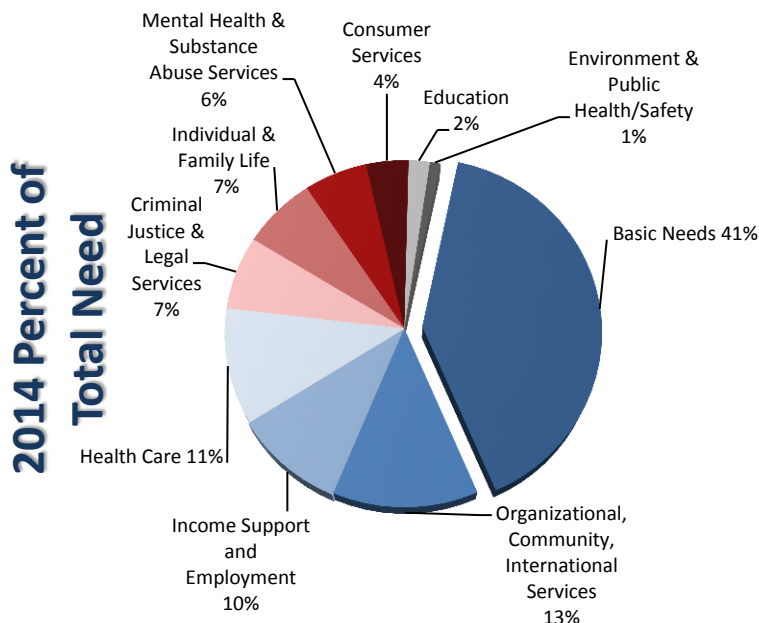


2014 SNAPSHOT

BROWN COUNTY



Top Problems/Needs

Utilities	978
Housing/Shelter	753
Health Supportive Services	373
Food	366
Temporary Financial Assistance	236
Individual & Family Support Services	216
Public Assistance Programs	208
Transportation	197
Mental Health Evaluation & Treatment	194
Legal Services	156

Top Referred Services

Brown County Human Services	940
The Salvation Army	472
Society of St. Vincent de Paul	386
Ageing and Disability Resource Center (ADRC)	194
Family Services of Northeast Wisconsin	163
Forward Service Corporation	163
New Community Shelter	119
St. Patrick's Food Pantry	97
Legal Action of Wisconsin	86
De Pere Christian Outreach Center	84

Top Unmet Needs

Electric Service Payment Assistance	313
Community Shelters	72
Rent Payment Assistance	57
Undesignated Temporary Financial Assistance	22
Gas Money	19
Homeless Motel Vouchers	19
Food Pantries	15
Thanksgiving Meals	15
Automobile Repair Loans	14
Water Service Payment Assistance	13

Cities

Green Bay	4,673	Allouez	28
De Pere	318	Bellevue	19
Ashwaubenon	105	Wrightstown	17
Howard	43	Greenleaf	14
Pulaski	40	Oneida	13
Denmark	35	Hobart	10
Suamico	35	New Franken	9

Total Brown County Phone Contacts: 5,370

Age		Call Time Frequency	
Adult (19-59)	4,174	1am-4am	42
Senior (60+)	608	5am-8am	556
Youth (3-18)	38	9am-12pm	1,914
Unknown	550	1pm-4pm	2,427
Contact Type		5pm-8pm	319
Referral	3,764	9pm-12am	112
Informational	1,595	Source of Calls	
Advocacy	40	Self	4,668
Crisis	28	Friend/Relative	604
Gender		Organization	97
Female	4,026	Unmet Needs	
Male	1,328		919
Unknown	11		

How Did You Learn About 2-1-1?

Agency in 2-1-1 Database	932	Phone Book	47
Word of Mouth	649	Media	36
Unknown	543	Internet	34
Flyer/Brochure	59		

Miscellaneous Facts

- Average length of call: 5.5 minutes
- 31% were first-time callers
- 14,106 searches on www.get211.org (Overall)
- 1,113 additional calls supporting 2-1-1 Statewide System

5,370 Callers had 5,876 Needs

Basic Needs: 2,386 Needs

Programs that furnish survival-level resources, including food, housing, material goods, transportation, and temporary financial assistance for individuals with low or fixed incomes.

Organizational/Community/International Services: 742 Needs

Programs that provide any of a broad spectrum of services for an entire community or provide services that have state/provincial, regional, national, or international scope.

Health Care: 626 Needs

Programs with the primary purpose of assisting individuals and families to achieve and maintain physical well-being through the study, prevention, screening, evaluation, and treatment of people who have illnesses.

Income Support and Employment: 579 Needs

Programs that help to meet the economic needs of the community by helping residents prepare for, find, and sustain gainful employment.

Criminal Justice & Legal Services: 435 Needs

Programs that promote and preserve the conditions that enable community residents to live in a safe and peaceful environment through enforcement of laws that protect life and property and administration of justice according to the principles of law and equity.

Individual and Family Life: 389 Needs

Programs that promote the personal, social, and spiritual development of people in the community by providing services that replace or supplement the care and support that is generally available through the family unit.

Mental Health & Substance Abuse Services: 356 Needs

Programs that provide preventive, diagnostic and treatment services in a variety of community and hospital-based settings to help people achieve, maintain and enhance a state of emotional well-being, personal empowerment, and the skills to cope with everyday demands without excessive stress.

Consumer Services: 228 Needs

Programs that provide information and/or counseling to help consumers manage their finances and make informed credit and purchasing decisions.

Education: 97 Needs

Programs that provide opportunities for people to acquire the knowledge, skills, desirable qualities of behavior and character, wisdom, and general competence that will enable them to fully participate in and enjoy the social, political, economic and intellectual life of the community.

Environment and Public Health/Safety: 38 Needs

Programs that preserve, protect and, where possible, improve both the natural and constructed aspects of the physical environment and/or which develop and implement measures for accident prevention.