



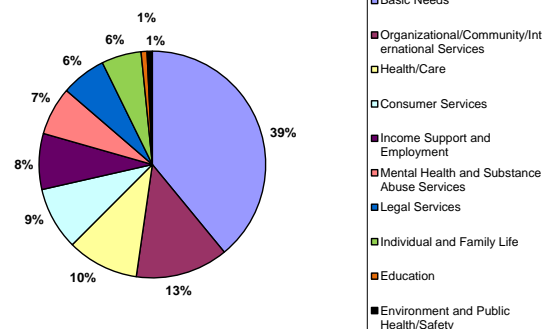
2-1-1 Oshkosh Annual Snapshot –2015

Total Phone Contacts: 1,708

Top Referred Services

St. Vincent de Paul – Oshkosh	364
ADVOCAP, Inc.	285
Foundation For Rural Housing, Inc.	126
Father Carr's Place 2B	121
Energy Services - Winnebago County	101
Winnebago County Human Services	79
Wisconsin Public Service Commission	74
Affinity Health System – Mercy Medical Center	61
Oshkosh Area United Way	51
Salvation Army – Oshkosh	47
Aging & Disability Resource Center - Winnebago	38
Oshkosh Area Community Pantry	38
Affinity Nurse Direct	34
Partnership Community Health Center	34
East Central IM Partnership	33
Summerfield Place Apartments	32

Problems/Need 2015



Gender

Female	1,203
Male	495
Unknown	10

Unmet Needs

57
(see attached report)

Translation

1
(Spanish)

Problems/Needs

Housing/Shelter	351
Community Information Services	282
Utilities	255
Health Care	218
Consumer Services	191
Income Support and Employment	170
Mental Health and Substance Abuse	147
Legal Services	137
Individual and Family Life	121
Food	90
Transportation	81
Material Goods	56
Education	18
Environment and Public Health/Safety	16

Day Call Freq.

Sunday	55
Monday	391
Tuesday	332
Wednesday	326
Thursday	316
Friday	235
Saturday	53

Contact Type

Referral	1,142
Info Given	518
Transfer Call	29
New Resource	10
Advocacy	3
Crisis/Hotline	3
Referral other I&R	2
Brochure	1

Call Time Freq.

12am-4am	16
4am-8am	36
8am-12pm	689
12pm-5pm	810
5pm-8pm	110
8pm-12am	47

Ethnicity

Caucasian	1,020
Unknown	454
African American	183
Hispanic	26
Other	14
Native American	7
Asian American	3
Hmong	1

Source of Calls

Self	1,603
Friend/Relative	66
Organization	37
Unknown	2

Referred By

(unduplicated)

Winnebago County	147
Utility Company	85
United Way	48
Medical Community	17
American Red Cross	15
Faith Community	10
Salvation Army	9
Law Enforcement	4
Schools	4
Outagamie County	3
Leaven	2
Social Worker	2

Ages

Adult	1,032
Senior	505
Unknown	161
Youth	10

How Heard About Us

Repeat User	604
Referral	449
Service Provider	39
Phone Book	22
I & R Materials	21
Website	5
Advertisement	4
Campaign	2