2019 Rock County Service Report

6,593 Total Referrals
23,400+ Minutes Serving Clients
12,700+ Web Searches
3,120 Total Contacts
217 Agency Sites
26 Text Messages

Top Referrals by Category

- Housing & Shelter: 2,160
- Utility Assistance: 1,384
- Food: 608
- Mental Health and Substance Use: 467
- Healthcare: 360
- Clothing, Personal, Household needs: 342
- Individual, Family, and Community Support: 272
- Transportation: 258

- Information Services: 250
- Legal, Consumer, and Public Safety: 240
- Income Support/Assistance: 72
- Other: 1320

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*

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult (20-54)</td>
<td>63.3%</td>
</tr>
<tr>
<td>Senior (Over 55)</td>
<td>34.0%</td>
</tr>
<tr>
<td>Teen (13-19)</td>
<td>2.2%</td>
</tr>
<tr>
<td>Child</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

Ethnicity of Person Needing Service*

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black or African American</td>
<td>31.4%</td>
</tr>
<tr>
<td>White</td>
<td>58.8%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>5.9%</td>
</tr>
<tr>
<td>Other</td>
<td>2.7%</td>
</tr>
<tr>
<td>American Indian or Alaskan</td>
<td>0.9%</td>
</tr>
<tr>
<td>Asian</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

*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.

*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.

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 Searches

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

For more information contact:
Rachel Gundacker
Director at United Way of Dane County’s 211
(608) 246-4372 or rachel.gundacker@uwdc.org