
Thrift shops	12	0%
Seasonal/ holiday	947	6%
Contacts	0	0%
Other clothing & household	13	23%
0 = No requests made Not Available = Data not collected Some requests are only computed at the category level		Requests >100 AND > 50%

TOP TRANSPORTATION ASSISTANCE REQUESTS		UNMET ⓘ
Medical transportation	170	11%
Public transportation	863	11%
Automobile assistance	160	93%
Long-distance travel	0	0%
Contacts	0	0%
Other transportation assistance	173	84%
0 = No requests made Not Available = Data not collected Some requests are only computed at the category level		Requests >100 AND > 50%

- Unmet household request include appliances and furniture
- Unmet transportation needs include car repairs, bus passes
- Other unmet needs come out when analyze by subpopulation groups but are not as apparent in overall dataset (i.e. homemaker assistance for seniors or affordable child care or preschool)
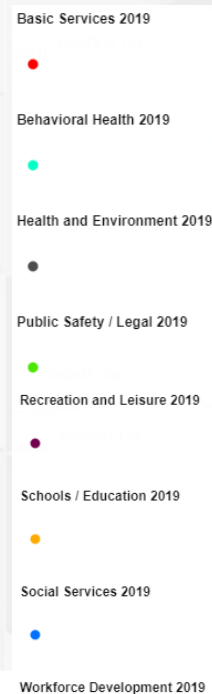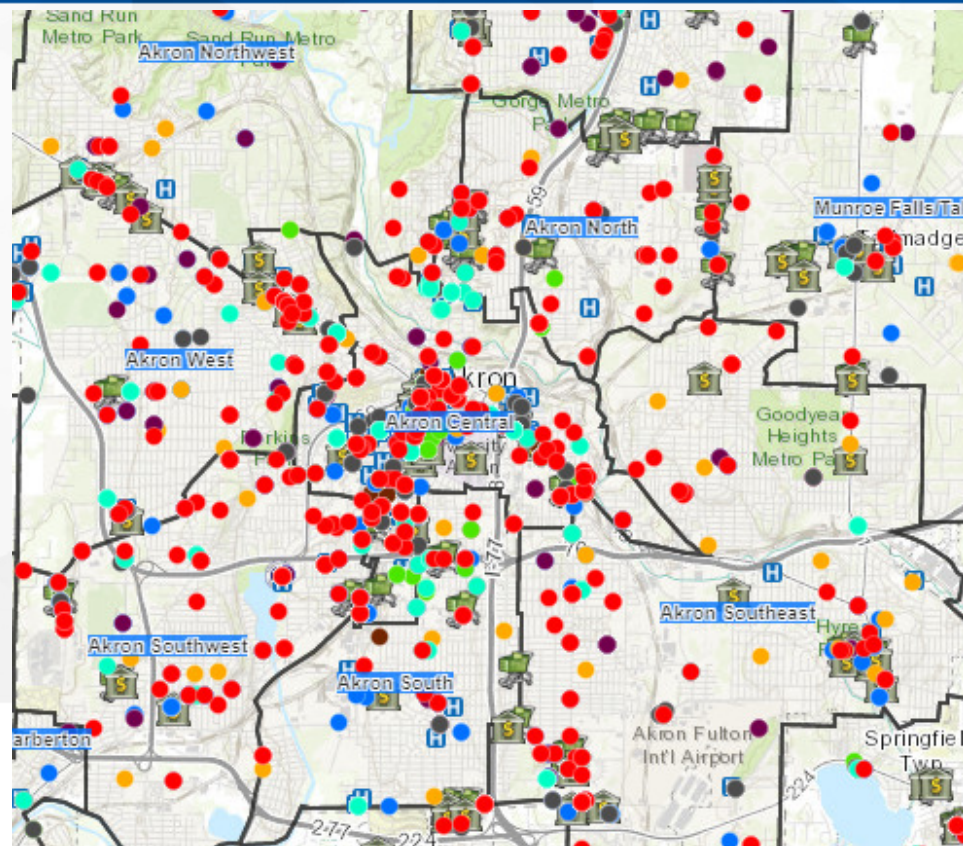
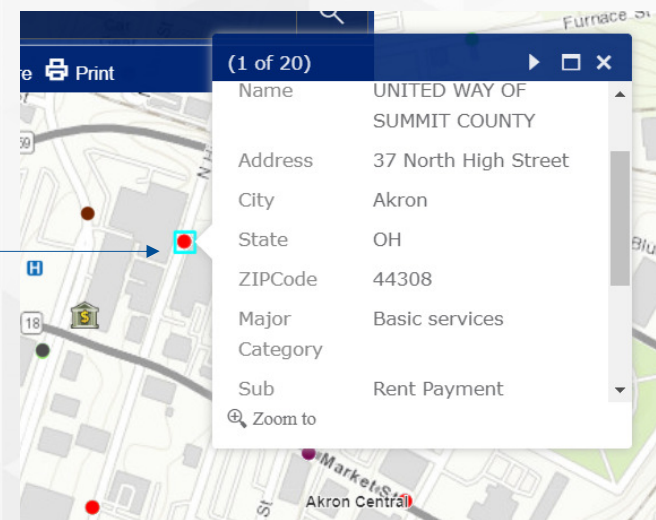THE TIME IS NOW TO LIVE UNITED

