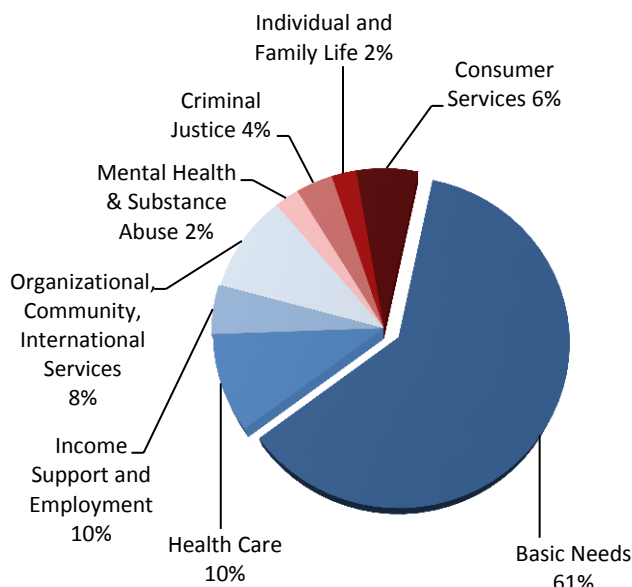


# 2014 SNAPSHOT

## KEWAUNEE COUNTY



2014 Percent of Total Need



### Total Kewaunee County Phone Contacts: 109

Age		Call Time Frequency	
Adult (19-59)	84	1am-4am	1
Senior (60+)	13	5am-8am	10
Unknown	9	9am-12pm	55
		1pm-4pm	38
Contact Type			
Referral	91	5pm-8pm	5
Informational	17	9pm-12am	0
Advocacy	1	Source of Calls	
Gender		Self	101
Female	83	Friend/Relative	6
Male	26	Organization	2
		Unmet Needs	
			25

### How Did You Learn About 2-1-1?

Agency in 2-1-1 Database	49	Flyers	1
Family/Friend	13	Internet	1
Media	1		

### Miscellaneous Facts

- Average length of call: 7.8 minutes
- 60% were first-time callers
- 14,106 searches on [www.get211.org](http://www.get211.org) (overall)

### Top Problems/Needs

Utilities	60
Housing/Shelter	14
Health Supportive Services	10
Material Goods	5
Transportation	4
Community Groups	3
Public Assistance Programs	3
Consumer Assistance & Protection	2
Food	2
Law Enforcement Agencies	2

### Top Referred Services

St. Vincent de Paul Thrift Store-Algoma	47
The Salvation Army	37
Kewaunee County Human Services	25
Aging & Disability Resource Center	4
Foundation for Rural Housing	4
Center for Veterans Issues	3
Clothing Closet	3
Lakeshore Community Action Program	3
Algoma American Legion Loan Closet	2
Bay Area Agency on Aging	2

### Unmet Needs

Electric Payment Assistance	13
Appliance Donation Programs	1
Community Shelters	1
Home Improvement/Repair Complaints	1
Home Rehabilitation Grants	1
Legal Counseling	1
Low Cost Building Materials/Supplies	1
Rent Payment Assistance	1

### Cities

Kewaunee	41	Casco	6
Algoma	31	Denmark	1
Luxemburg	30		

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## 109 Callers had 118 Needs

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### **Basic Needs: 80 Needs**

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

### **Health Care: 10 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: 5 Needs**

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

### **Mental Health & Substance Abuse Services: 2 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.

### **Organizational/Community/International Services: 10 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.

### **Criminal Justice & Legal Services: 4 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: 2 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.

### **Consumer Services: 5 Needs**

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

### **Education: 0 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: 0 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.