

### Calling From:

(Top 10)

Wausau	13,372
Stevens Point	2,594
Mosinee	703
Schofield	657
Plover	474
Weston	446
Rothschild	264
Merrill	228
Out-of-area	168
Marathon	139

### Age:

Adult (19-60)	86%
Senior (60+)	13%
Youth (6-18)	1%

### Gender:

Female	74%
Male	26%

### Special Needs:

(10% of callers)

Disabilities	1,103
Frail elderly	392
Homeless	172
Addictions	130
Abused	116
Language	64
Jail Transition	43
Military Family	3
Refugee	1

### Contact Made:

By phone	20,976
E-mail	142
Walk-in	137
In Writing	3

### Calling For:

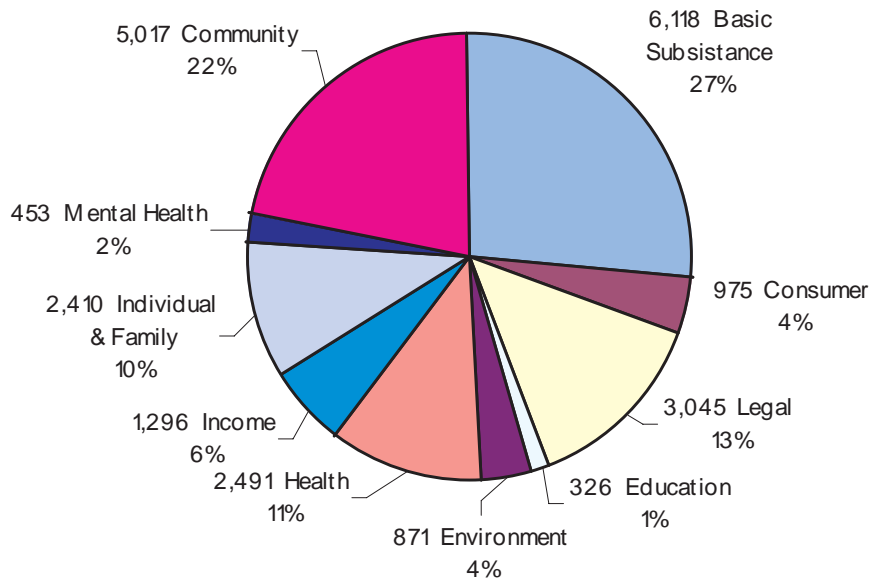
Self	90%
Friend/Relative	4%
Organization	6%

### Special Access Calls:

TTY or Relay Service:	12
Language Line:	11

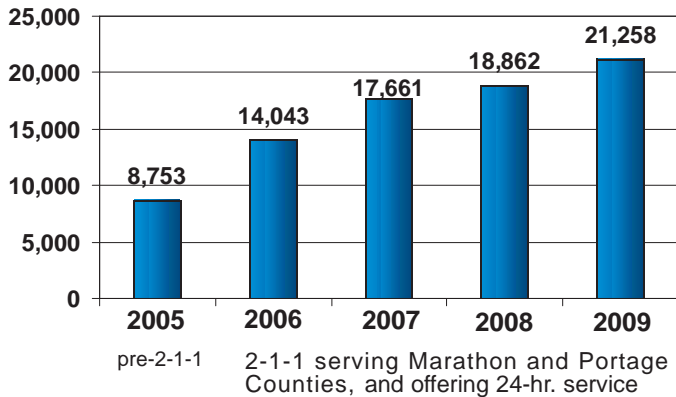
## A Total of 21,258 Callers had 23,002 Needs

