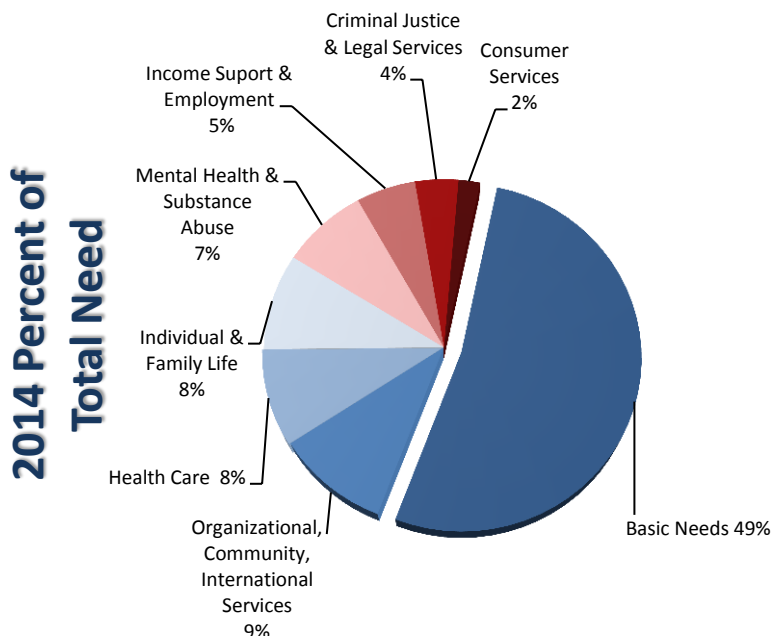


2014 SNAPSHOT



DOOR COUNTY



Top Problems/Needs

Utilities	46
Housing/Shelter	40
Transportation	16
Health Supportive Services	15
Individual & Family Support Services	9
Substance Abuse Services	9
Food	6
Material Goods	6
Mental Health	6
Law Enforcement	5

Top Referred Services

The Salvation Army	62
We Are Home, Inc	26
Lakeshore Community Action Program	24
Door County Housing Authority	12
Aging & Disability Resource Center	7
Door County Department of Human Services	6
Family Services of Northeast Wisconsin	6
Door County Transportation Options	5
Feed and Clothe My People	4
Sturgeon Bay Police Department	4

Top Unmet Needs

Community Shelters	7
Electric Service Payment Assistance	7
Rent Payment Assistance	4
Homeless Motel Vouchers	2
AARP Tax Aide Programs	1
Bus Fare	1
Autism Therapy	1
Child Care Centers	1
Cold Weather Shelters/Warming Centers	1
Food Pantries	1

Cities

Sturgeon Bay	148	Washington Island	4
Brussels	5	Ellison Bay	3
Forestville	5	Sister Bay	2
Baileys Harbor	4	Algoma	1
Egg Harbor	4	Ephraim	1
Fish Creek	4	Luxemburg	1

Total Door County Phone Contacts: 182

Age		Call Time Frequency	
Adult (19-59)	103	1am-4am	6
Senior (60+)	18	5am-8am	14
Youth (3-18)	1	9am-12pm	79
Unknown	60	1pm-4pm	62
		5pm-8pm	15
		9pm-12am	6
Contact Type		Source of Calls	
Referral	158	Self	154
Informational	24	Friend/Relative	20
Advocacy	0	Organization	8
Gender		Unmet Needs	
Female	132		45
Male	50		

How Did You Learn About 2-1-1?

Agency in 2-1-1 Database	52	Flyer/Brochure	4
Family/Friend	32	Media	2
Phone Book	2	Internet	1

Miscellaneous Facts

- Average length of call: 6.5 minutes
- 51% were first-time callers
- 14,106 searches on www.get211.org (overall)

182 Callers had 215 Needs

Basic Needs: 105 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: 20 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.

Mental Health & Substance Abuse Services: 16 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.

Health Care: 18 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.

Criminal Justice & Legal Services: 8 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: 18 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.

Income Support and Employment: 11 Needs

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

Consumer Services: 4 Needs

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

Education: 1 Need

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: 1 Need

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.