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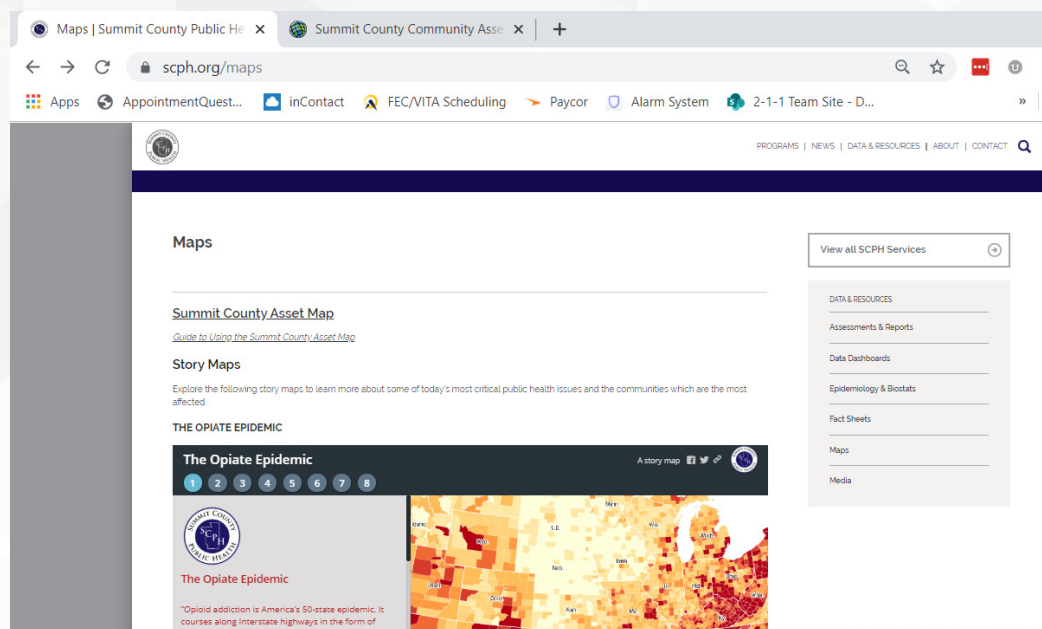
211 Asset Map

- Map of neighborhood assets from 211 database overlaid on public data sets at https://www.scph.org/maps

- Use Guide to get started
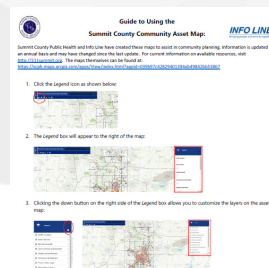
Asset Map (All Categories)