### Types of Needs:

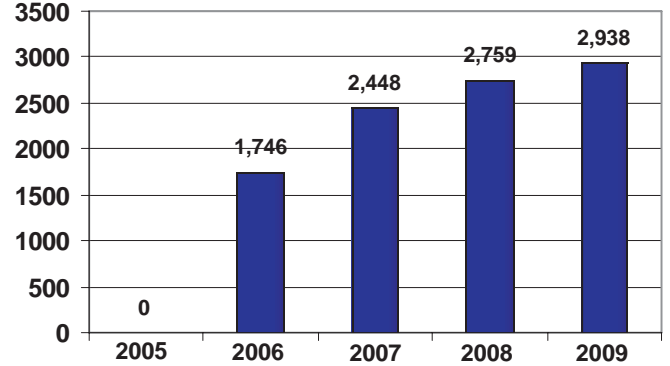


## 5-Year Call Comparisons

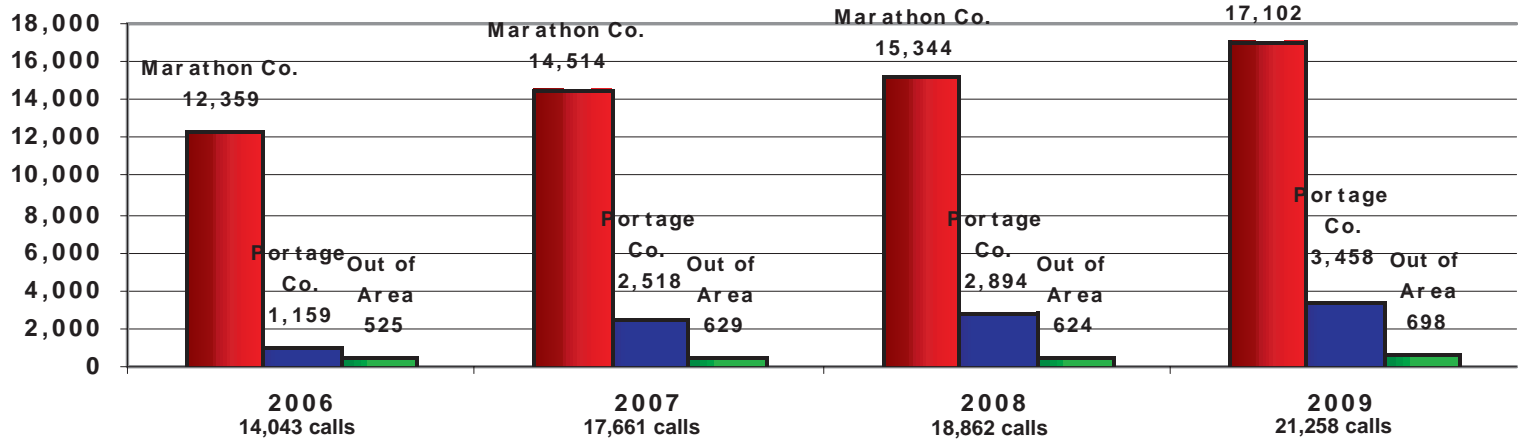
### Total Calls



### After-Hours Calls



## Call Volume by County





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## 2009 Caller NEEDS Summary: 21,258 Callers had 23,002 Needs

- 1. Basic Subsistence 6,118 or 27 % of Total Needs (+19%, 5,129 in '08)**  
Requests to help meet basic needs for low- and fixed-income, indigent, elderly or disabled people. **Temporary financial assistance** for emergency housing payment, utility, transportation, and medical expenses; **housing** for subsidized rent, housing search assistance, emergency shelter, home improvement, and residential facilities; emergency **food**, food outlets and meals; **material resources** such as school supplies, shoes & clothing, furniture, appliances, diapers & other hygiene items; and **transportation**.
- 2. Community Services 5,017 or 22% (-7%, 5,377 in '08)**  
Access to local news, events, or even phone numbers can be difficult, especially for callers without good eyesight, language or organizational skills. United Way's 2-1-1 provides such community information, and also helps callers learn how to register to vote, make a donation, volunteer, contact elected officials, start a business, join a club or group, order a 2-1-1 publication, or otherwise get familiar with their community.
- 3. Legal Services and Criminal Justice 3,045 or 13% (+13%, 2,704 in '08)**  
Callers in this category were primarily looking for affordable legal assistance for tax questions and preparation, landlord/tenant problems, family law, and insurance and other benefit advocacy.
- 4. Health Care 2,491 or 11% (+86%, 1,340 in '08)**  
This category has to do with helping individuals locate and select inpatient and outpatient health care; including **flu vaccination clinics**, affordable dental, reproductive health, rehabilitation, and substance abuse services.
- 5. Individual and Family Life 2,410 or 10% (-2%, 2,462 in '08)**  
People also have personal, social and spiritual needs. These calls came from people in search of support, family activities, or social development to enrich their lives.
- 6. Income Security 1,296 or 6% (+22%, 1,065 in '08)**  
People who seek income support, employment, or social insurance programs ; **income maintenance** such as medical, nutritional, basic, and child care subsidies; **employment assistance**; **social insurance programs** such as Social Security, Disability, Workers' Compensation or Unemployment Compensation benefits.
- 7. Consumer Services 975 or 4% (+10%, 890 in '08)**  
Requests were about understanding labor laws and other government regulations, consumer rights and obligations, credit and purchasing decision, and money management.
- 8. Environmental Quality 871 or 4% (+11%, 788 in '08)**  
These were primarily environmental maintenance concerns like recycling/refuse/hazardous materials collection, public health and safety issues, and animal concerns.
- 9. Mental Health and Counseling 453 or 2% (+5%, 431 in '08)**  
The majority of callers in this category wanted help resolving personal or interpersonal conflicts, dealing with delinquency, family violence, anger management, or adjusting to stressful life situations such as problems with marriage and parenting, separation and divorce, bereavement, illness or disability.
- 10. Education 326 or 1% (+18%, 276 in '08)**  
Questions about schools and colleges, alternative education, student financial aid, continuing ed., ESL/literacy instruction, and adult basic education and high school diploma/GED assistance.

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**21,258 Calls in 2009 (+13%, 18,862 in '08)**