



## 2-1-1 Annual Snapshot –2014

**Total Phone Contacts: 12,216**    **Total Online Contacts: 31,973**

2013: 12,705

2013: 83,975

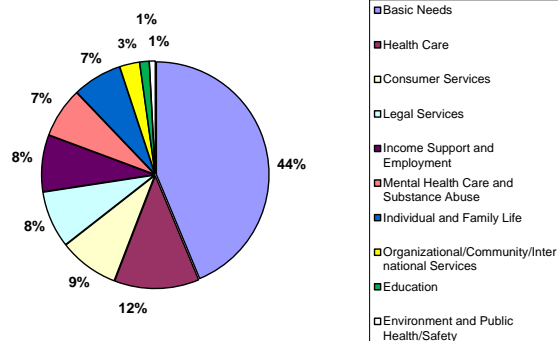
2012: 12,152

2012: 108,747

### Top Referred Services

Salvation Army – Fox Cities	691
ADVOCAP, Inc. – Fond du Lac	678
LEAVEN	638
Wisconsin Public Service Commission	563
St. Vincent De Paul – Oshkosh	512
St. Vincent de Paul –Appleton	364
Foundation For Rural Housing, Inc.	310
Partnership Community Health Center	300
St. Vincent de Paul – Neenah	299
Winnebago County Human Services	261
Energy Services for Winnebago County	252
East Central IM Partnership	215
Salvation Army – Sheboygan	212
Outagamie County Health & Human Services	208
Father Carr's Place 2B	186

### Problems/Need Annual 2014



### Gender

Female	8,736
Male	3,443
Unknown	37

### Follow-Ups

366	
Received Assistance	271 (74%)
Did Not Receive Assistance	95 (26%)

### Problems/Needs

Housing/Shelter	2,186
Utilities	1,687
Health Care	1,612
Consumer Services	1,138
Legal Services	1,080
Income Support and Employment	1,074
Mental Health and Substance Abuse	954
Individual and Family Life	938
Transportation	805
Food	695
Material Goods	427
Community Groups & Government Offices	221
Education	181
Environment and Public Health/Safety	112
Community Economic Development & Finance	87
Community Planning and Public Works	71

### Day Call Freq.

Sunday	376
Monday	2,580
Tuesday	2,438
Wednesday	2,248
Thursday	2,241
Friday	1,995
Saturday	338

### Translation

20  
(19 Spanish, 1 Hmong)

### Call Time Freq.

12am-4am	110
4am-8am	315
8am-12pm	4,944
12pm-5pm	5,929
5pm-8pm	565
8pm-12am	353

### Contact Type

Referral	6,892
Info Given	4,263
Referral other I&R	493
Transfer Call	428
Crisis/Helpline	40
Unknown	38
Advocacy	21
Disaster	19
Brochures	18
New Resource	4

### Referred By (unduplicated)

Utility Company	532
Winnebago County	340
Outagamie County	249
United Way	228
Medical Community	200
American Red Cross	148
Leaven	92
Faith Community	82
Sheboygan County	55
Salvation Army	54
Manitowoc County	51

### Ages

Adult	7,739
Senior	2,895
Unknown	1,533
Youth	49

### Caller County

Calumet	247
Fond du Lac	515
Green Lake	100
Manitowoc	628
Marquette	101
Outagamie	3,633
Sheboygan	689
Waupaca	488
Waushara	171
Winnebago	4,516

### Ethnicity

Caucasian	6,384
Unknown	3,999
African American	1,135
Hispanic	278
Native American	175
Other	170
Asian American	56
Hmong	19

### Source of Calls

Self	11,119
Friend/Relative	649
Organization	386
Unknown	62

### How Heard About Us

Repeat User	4,015
Referral	3,355
Service Provider	381
Phone Book	208
I & R Materials	190
Advertisement	122
Web Site	74
Campaign	23