

# 2023 COVID-19 PANDemic RESPONSE



14,103 Presented Calls and Text



Over 15k Webpage Visits

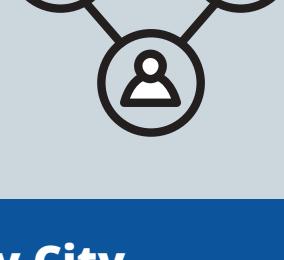
## 416

Information & Referral  
COVID-19 Call & Text



## 522

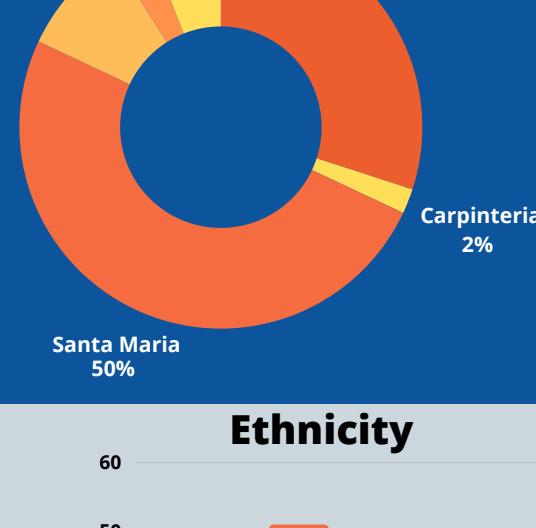
Resources provided through a live call specialist



