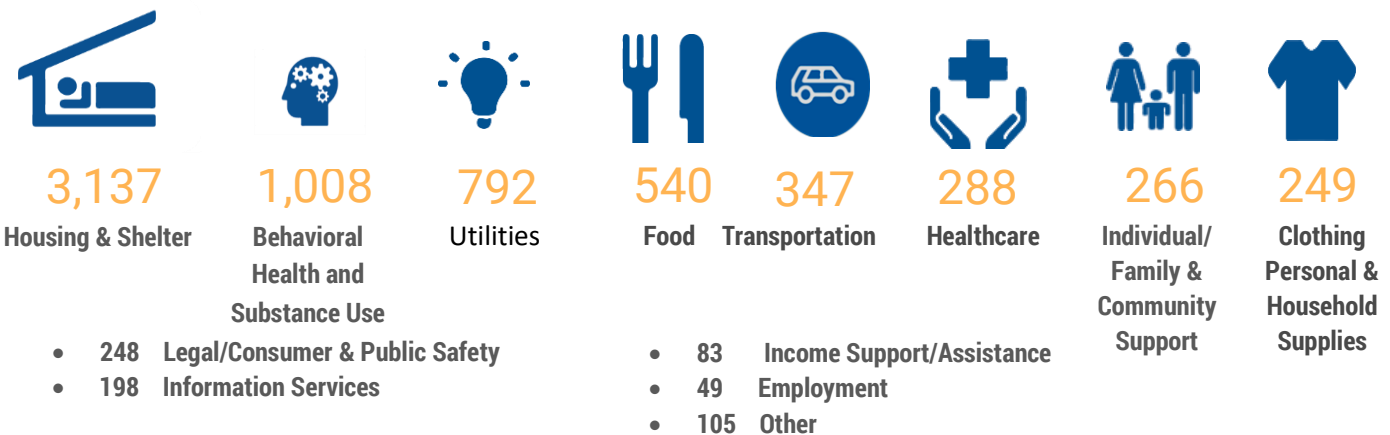


2023 Rock County Service Report



Top Referrals by Category



Top Contacts by City (2,846 total)

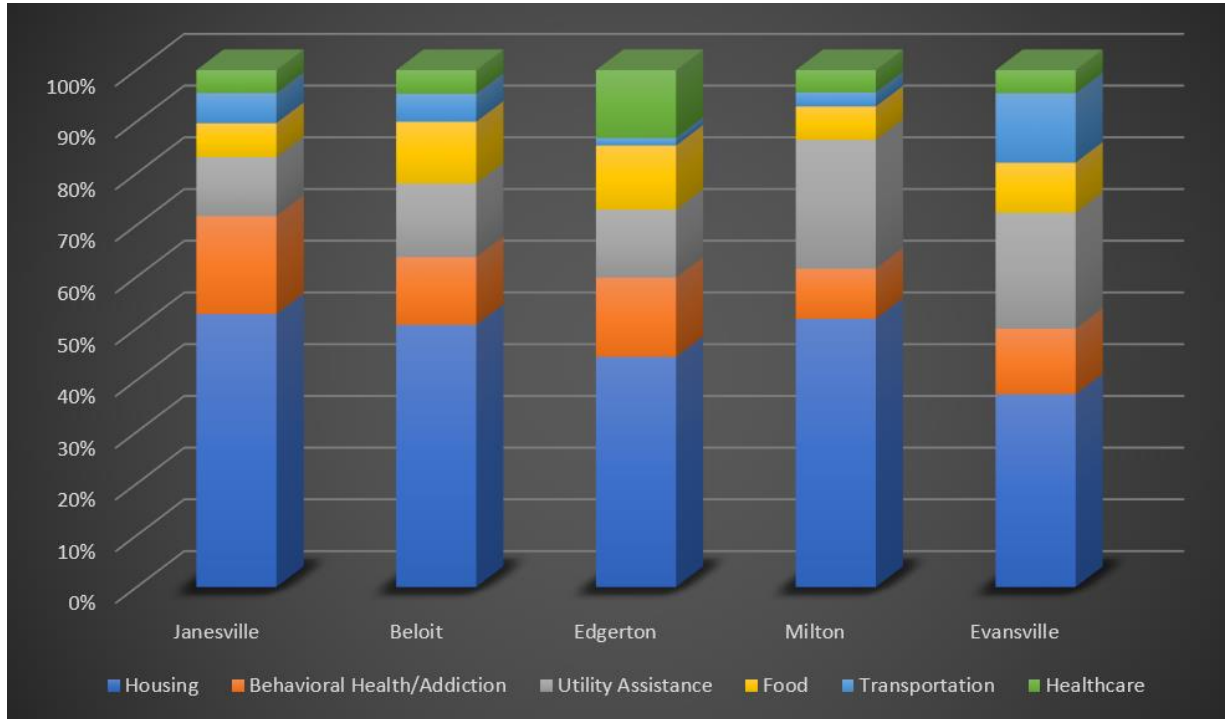
1. Janesville **1,364**
2. Beloit **1,135**
3. Edgerton **85**
4. Milton **69**
5. Evansville **65**

