

Wisconsin 2-1-1 Quarter Two-2015

Total Calls - 56,487



Day of the Week	
Sunday	2,857
Monday	11,004
Tuesday	10,756
Wednesday	9,992
Thursday	9,979
Friday	8,183
Saturday	3,716

How Caller Heard About Us	
Unknown	38,546
Repeat	12,326
Agency/Provider	2,808
Word of Mouth	2,021
PR Materials	270
Internet	192
Phonebook	112
Media	53

Referred Services		
Food Pantries	9,118	16.14%
Community Shelters	3,871	6.85%
Electric Service Payment Assistance	3,463	6.13%
Comprehensive Information and Referral	2,402	4.25%
Rent Payment Assistance	2,061	3.65%
Aging and Disability Resource Centers	1,087	1.92%
Low Income/Subsidized Private Rental Housing	1,044	1.85%
Emergency Shelter Clearinghouses	828	1.47%
Housing Search Assistance	819	1.45%
Directory Assistance	746	1.32%

Who is Calling	
Individual	54,927
Agency	1,205
Law Enforcement	98
Other	291
Unknown	0

Problem Needs with Percentage of Needs Unmet		
Housing	16,651	52.86%
Food/Meals	12,258	11.85%
Mental Health/Addictions	5,312	5.99%
Utility Assistance	4,603	19.03%
Health Care	3,989	7.32%
Legal, Consumer and Public Safety Services	3,770	5.73%
Clothing/Personal/Household Needs	2,962	18.16%
Individual, Family, and Community Support	2,699	8.93%
Income Support/Assistance	2,535	11.28%
Transportation	1,579	20.77%

Age of Caller	
0-17	120
18-35	16,650
36-50	15,197
51-65	13,772
66-75	2,137
76-89	769
90+	41
Agency	1,102
Declined	1,239
Unknown	5,531