



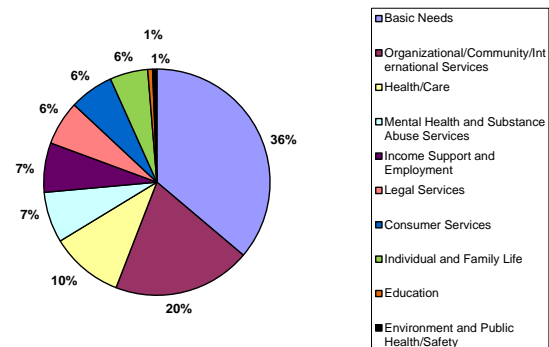
## 2-1-1 Winnebago Annual Snapshot –2015

**Total Phone Contacts: 3,708**

### Top Referred Services

St. Vincent de Paul – Oshkosh	380
AVOCAP, Inc.	374
St. Vincent de Paul – Neenah	231
Leaven	206
Foundation For Rural Housing, Inc.	192
Winnebago County Human Services	188
Energy Services - Winnebago County	174
Father Carr's Place 2B	149
Salvation Army – Fox Cities	122
Wisconsin Public Service Commission	103
Partnership Community Health Center	97
Dominium Management Service, Inc.	92
Affinity Health System – Mercy Medical Center	78
Aging & Disability Resource Center - Winnebago	73
Housing Authority - Winnebago	67

### Problems/Need 2015



### Gender

Female	2,587
Male	953
Unknown	168

### Unmet Needs

114  
(see attached report)

### Translation

(7)  
(Spanish)

### Day Call Freq.

Sunday	89
Monday	808
Tuesday	772
Wednesday	700
Thursday	716
Friday	520
Saturday	103

### Contact Type

Referral	2,290
Info Given	1,231
Transfer Call	143
New Resource	13
Crisis/Helpline	12
Advocacy	10
Referral to other I&R	6
Brochures	3

### Problems/Needs

Community Information Services	912
Housing/Shelter	743
Health Care	482
Utilities	392
Mental Health and Substance Abuse	336
Income Support and Employment	327
Legal Services	293
Consumer Services	292
Individual and Family Life	251
Transportation	217
Food	189
Material Goods	132
Education	32
Environment and Public Health/Safety	28

### Call Time Freq.

12am-4am	38
4am-8am	127
8am-12pm	1,518
12pm-5pm	1,746
5pm-8pm	181
8pm-12am	98

### Contact City

Appleton	70
Berlin	1
Lake Mills	1
Eureka	2
Fremont	2
Grand Chute	2
Larsen	18
Menasha	1,089
Neenah	738
Omro	47
Oshkosh	1,703
Pickett	7
Ripon	4
Waukau	2
Winneconne	19
Winnebago	3

### Referred By (unduplicated)

Winnebago County	264
Utility Company	98
United Way	93
Medical Community	50
Leaven	45
American Red Cross	20
Salvation Army	19
Faith Community	18
Outagamie County	10
Law Enforcement	8
Schools	8
Employee Assistance Program	4
Counseling Agency	3

### Source of Calls

Self	3,313
Friend/Relative	165
Unknown	122
Organization	108

### Ethnicity

Caucasian	2,128
Unknown	1,168
African American	286
Hispanic	74
Other	29
Native American	13
Asian American	6
Hmong	4

### Ages

Adult	2,118
Senior	924
Unknown	647
Youth	19

### How Heard About Us

Repeat User	1,272
Referral	1,130
Service Provider	93
I & R Materials	45
Phone Book	40
Web Site	22
Advertisement	16
Campaign	8