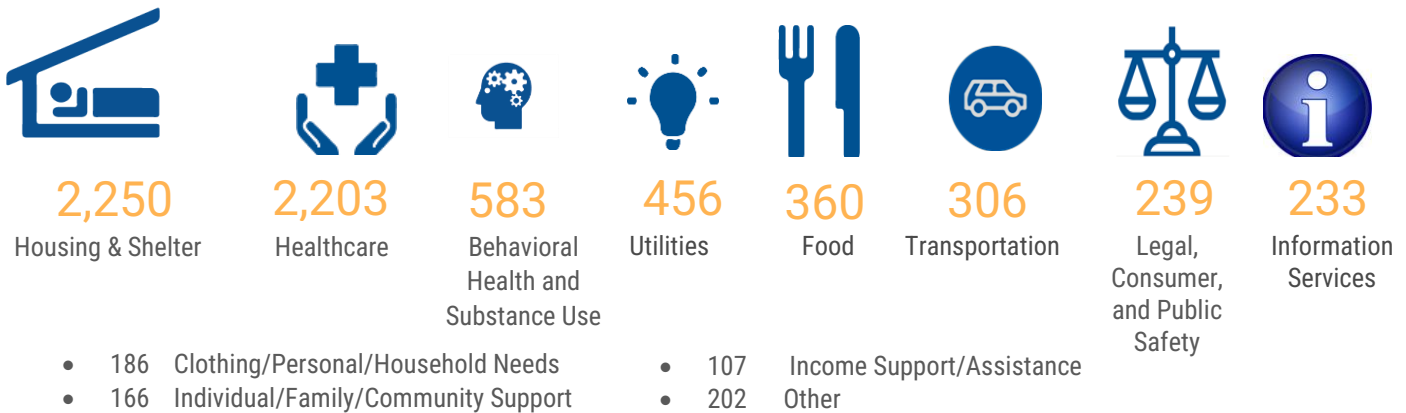


### 2021 Rock County Service Report



#### Top Referrals by Category



#### Top Contacts by City (4,377 Total)

1. Janesville **1,970**
2. Beloit **1,505**
3. Milton **155**
4. Evansville **119**
5. Edgerton **95**

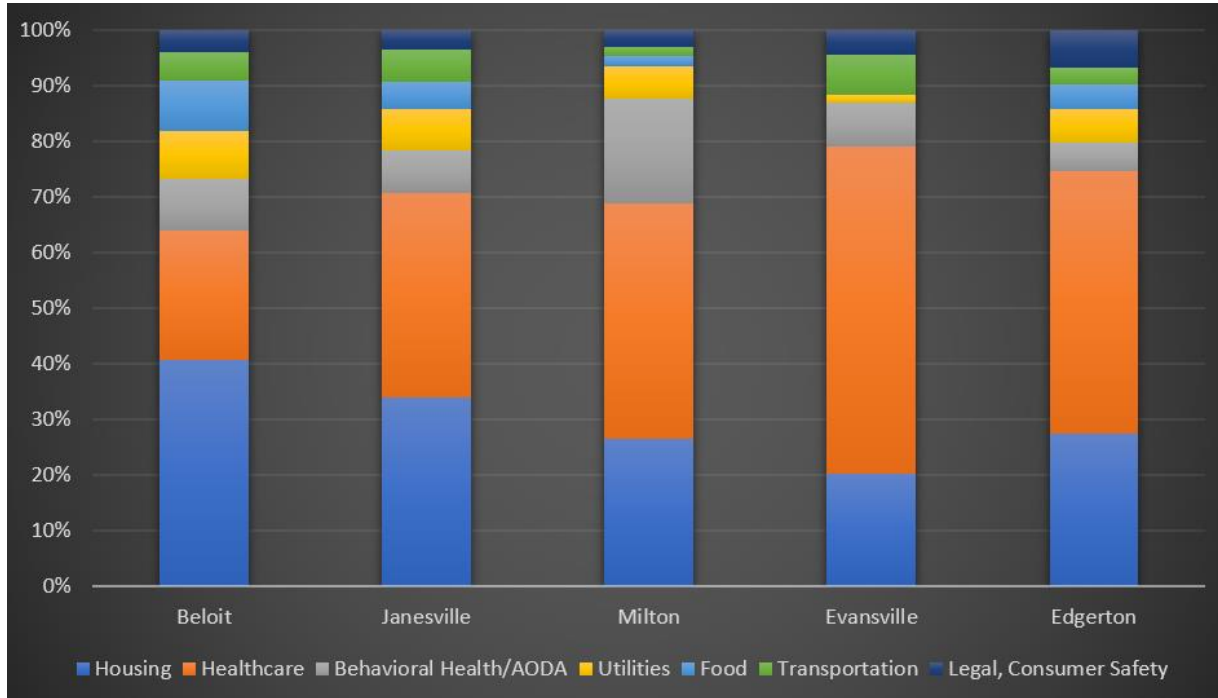
#### Top Agency Referrals (7,293 Total)

