



## 2-1-1 Annual Snapshot –2015

**Total Phone Contacts: 10,329**    **Total Online Contacts: 67,152**

2014: 12,216

2014: 31,973

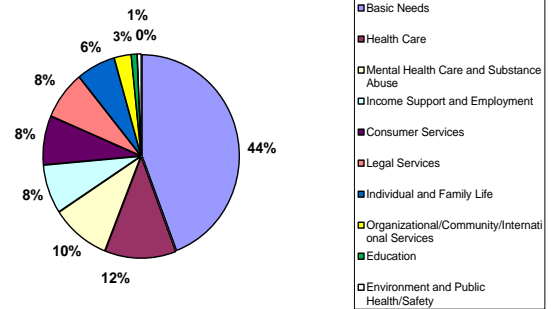
2013: 12,705

2013: 83,975

### Top Referred Services

Foundation For Rural Housing, Inc.	589
LEAVEN	557
St. Vincent de Paul –Appleton	475
ADVOCAP, Inc	449
Salvation Army – Fox Cities	398
St. Vincent De Paul – Oshkosh	381
Wisconsin Public Service Commission	339
St. Vincent de Paul – Neenah	232
Partnership Community Health Center	212
Winnebago County Human Services	189
Housing Partnership of the Fox Cities, Inc.	183
Outagamie County Health & Human Services	180
Energy Services for Winnebago County	174
Father Carr's Place 2B	163
St. Joseph Food Program, Inc.	161

### Problems/Need Annual 2015



### Gender

Female	7,188
Male	2,938
Unknown	203

### Translation

28  
(27 Spanish, 1 Hmong)

### Problems/Needs

Housing/Shelter	2,029
Health Care	1,256
Utilities	1,150
Mental Health and Substance Abuse	1,040
Income Support and Employment	832
Consumer Services	831
Legal Services	821
Individual and Family Life	687
Food	610
Transportation	578
Material Goods	342
Community Groups & Government Offices	166
Education	104
Community Economic Development & Finance	76
Environment and Public Health/Safety	69
Community Planning and Public Works	57

### Day Call Freq.

Sunday	283
Monday	2,255
Tuesday	2,056
Wednesday	1,975
Thursday	1,884
Friday	1,539
Saturday	337

### Contact Type

Referral	6,336
Info Given	2,826
Referral other I&R	798
Transfer Call	271
Crisis/Hotline	46
Advocacy	36
Brochures	8
Disaster	4
New Resource	4

### Call Time Freq.

12am-4am	138
4am-8am	313
8am-12pm	4,132
12pm-5pm	4,955
5pm-8pm	506
8pm-12am	285

### Caller County

Calumet	201
Fond du Lac	450
Green Lake	137
Manitowoc	437
Marquette	81
Outagamie	2,852
Sheboygan	535
Waupaca	435
Waushara	132
Winnebago	3,709

### Referred By (unduplicated)

Utility Company	340
Winnebago County	291
United Way	276
Outagamie County	219
Medical Community	167
Leaven	120
American Red Cross	75
Sheboygan County	60
Salvation Army	62
Fond du Lac County	55
Faith Community	54
Waupaca County	54

### Ages

Adult	6,172
Senior	2,454
Unknown	1,645
Youth	58

### Source of Calls

Self	9,316
Friend/Relative	542
Organization	318
Unknown	153

### Ethnicity

Caucasian	5,660
Unknown	3,345
African American	908
Hispanic	226
Other	78
Native American	76
Asian American	23
Hmong	13

### How Heard About Us

Referral	3,281
Repeat User	3,151
Service Provider	285
Phone Book	128
I & R Materials	116
Web Site	83
Advertisement	56
Campaign	24