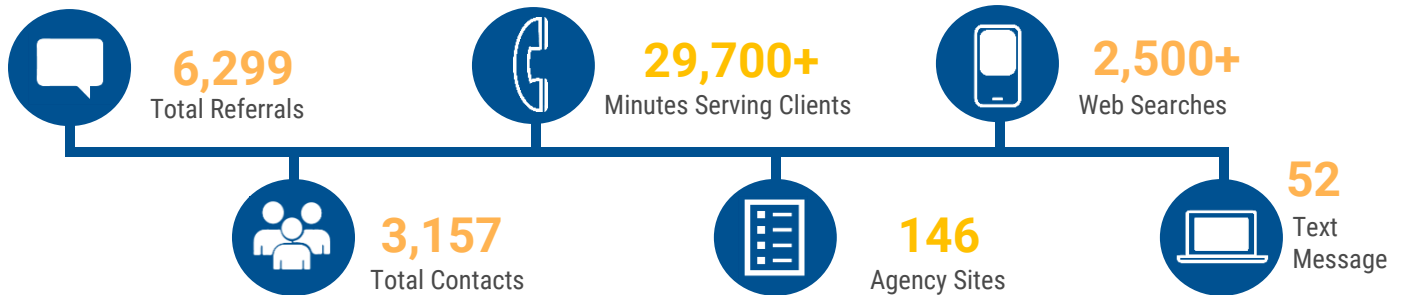
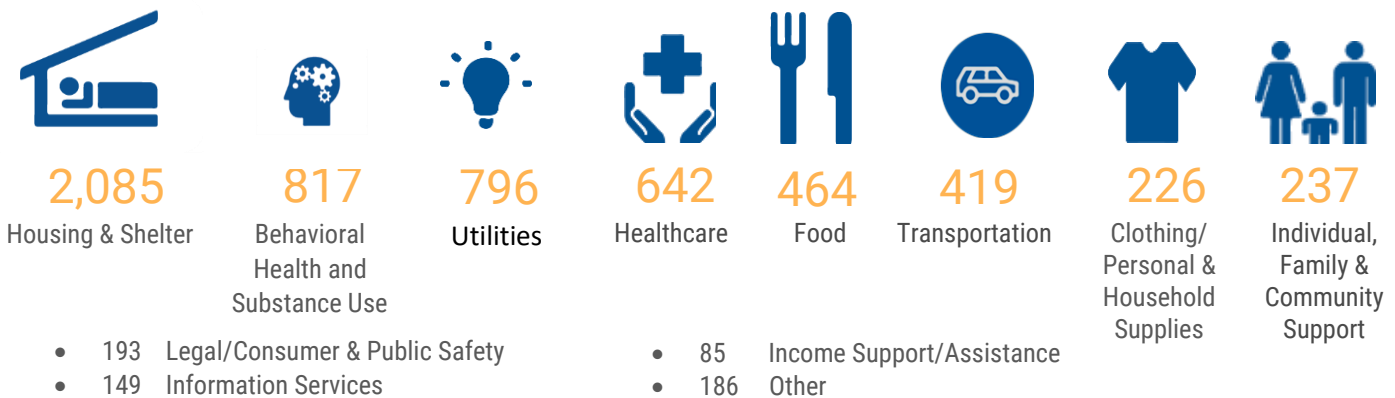