1. Community Action, Inc. **265**
2. Salvation Army, Janesville: **265**
3. Salvation Army, Beloit: **260**
4. Echo: **244**
5. Rock County Human Services: **207**
6. Rock County Public Health COVID-19 registration: **197**
7. Overflowing Cup: **166**
8. Rural Housing: **150**
9. House of Mercy: **149**
10. Energy Services, Inc. **93**

Compared to 2020, there was more than a **50%** decline in the number of food related referrals which could be the result of increased FoodShare benefits provided during the pandemic. Utility referrals also declined **50%** due to the extended utility moratorium. Information Services referral category included COVID-19 related information.

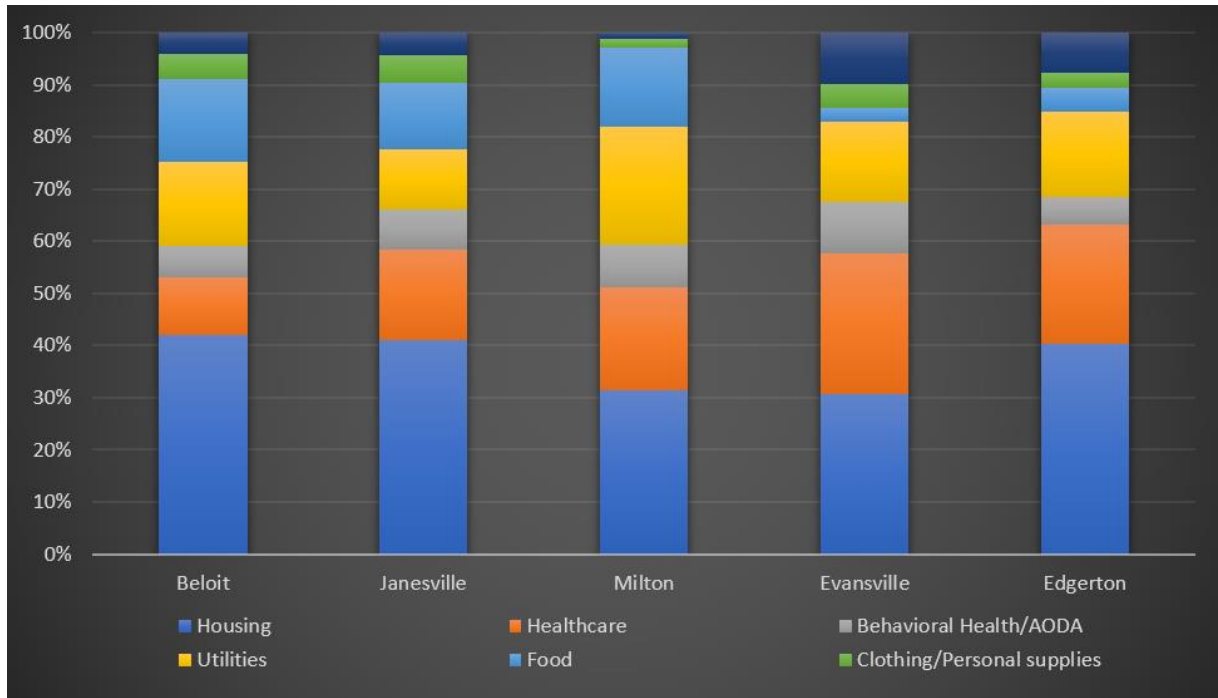
Additionally, WI Department of Health Services programs received **894** referrals related to COVID-19

## Referrals provided for Rock County Cities compared to total top needs within the zip code in 2021



Beloit was the only city among the top 5 cities based on call volume where the need for housing was higher than healthcare while healthcare referrals were the highest for Evansville residents. Another highlight to mention is that behavioral health and addiction referrals compared to the other top needs were the highest for Milton residents.

## Referrals provided for Rock County Cities compared to total top needs within the zip code in 2020



In 2020 referrals for healthcare was lower in each city and at the same time 211 provided more food and utility payment referrals.

