



2-1-1 March – 2012

Total Phone Contacts: 977 Total Online Contacts 14,834

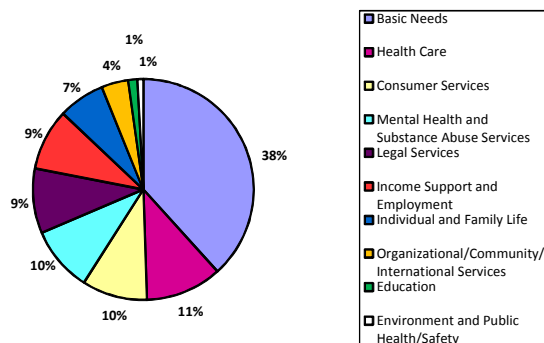
Feb 969
Jan 1,045

Feb 7,999
Jan 8,478

Top Referred Services

Salvation Army – Fox Cities	65
LEAVEN	43
St. Vincent de Paul – Oshkosh	38
St. Vincent de Paul – Appleton	36
Fox Cities Community Health Center	30
East Central IM Partnership	22
Emergency Shelter of the Fox Valley, Inc.	22
Social Security Administration	22
Goodwill Industries of North Central WI, Inc.	20
Salvation Army – Oshkosh	18
Family Services of Northeast Wisconsin	17
Father Carrs Place 2B	17
Freedom Center Food Pantry	17
Lutheran Social Services of WI & Upper MI	17
Outagamie County Health and Human Services	17
American Red Cross East Central Wisconsin	15
Energy Services – Outagamie County	15

Problems/Need March 2012



Problems/Needs

Housing/Shelter	253
Health Care	117
Consumer Services	100
Mental Health Care and Substance Abuse	100
Legal Services	99
Income Support and Employment	94
Individual and Family Life	71
Transportation	68
Food	46
Material Goods	33
Community Groups and Government Offices	31
Education	14
Community Economic Development & Finance	10
Environment and Public Health/Safety	9

Gender

Female	702
Male	275

Follow-Up Calls

26	
Received Assistance	16 (62%)
Did Not Receive Assistance	10 (38%)

Translation

1
(Spanish)

Day Call Freq.

Sunday	27
Monday	206
Tuesday	170
Wednesday	158
Thursday	195
Friday	180
Saturday	41

Contact Type

Referral	544
Info Given	339
Referral other I&R	59
Transfer Call	27
Brochure/Directory	3
Advocacy	2
Crisis/Helpline	1
Disaster	1
New Resource	1

Referred By (unduplicated)

American Red Cross	18
Chamber of Commerce	16
Winnebago County	15
United Way	11
Outagamie County	9
Medical Community	8
Utility Company	8
Leaven	5
Employee Assistance Program	4
Faith Community	4
Sheboygan County	4
Waupaca County	3

Call Time Freq.

12am-4am	7
4am-8am	27
8am-12pm	403
12pm-5pm	471
5pm-8pm	48
8pm-12am	21

Caller County

Calumet	13
Fond du Lac	34
Green Lake	10
Manitowoc	49
Marquette	6
Outagamie	354
Sheboygan	55
Waupaca	28
Wausara	11
Winnebago	326

Source of Calls

Self	841
Friend/Relative	73
Organization	63

Ages

Adult	759
Senior	204
Unknown	12
Youth	2

How Heard About Us

Repeat User	330
Referral	233
Service Provider	75
Phone Book	31
I & R Materials	25
Advertisement	15
Web Site	10
Campaign	5