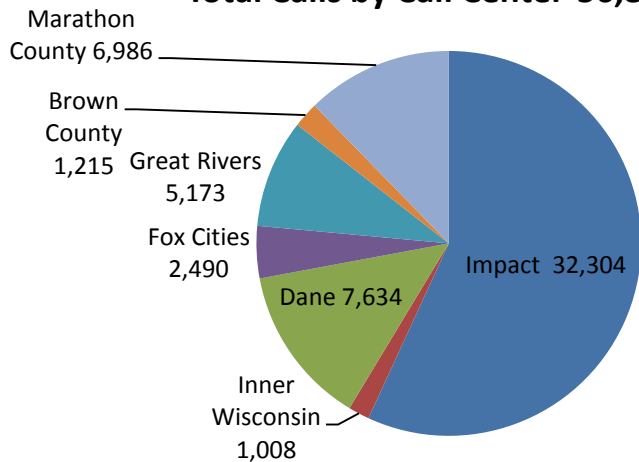


# Wisconsin 2-1-1 Quarter One-2015

**Total Calls by Call Center-56,810**



**Day of the Week**

|           |        |
|-----------|--------|
| Sunday    | 2,776  |
| Monday    | 12,024 |
| Tuesday   | 10,842 |
| Wednesday | 9,417  |
| Thursday  | 9,458  |
| Friday    | 8,726  |
| Saturday  | 3,567  |

**How Caller Heard About Us**

|                 |        |
|-----------------|--------|
| Agency/Provider | 2,307  |
| Internet        | 166    |
| Media           | 161    |
| Phonebook       | 90     |
| PR Materials    | 365    |
| Repeat          | 14,331 |
| Word of Mouth   | 2,033  |
| Unknown         | 36,497 |

**Referred Services**

|  |       |
|--|-------|
| Food Pantries                                | 8,421 |
| AARP Tax Aide Programs                       | 3,883 |
| Community Shelters                           | 2,853 |
| Comprehensive Information and Referral       | 2,455 |
| Electric Service Payment Assistance          | 1,961 |
| VITA Programs                                | 1,805 |
| Rent Payment Assistance                      | 1,706 |
| Aging and Disability Resource Centers        | 1,521 |
| Low Income/Subsidized Private Rental Housing | 977   |
| Household Goods Vouchers                     | 963   |

**Who is Calling**

|                 |        |
|-----------------|--------|
| Agency          | 1,227  |
| Individual      | 54,804 |
| Law Enforcement | 134    |
| Other           | 307    |
| Unknown         | 43     |

**Problem Needs with Percentage of Needs Unmet**

|  |        |        |
|--|--------|--------|
| Housing                                    | 12,260 | 43.66% |
| Food/Meals                                 | 11,165 | 11.21% |
| Income Support/Assistance                  | 7,928  | 3.33%  |
| Mental Health/Addictions                   | 5,404  | 4.79%  |
| Health Care                                | 5,369  | 4.84%  |
| Legal, Consumer and Public Safety Services | 3,606  | 5.24%  |
| Clothing/Personal/Household Needs          | 2,989  | 19.30% |
| Individual, Family, and Community Support  | 2,876  | 8.28%  |
| Utility Assistance                         | 2,813  | 7.57%  |
| Transportation                             | 1,525  | 18.69% |

**Age of Caller**

|          |        |
|----------|--------|
| 0-17     | 301    |
| 18-35    | 14,662 |
| 36-50    | 14,121 |
| 51-65    | 14,759 |
| 66-75    | 3,026  |
| 76-89    | 1,373  |
| 90+      | 92     |
| Agency   | 658    |
| Declined | 3,224  |
| Unknown  | 4,494  |