

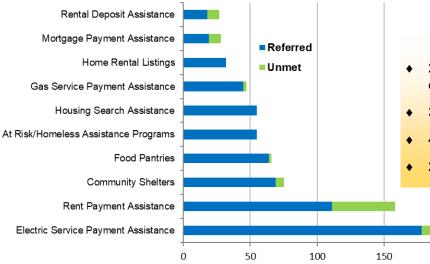
CALL 2-1-1 Quarterly Data Report July - September 2023

Ottawa County and the City of Holland in Allegan County

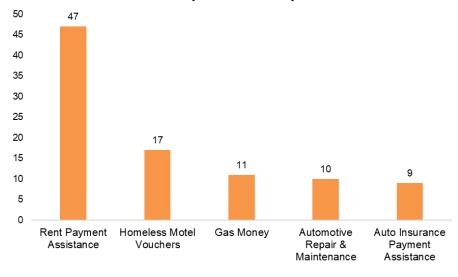


■ Handled Contacts Online Community Resource Directory Site Visitors 700 600 208 500 165 170 400 300 200 100 390 451 355 0 July August September

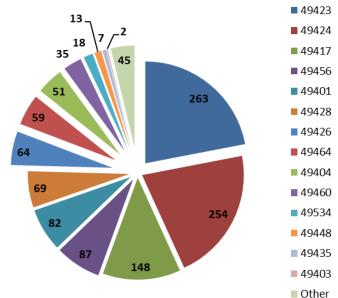
Top 10 Service Requests



Top 5 Unmet Requests



Contacts by Zip Code



Additional Contact Statistics

- 230 contacts involved a household with children ages 0-5 or a pregnant woman
- 356 individuals stated currently receiving SNAP benefits
- 42 individuals/household members identified as a veteran
- 201 individuals served age 60 or older

Top 10 Agency Referrals

- * Mich. Dept. of Health & Human Services 221
 - * Good Samaritan Ministries 191
 - * Ottawa County Community Action Agency 187
 - Love in Action of the Tri-Cities 73
 - Salvation Army Holland—71

This quarter CALL completed the annual review/ update of resource records for **35** agencies in Ottawa County - **17%** of the total agency records for the county.

In addition, **2** new programs were added to the community resource directory.