Top Agency Referrals (7,310 Total)

1. Salvation Army of Rock County: **1,054**
2. Echo: **654**
3. Rock County Human Services: **353**
4. Energy Services, Inc. **189**
5. ADRC: **183**
6. Dr Daniel Hale Resource Center: **172**
7. Family Promise of Greater Beloit: **153**
8. Sparrow's Nest: **151**
9. Gifts Men's Shelter Resource Center: **81**
10. Caritas: **73**

The total number of referrals for healthcare dropped by 55% (288 from 642) due to a decline of calls related to COVID-19 tests and vaccines. On the other hand, referrals for housing increased by 50% (3137 from 2085). Food related referrals also increased by 16% (540 from 464) after the termination of the pandemic FoodShare benefits.

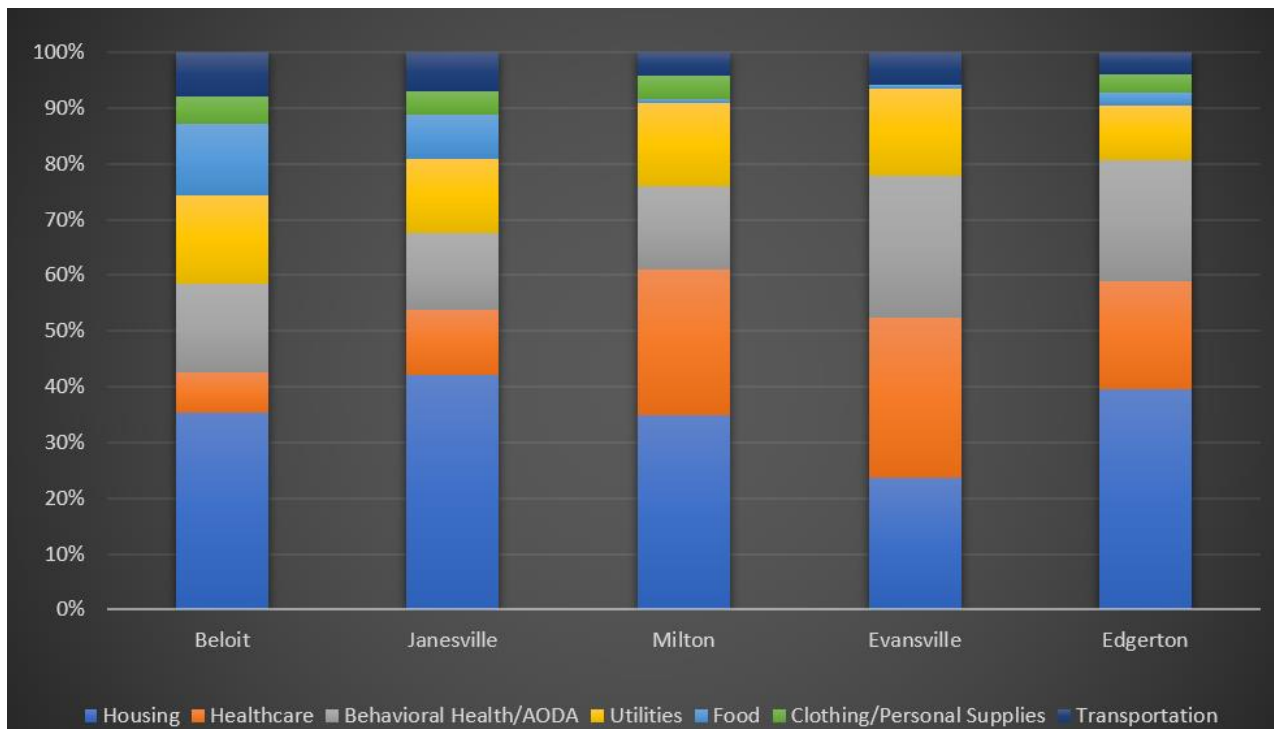
Referrals provided for Rock County Cities compared to total top needs within the zip code in 2023



Milton residents had an over 100% increase for utility bill assistance (46 from 21) and Evansville residents had an over 80% increase for housing (50 from 27).

