

2-1-1 Annual Snapshot –2010

Total Phone Contacts: 13,579 Total Online Contacts 93,068

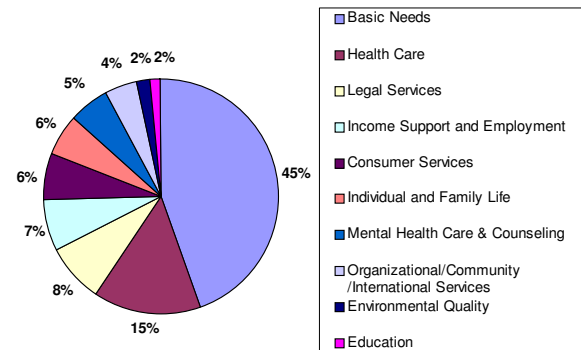
2009 14,934
2008 11,551

2009 111,695
2008 87,165

Top Referred Services

LEAVEN – Menasha	797
Salvation Army – Fox Cities	795
St. Vincent de Paul –Appleton	412
St. Vincent De Paul – Oshkosh	328
Salvation Army – Oshkosh	301
St. Vincent de Paul – Neenah	296
Wisconsin Public Service Corporation	295
Outagamie County Health & Human Services	292
Winnebago County Human Services	271
Fox Cities Community Health Center	251
American Red Cross – East Central WI Chapter	236
Energy Services for Winnebago County	236
Energy Services Outagamie County	215
Emergency Shelter of the Fox Valley	209
Lawyer Referral and Information Services	209

Problems/Need 2010



Gender

Female	9,612
Male	3,670
Unknown	297

Follow-Ups

590	
Received Assistance	422 (72%)
Did Not Receive Assistance	168 (28%)

Day Call Freq.

Sunday	362
Monday	2,741
Tuesday	2,828
Wednesday	2,674
Thursday	2,419
Friday	2,184
Saturday	371

Translation

27
(26 Spanish, 1 Vietnamese)

Contact Type

Referral	7,021
Info Given	5,139
Referral other I&R	547
Transfer Call	308
Unknown	275
Flood 2010-Milw	111
Brochures	73
Disaster	38
Advocacy	25
Crisis/Helpline	17
Business	12
New Resource	11
Web Site	2

Caller County

Calumet	163
Fond du Lac	656
Green Lake	79
Manitowoc	481
Marquette	89
Outagamie	5,141
Sheboygan	627
Waupaca	555
Waushara	144
Winnebago	4,580

Call Time Freq.

12am-4am	84
4am-8am	271
8am-12pm	5,702
12pm-5pm	6,677
5pm-8pm	552
8pm-12am	293

Ages

Adult	10,947
Senior	2,210
Unknown	339
Youth	83

Source of Calls

Self	12,269
Friend/Relative	676
Organization	605
Unknown	29

Problems/Needs

Housing/Shelter	2,951
Health and Medical	1,497
Income Support and Employment	879
Financial Asst/Support	862
Consumer Services	791
Individual and Family Life	732
Legal	725
Food	681
Mental Health Care & Counseling	669
Transportation	576
Material Resources	392
Community Services	310
Alcohol and Other Drug	293
Tax Organizations and Services	268
Disaster Services	234
Environmental Quality	229
Education	187

Referred By

(unduplicated)

Winnebago County	189
Medical Community	186
Outagamie County	173
American Red Cross	137
United Way	109
Leaven	84
Faith Community	63
Utility Company	56
Salvation Army	46
Schools	41

How Heard About Us

Repeat User	4,783
Referral	3,224
Advertisement	765
Service Provider	1,214
Phone Book	693
I & R Materials	381
Web Site	88
Campaign	15