



2-1-1 Oshkosh 1st Quarter Snapshot –2017 (January - March)

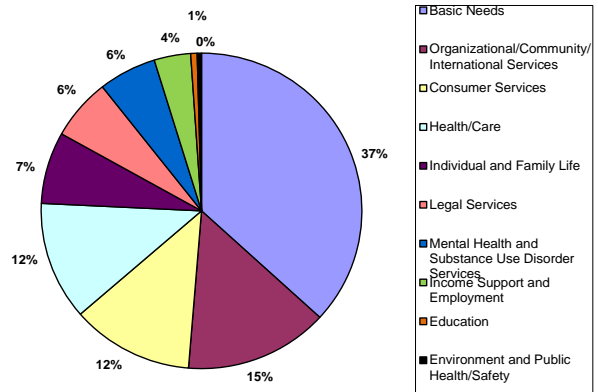
Total Phone Contacts: 404

Total Online Contacts: 845

Top Referred Services

ADVOCAP, Inc.	56
St. Vincent de Paul – Oshkosh	52
Oshkosh Area United Way	38
Rural Housing	37
City of Oshkosh Seniors Center	25
Father Carr's Place 2B	23
Energy Services for Winnebago County	17
Aging & Disability Resource Center-Winnebago	14
Winnebago County Human Services	13
Day By Day Warming Shelter	12
Housing Authority-Winnebago County	11
Partnership Community Health Center	11
Salvation Army – Oshkosh	10
Affinity Health System – Mercy Medical Center	9
Legal Action of Wisconsin	8
Summerfield Place Apartments	8
Oshkosh Area Community Pantry	7
Zion, Peace, First English Lutheran & etc Churches	7

Problems/Need 1st Quarter 2017 (January - March)



Gender

Female	278
Male	121
Unknown	5

Unmet Needs

19
(see attached report)

Translation

1
(1 Arabic)

Day Call Freq.

Sunday	13
Monday	78
Tuesday	86
Wednesday	71
Thursday	71
Friday	68
Saturday	17

Ages

Adult	201
Senior	165
Unknown	38
Youth	0

Problems/Needs

Housing/Shelter	81
Community Information Services	67
Consumer Services	57
Health Care	56
Individual and Family Life	34
Legal Services	29
Transportation	29
Mental Health & Substance Use Disorder Services	27
Utilities	23
Food	21
Income Support and Employment	17
Material Goods	16
Education	3
Environment and Public Health/Safety	2

Call Time Freq.

12am-4am	4
4am-8am	10
8am-12pm	150
12pm-5pm	202
5pm-8pm	26
8pm-12am	12

Contact Type

Referral	309
Info Given	77
Transfer Call	13
Referral to other I&R	2
Brochure	1
Crisis	2

Referred By (unduplicated)

Winnebago County	26
United Way	12
American Red Cross	6
Faith Community	4
Social Worker	4
Law Enforcement	4
Outagamie County	3
Schools	2
LEAVEN	1
Sheboygan County	1

Source of Calls

Self	378
Organization	12
Friend/Relative	11
Unknown	3

Ethnicity

Caucasian	237
Unknown	101
African American	48
Other	6
Hispanic/Latino	5
Hmong	5
Native American	2

How Heard About Us

Repeat User	223
Referral	59
Word of Mouth	57
Unknown	53
PR Materials	6
Phone Book	3
Internet	2
Media	1