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

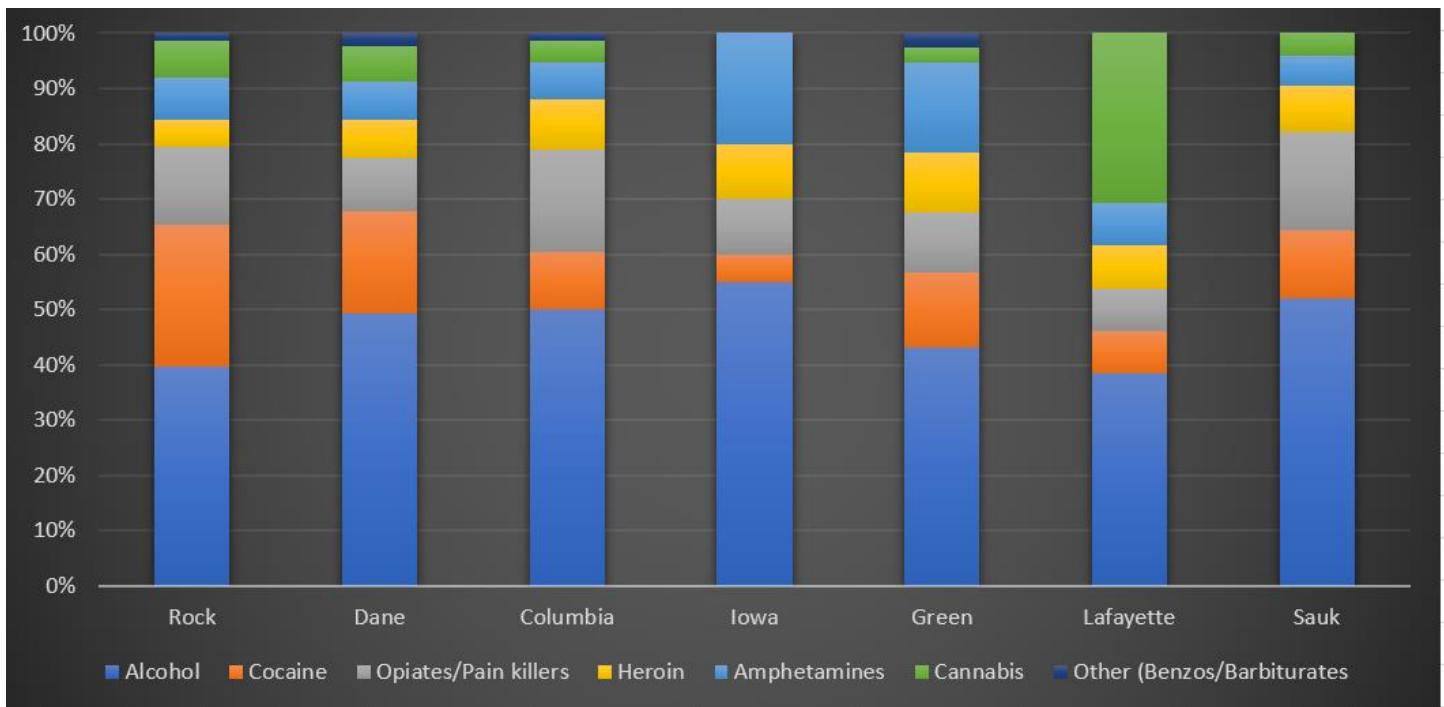
All, cities, but Milton had an increase in mental health and addiction referrals which was the second highest need in Rock County.



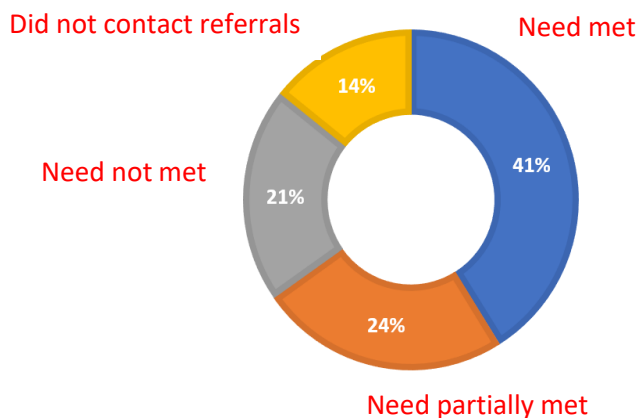
GET CONNECTED. GET HELP.

211 Wisconsin 2023 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.



65% of the 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.

For more information contact:
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