- Layer as many asset types as you want
- Select different population data (poverty, health, public benefit enrollment)

Basic Services 2019

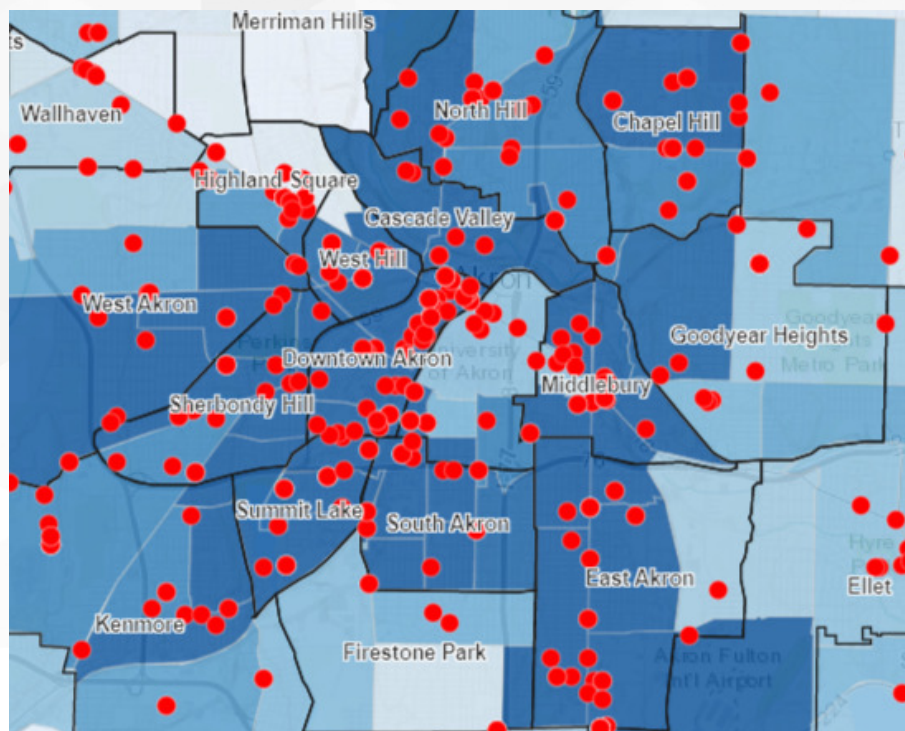Behavioral Health 2019

Health and Environment 2019

Public Safety / Legal 2019

Recreation and Leisure 2019

Schools / Education 2019

Social Services 2019

Workforce Development 2019

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Organization and Service Detail

(1 of 20)	
Name	UNITED WAY OF SUMMIT COUNTY
Address	37 North High Street
City	Akron
State	OH
ZIPCode	44308
Major Category	Basic services
Sub	Rent Payment

Please remember maps were created from a point in time export and are not intended to be used for making referrals as service availability may have changed. The most current information and additional details are available by searching agency name at 211summit.org.
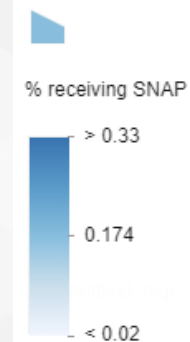
Basic Need Service Sites and SNAP Enrollment

Basic Services 2019

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City of Akron Neighborhoods 2016

Households receiving SNAP, 2013-2017

% receiving SNAP

> 0.33

0.174

< 0.02

Overdose Visits to ER and Behavioral Health Providers

Limitations and Opportunities

Limitations

- Some service requests are likely overrepresented or underrepresented
- Unmet needs are underrepresented
- Only includes calls and texts, not web searches
- Asset maps do not pull from live resource database
- Location may or may not be linked to eligibility for service

Opportunities

- Much more data analysis
- Partnering across organizations to make analysis richer
- Segmenting data in new ways (differentiating in mapping between organizations that serve the neighborhood where they are located v. whole county)
- Different ways to categorize data

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