## 2022 Rock County Service Report



### Top Referrals by Category



### Top Contacts by City (3,157 Total)

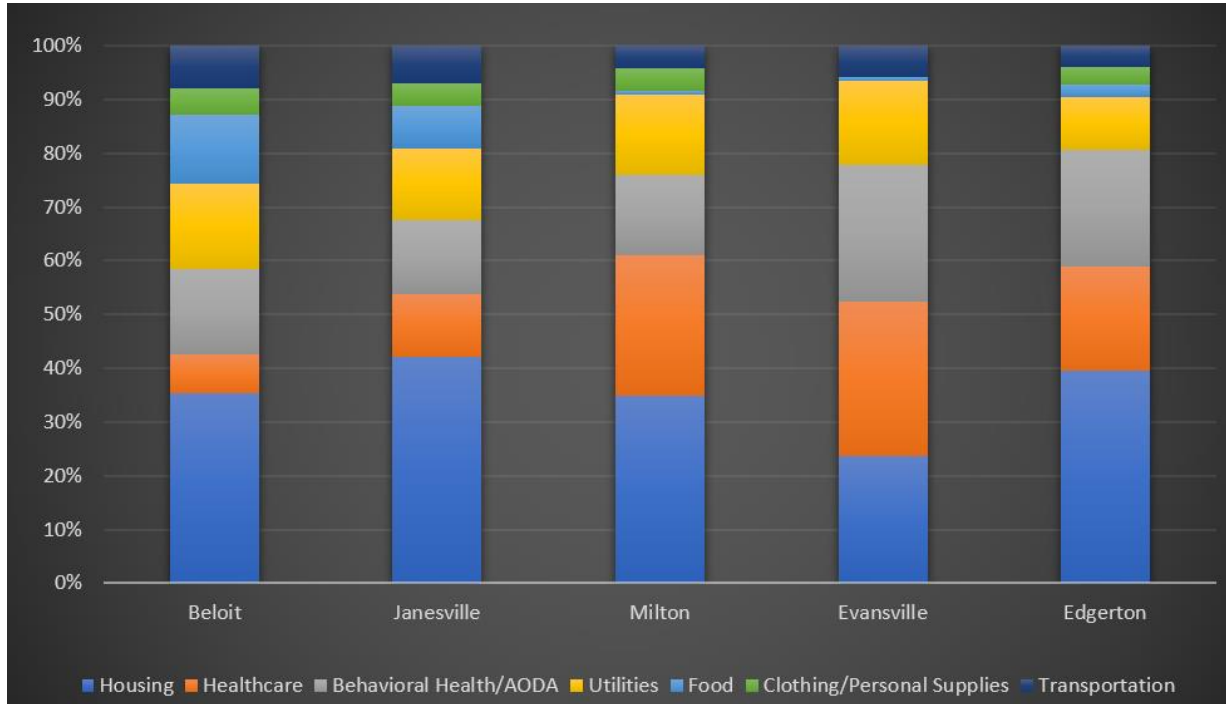
1. Janesville **1,461**
2. Beloit **1,394**
3. Edgerton **80**
4. Milton **77**
5. Evansville **57**

Compared to 2021, housing needs in Rock County stayed at the same level. We saw a 60% increase in referrals provided for utility bill assistance, 40% increase for mental health and addiction resources, and 30% increase in the number for both food and transportation referrals in 2022.

### Top Agency Referrals (6,299 Total)

1. Salvation Army, Janesville: **464**
2. Community Action, Inc.: **412**
3. Echo: **362**
4. Salvation Army, Beloit: **331**
5. Rock County Human Services: **197**
6. Energy Services, Inc. **147**
7. House of Mercy: **147**
8. Sparrow's Nest: **124**
9. City of Janesville Neighborhood and Community Services: **99**
10. ADRC: **93**

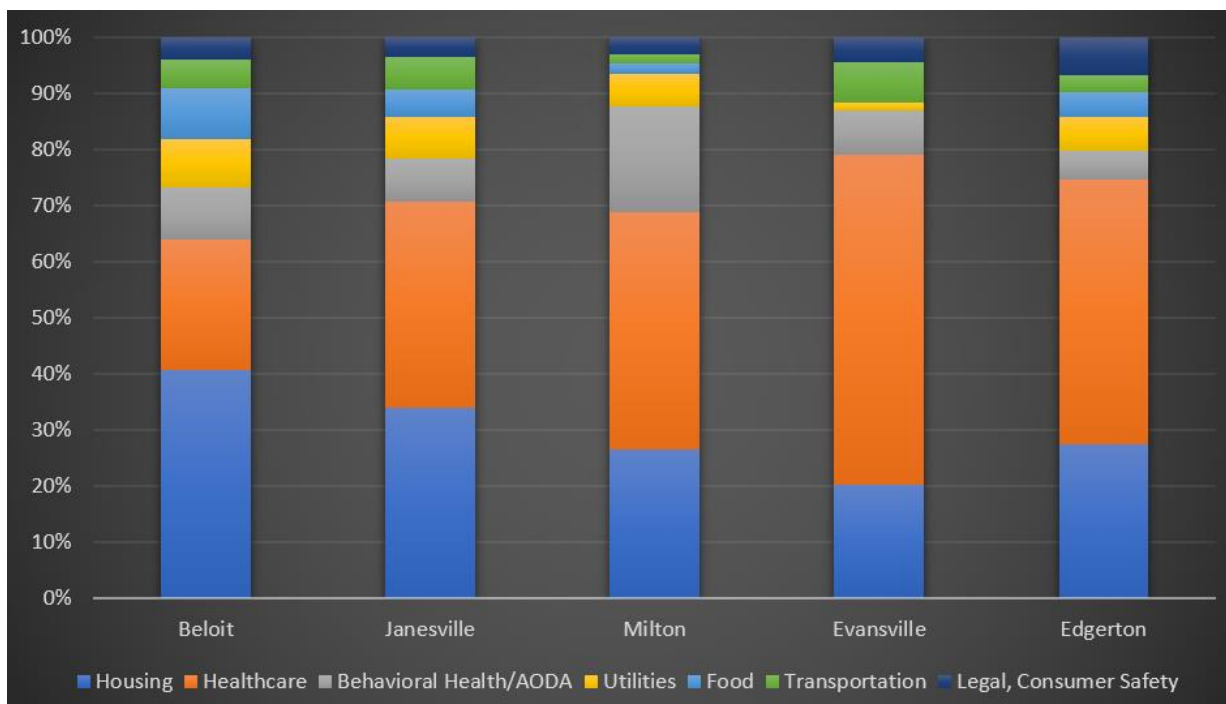
## Referrals provided for Rock County Cities compared to total top needs within the zip code in 2022



All, cities, but Milton had an increase in mental health and addiction referrals which is now the second highest need in Rock County.

