**Top 10 Problems/Needs**

- **Housing/Shelter**: 311
- **Disaster**: 189
- **Mental Health & Addictions**: 134
- **Utilities**: 123
- **Employment & Income**: 87
- **Food**: 74
- **Government & Legal**: 73
- **Healthcare**: 67
- **Clothing & Household**: 52
- **Transportation**: 51

**Top 10 Referred Services**

1. Fond du Lac Emergency Management: 189
2. Salvation Army-Fond du Lac: 163
4. Solutions Center: 110
5. Rural Housing: 89
6. Energy Services-Fond du Lac County: 38
7. ADVOCAP: 24
8. Fond du Lac Dept. Of Community Programs: 19
9. Aging and Disability Resource Center: 17
10. Broken Bread: 15

**Contact City**

- Fond du Lac: 595
- Ripon: 80
- Campbellsport: 70
- Waupun: 66
- Brandon: 37
- Oakfield: 23
- Eden: 16
- Rosendale: 7
- Eldorado: 3
- North FDL: 3
- Van Dyne: 2
- Mount Calvary: 1
- Malone: 1

**How Heard About Us**

- Repeat User: 371
- Unknown: 150
- Referral/Agency/Provider: 137
- Emergency Management/Media: 93
- Word of Mouth: 90

**Gender**

- Female: 438
- Male: 239
- Unknown: 227

**Ages**

- Adult: 434
- Senior: 244
- Unknown: 217
- Youth: 9

**Ethnicity**

- Caucasian/White: 402
- Unknown: 420
- Black/African American: 64
- Hispanic/Latino: 10
- Asian: 4
- Native American: 3
- Other: 1

*The person I spoke to at 2-1-1 was patient, listened to me and was very professional. I really appreciate the service and the caring staff so much. Thank you! Fond Du Lac County Caller*