



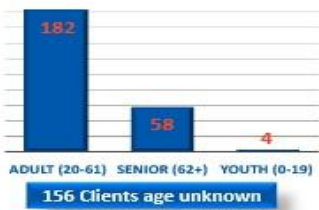
When you contact 211, you will be connected to localized information and referral 24/7 at no cost. Certified call specialists document callers' needs and help eliminate barriers by connecting people with services and resources in the community.

During this quarter, 400 contacts were received for this region. Most contacts were live phone calls.

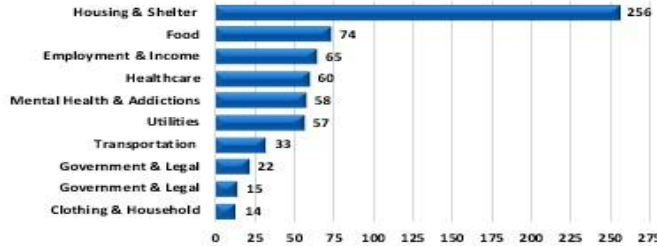


Top 5 Areas	
Distinct Interactions	City
294	FOND DU LAC
32	RIPON
21	TAYCHEEDAH
17	WAUPUN
7	CAMPBELLSPORT

Age of Clients



Top 10 Needs

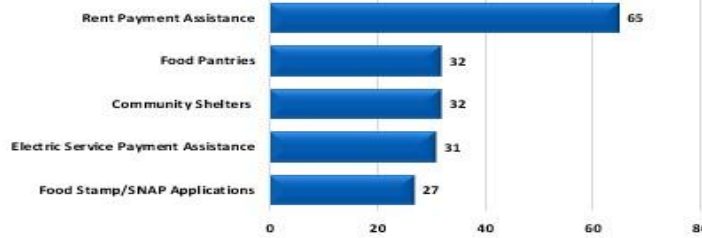


How do people learn about 211?

Method	Count
Repeat	121
Word of mouth	23
Agency/Provider	31
Internet	11
United Way	6

From the 400 contacts during this quarter, 995 referrals were made.

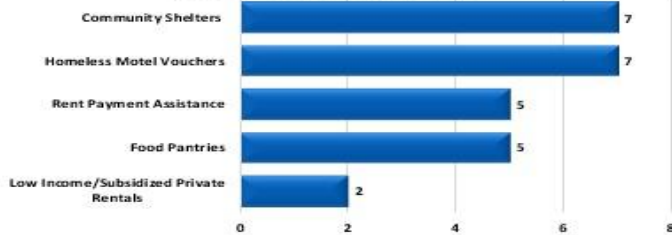
Top 5 Specific Needs



Total Referrals Provided = 995

Top 5 Referrals Agency	
Agency name	Number of Referrals
ST. VINCENT DE PAUL - FDL	105
ST. KATHERINE DREXEL HOMELESS SHELTER	79
FOUNDATION FOR RURAL HOUSING	57
FORWARD SERVICE CORPORATION	48
ADVOCAP	35

Top 5 Unmet Needs



Some requests do not receive a referral and are considered "Unmet Needs". The most common among these are related to housing.



Q1 Snapshot:



- 97% of agencies in Fond du Lac County up-to-date
- 6:48 minutes average call handling time
- Survey Results
 - "I'm very grateful for who I talked to and reaching out to different agencies for me, I'm 82 years old so I appreciate the help I've been given. Thank you."
 - "My name is _____. My feedback is that you're doing a very outstanding job 211. Keep up the good work. I'd like to say God bless you and thank you for reaching out and helping the ones who really need help. I wish you the best luck and keep up the good work."
 - "The advisor was very helpful and very friendly. They were able to answer all of my questions and I appreciate your time. Thank you very much."
 - "We are very grateful for the support and the service that we receive from 211. It's an unfortunate situation that we're in but it means the world that they're able to help us."
 - "The specialist that talked to me was very kind and very friendly. She gave me a few numbers and even texted them to me so I'd be able to refer back to them. Appreciate the service and thank you very much."

