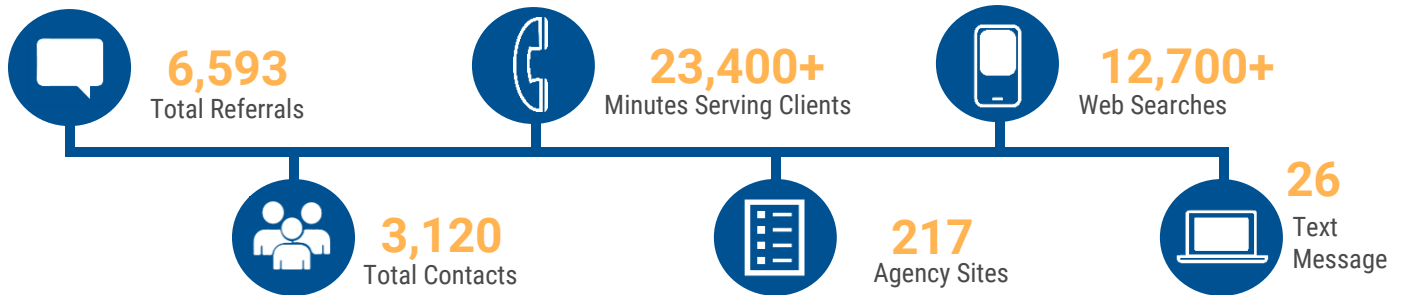
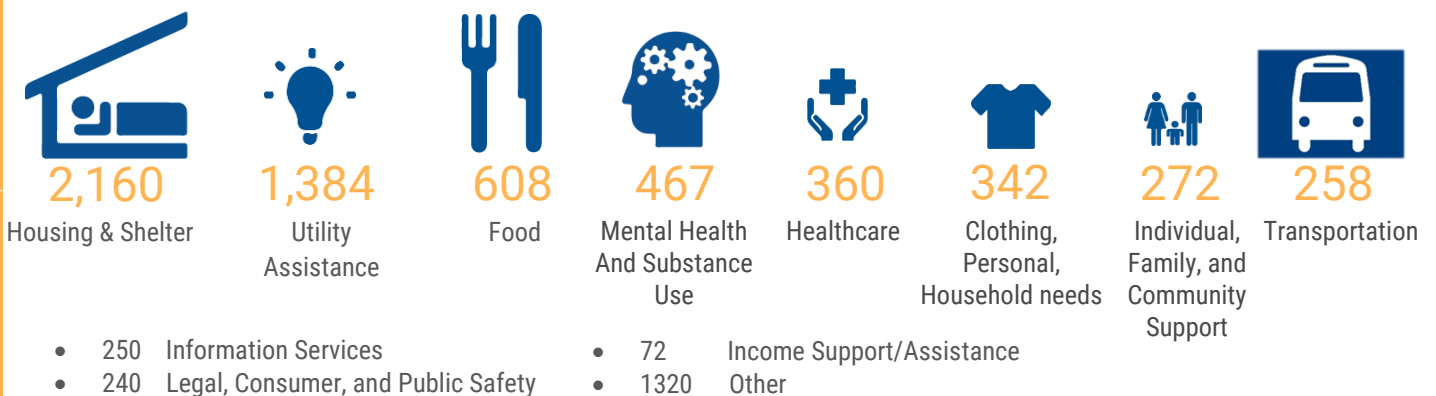


2019 Rock County Service Report



Top Referrals by Category



Top Contacts by City (3,120 Total)

1. Janesville **1428**
2. Beloit **1411**
3. Edgerton **84**
4. Milton **73**
5. Evansville **41**

Top Unmet Needs (563 Total)

1. Electric Bill Payment Assistance **109**
2. Community Shelters **55**
3. Rent Payment Assistance **43**
4. Motel Vouchers **37**
5. Gas Money **22**

Top Agency Referrals (6,593 Total)

1. Salvation Army of Beloit **775**
2. Rock County Human Services **664**
3. Echo, Inc **552**
4. Rural Housing **368**
5. ADRC of Rock County **249**
6. Energy Services **247**
7. Salvation Army of Janesville **212**
8. Mercy Health Systems **154**
9. City of Janesville Neighborhood Services **124**
10. Sparrow's Nest **106**

Statewide Statistics

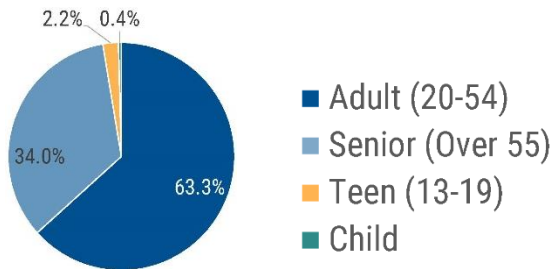
211 connects individuals to a specialist who can assess their needs and link them to the right solution using a comprehensive database of services – federal, state, and local; government and nonprofit.

211 provides expert, caring help with:

- Emergency information and disaster relief
- Employment and Education
- Financial and tax assistance
- Healthcare information
- Veteran Assistance
- Support for persons with special needs
- Mental health services
- Nutrition and food assistance programs
- Shelter, housing, and utilities
- Substance use, prevention, and treatment
- Support for youth, families, and older Americans

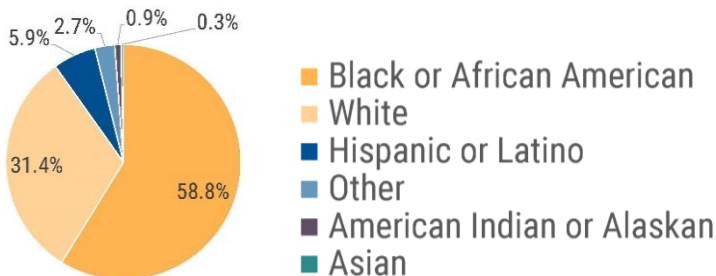
Caller Demographics

Age of Person Needing Service*



*Includes data only from individuals that chose to report on the age of the person needing service, primarily occurring in the Southeast region of Wisconsin.

Ethnicity of Person Needing Service*



*Includes data only from individuals that chose to report on the ethnicity of the person needing service, primarily occurring in the Southeast region of Wisconsin.

For more information contact:

Rachel Gundacker
 Director at United Way of Dane County's 211

211 Contacts and Requests

- 313,194** Total Contacts
- 263,910** Total Inbound Contacts
- 220,756** Total Calls Seeking Referrals to Services
- 332,319** Total Referrals
- 6.65 min** Average 211 Call length
- 8.49 min** Average WARH Call length

Top 10 Web

1. Food Pantries
2. Rent Payment Assistance
3. Low Income/Subsidized Private Rental Housing
4. Rental Deposit Assistance
5. Gas Money
6. Electric Service Payment Assistance
7. Gas Service Payment Assistance
8. Heating Fuel Payment Assistance
9. Soup Kitchens
10. Utility Bill Payment Plans

Wisconsin Addiction Recovery Helpline

The Wisconsin Addiction Recovery Helpline (WARH) is a statewide resource for finding substance use treatment and recovery services. The helpline is free, confidential, and available 24/7.

Top 10 Referral Categories

- | | |
|---------------------------------|---|
| 1. Assessment | 6. Substance Use Counseling |
| 2. Detox | 7. Outpatient Treatment |
| 3. Residential Treatment | 8. Inpatient Treatment |
| 4. Substance Use Support Groups | 9. Recovery Coaching or Peer Support Specialist |
| 5. MAT Treatment | 10. Information & Referral |

(608) 246-4372 or
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