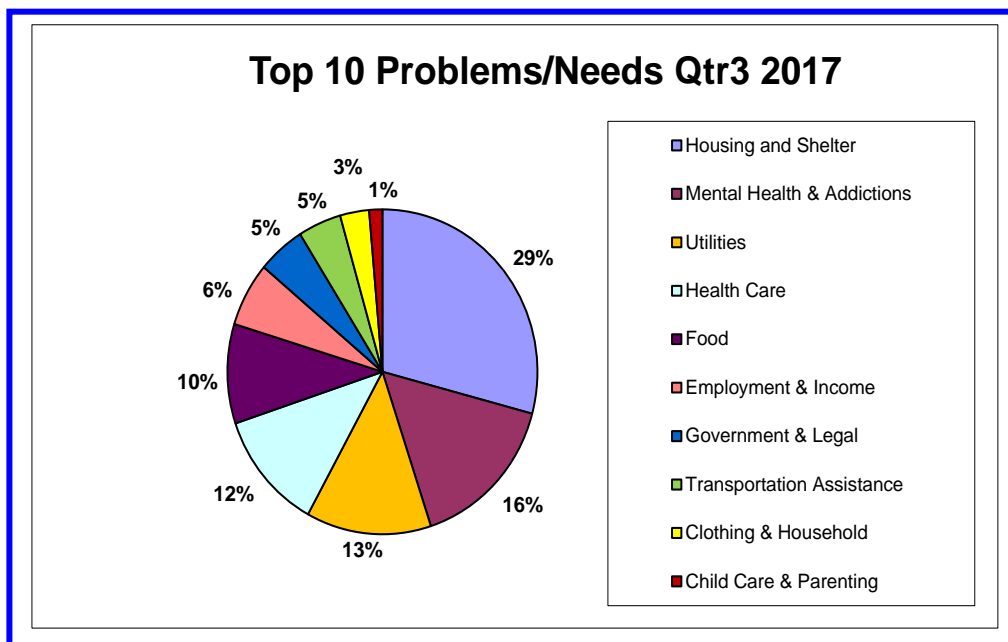


**Total Phone Contacts: 2,827**



**Top 10 Referred Services**

Rural Housing	87
ADVOCAP, Inc.	81
LEAVEN	74
St. Vincent de Paul Society – Oshkosh	72
St. Vincent de Paul Society – Appleton	57
Solutions Center	52
East Central IM Partnership	45
Legal Action Of Wisconsin, Inc.	43
Winnebago County Human Services	32
Homeless Connections, Inc.	27

**Top 10 Problems/Needs**

Housing/Shelter	530
Mental Health & Addictions	287
Utilities	237
Health Care	216
Food	180
Employment & Income	116
Government & Legal	90
Transportation Assistance	82
Clothing & Household	55
Child Care & Parenting	25

**Gender**

Female	1,572
Male	596
Unknown	657
Transgender	2

**Ages**

Adult	1,287
Unknown	953
Senior	480
Youth	10

**How Heard About Us**

Repeat User	1,160
Referral/Agency/Provider	681
Unknown	604
Word of Mouth	237
Internet	48
PR Materials	40
Phone Book	26
United Way	22
Media	9

**Ethnicity**

Unknown	1,272
Caucasian/White	1,141
Black/African American	276
Hispanic/Latino	84
Other	18
Asian	17
American Indian/Alaska Native	16
Native Hawaiian or other Pacific Islander	3