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

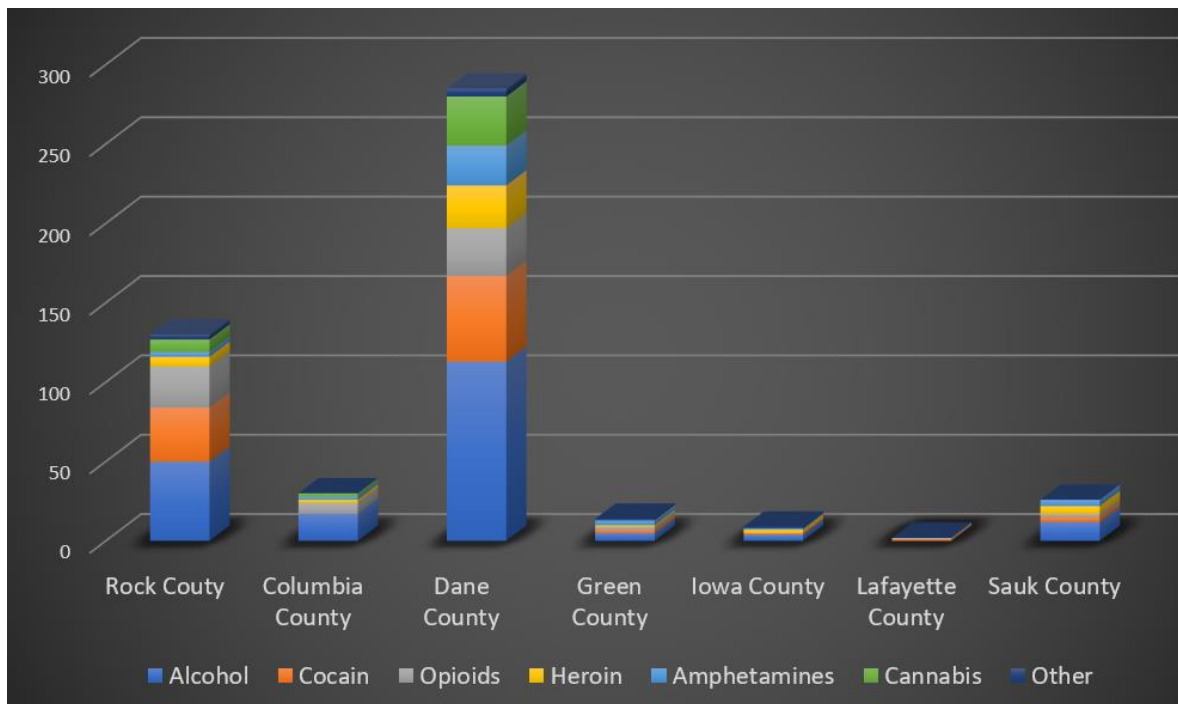
Beloit was the only city among the top 5 cities based on call volume where the need for housing was higher than healthcare while healthcare referrals were the highest for Evansville residents. Another highlight to mention is that behavioral health and addiction referrals compared to the other top needs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



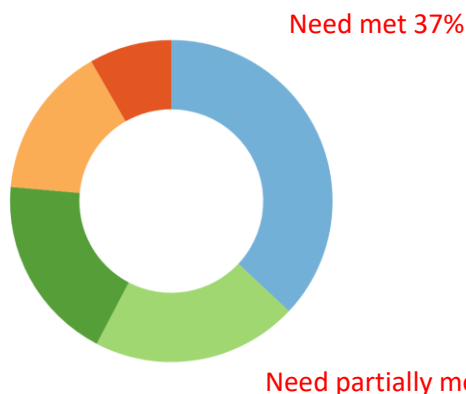
## GET CONNECTED. GET HELP.

### 211 Wisconsin 2022 data on statewide project: Addiction Recovery Helpline

Types of drugs used in our call center's primary coverage area:



When someone calls with addiction issues, a follow-up call is offered to find out if the referral was successful.



57% of those Wisconsin callers we were able to reach reported that their needs were either met or partially met by the agencies that 211's Addiction Recovery Helpline referred them to.

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