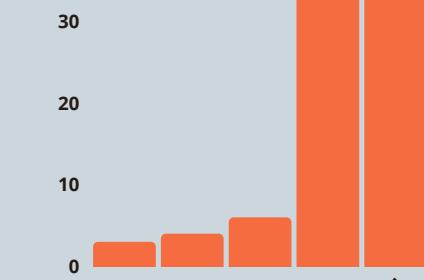
### Monthly Breakdown



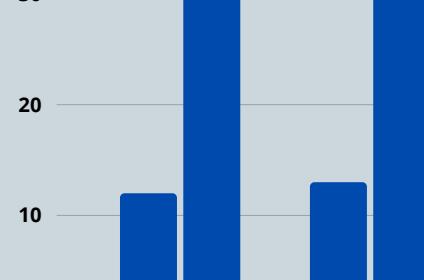
### Calls by City



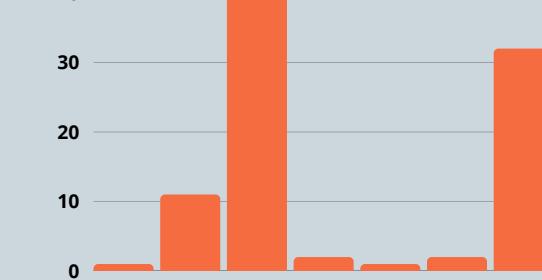
### Income



### Age



### Ethnicity



### TOP 10 CALLER NEEDS

#### Housing



#### Transportation



#### Food/ Meals



#### Utility Assistance



#### Mental Health

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

38

39

40

41

42

43

44

45

46

47

48

49

50

51

52

53

54

55

56

57

58

59

60

61

62

63

64

65

66

67

68

69

70

71

72

73

74

75

76

77

78

79

80

81

82

83

84

85

86

87

88

89

90

91

92

93

94

95

96

97

98

99

100

101

102

103

104

105

106

107

108

109

110

111

112

113

114

115

116

117

118

119

120

121

122

123

124

125

126

127

128

129

130

131

132

133

134

135

136

137

138

139

140

141

142

143

144

145

# 2023 DATA REPORT

January - December

## Information and Referrals

 14,103 Presented  
Calls & Text

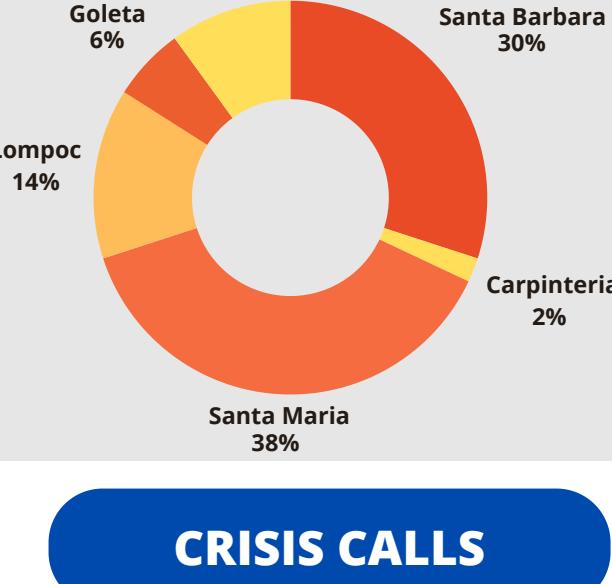
 Over 15k  
Webpage Visits

### Information & Referral Calls By City

**8,227**

Resources provided  
through a live call specialist

**11,592**



### MONTHLY BREAKDOWN



### CRISIS CALLS

Mental Health  
161

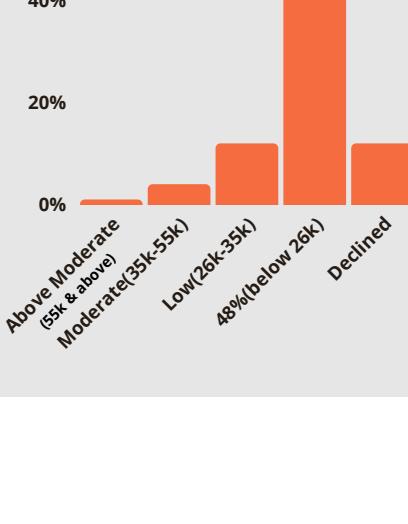
Medical  
19

Domestic  
Violence  
51

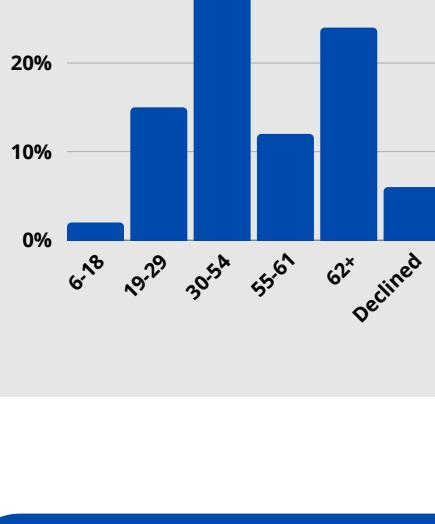
6  
Sexual  
Assault

### CALLER DEMOGRAPHICS

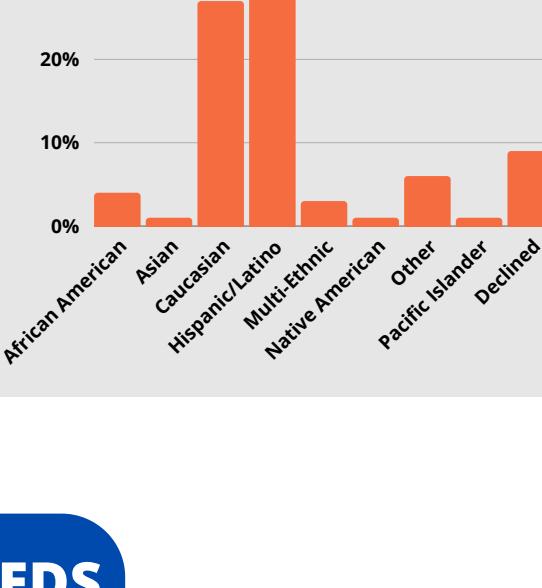
#### Income



#### Age



#### Ethnicity



### TOP 10 CALLER NEEDS

 1. Housing

 2. Utility Assistance

 3. Transportation

 4. Mental Health

 5. Food/ Meals

 6. Legal, Public Safety Services

 7. Individual, Family & Community Support

 8. Income Support/ Assistance

 9. Health Care

 10. Clothing/Personal/ Household Needs