

Top Ten Issues Identified as Major Issues by Survey Respondents

<u>2025 Top Ten Identified Issues</u>	<u>2017 Top Ten Identified Issues</u>	<u>NC211 Calls Oct. 2024 to Oct. 2025</u>
1. Crime (71%)	1. Crime (72%)	1. Housing & Shelter Assistance (4,514)
2. Affordable Mental Health Care (70%)	2. Low Paying Jobs (66%)	2. Utility Assistance (2,691)
3. Affordable Dental Health Care (67%)	3. Unemployment (62%)	3. Food Assistance (659)
4. Affordable Medical Health Care (64%)	4. Affordable Medical Health Care (59%)	4. Employment & Financial Assistance. (341)
5. Domestic Violence (63%)	5. Affordable Dental Health Care (59%)	5. Healthcare & COVID-19 (272)
6. Shortage of Affordable Housing (63%)	6. Homelessness (59%)	6. Transportation Assistance (243)
7. Homelessness (61%)	7. Affordable Mental Health Care (56%)	7. Clothing & Household (198)
8. Illegal Drug Distribution (61%)	8. Gang Activity (55%)	8. Government & Legal Assistance (193)
9. Human Trafficking (58%)	9. Abuse, Neglect or Assault on Children (54%)	9. Mental Health & Addictions (114)
10. Low Paying Jobs (58%)	10. Illegal Drug Distribution (53%)	10. Education & Child Care (43)

Survey Responses by Impact

MAJOR BASIC CRITICAL NEEDS & FINANCIAL STABILITY ISSUES

1. Shortage of Affordable Housing	63%
2. Homelessness	61%
3. Low Paying Jobs	58%
4. Shortage of Homeless Shelters	55%
5. Substandard Housing	49%
6. Shortage of Transitional/Temporary Housing	47%
7. Financial Management and Self-Sufficiency Programs	46%
8. Mortgage or Rental Assistance	45%
9. Utility Assistance	40%
10. Unemployment	38%
11. Job Training & Placement Opportunities	36%
12. Lack of Section 8 Vouchers or Public Housing Assistance	34%
13. Shortage of Food Assistance/Pantries	33%
14. Disaster, Preparedness & Relief Assistance Programs	33%
15. Hotel/Motel Vouchers	28%
16. Clothing Assistance	23%

MAJOR EDUCATION ISSUES

1. Affordable Child Care Options	53%
2. Affordable Summer Programs	44%
3. Affordable Pre-K/Head Start Programs	40%
4. Literacy (reading below grade level, end of grade testing	39%
5. Affordable After School Mentoring/Tutoring Programs	38%
6. Overcrowded Classrooms	33%
7. Programs to Reduce High School Drop Out Rates	33%
8. Unsafe School Environment	31%

MAJOR HEALTH ISSUES

1. Affordable Mental Health Care	70%
2. Affordable Dental Health Care	67%
3. Affordable Medical Health Care	64%
4. Alcohol/Drug Abuse	53%

MAJOR HEALTH ISSUES (cont'd)

5. Programs & Services for Persons with Disabilities	47%
6. Elderly Assistance/Services (Home Health Care)	42%
7. Prescription Assistance	39%
8. Lack of Home Health Care	38%
9. HIV/AIDS Awareness, Prevention/Intervention	36%
10. Medical Transportation Assistance	32%
11. COVID-19/Flu Vaccine Awareness	16%

MAJOR PUBLIC SAFETY ISSUES

1. Crime	71%
2. Domestic Violence	64%
3. Illegal Drug Distribution	61%
4. Human Trafficking	58%
5. Abuse, Neglect or Assault on the Elderly	48%
6. Gang Activity	46%

MAJOR SOCIAL ISSUES

1. Lack of Ex-Offender Re-Entry Programs	45%
2. Teen Pregnancy	26%

MAJOR LEISURE & CULTURAL ACTIVITY ISSUES

1. Shortage of Affordable Recreational Facilities	41%
2. Lack of Cultural Activities (Concerts, Museums)	39%
3. Adult Sports/Physical Activity Programs	28%
4. Youth Sports/Physical Activity Programs	25%

TRANSPORTATION ISSUES

1. Elderly & Disabled Public Transportation	47%
2. Inadequate Public Transportation	4%

For complete report please visit our website: <http://www.unitedway-cc.org/our-work/>
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