

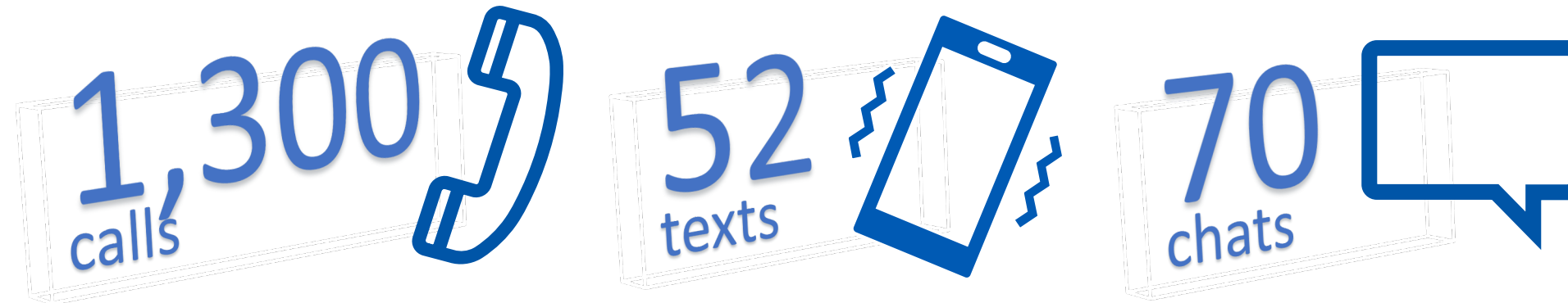


Fond du Lac County 2024 Annual Report



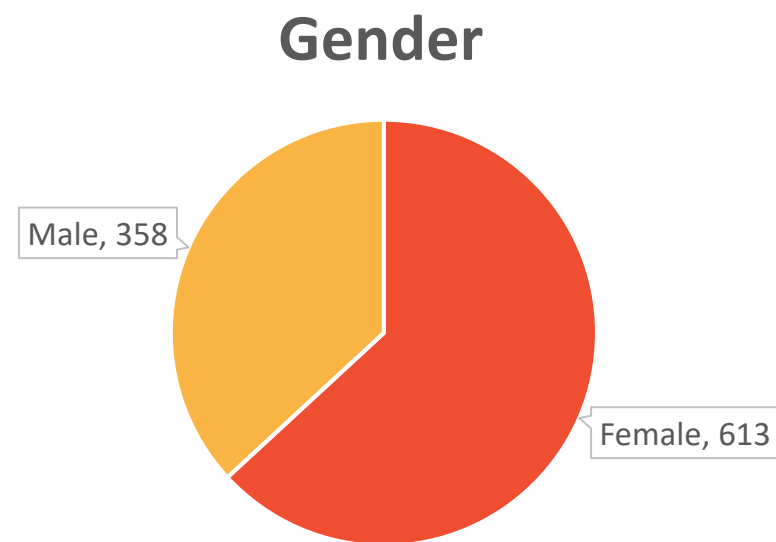
When you contact 211, you will be connected to localized information and referral 24/7 at no cost. Certified call specialists document callers' needs and help eliminate barriers by connecting people with services and resources in the community.

During 2024, 1,392 contacts were received for this region. Most contacts were live phone calls.

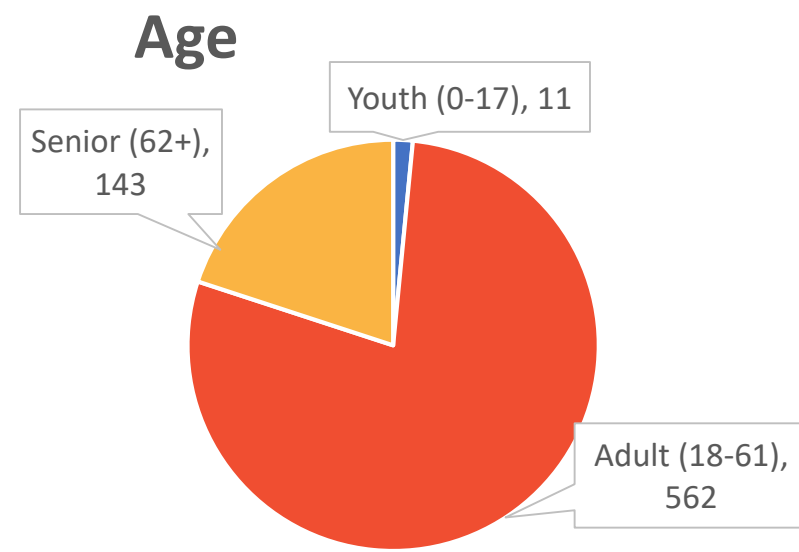


In this region, there are 104,154 residents. Converting contacts to a rate, there is one contact for every 75 residents.

What city are callers from? (top 10)	
City	# contacts
FOND DU LAC	1,147
RIPON	75
CAMPBELLSPORT	28
WAUPUN	25
NORTH FOND DU LAC	23
EDEN	15
BRANDON	14
TAYCHEEDAH	14
LOMIRA	9
ROSENDALE	7



421 clients were unknown gender



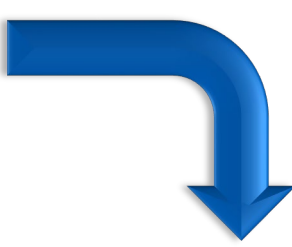
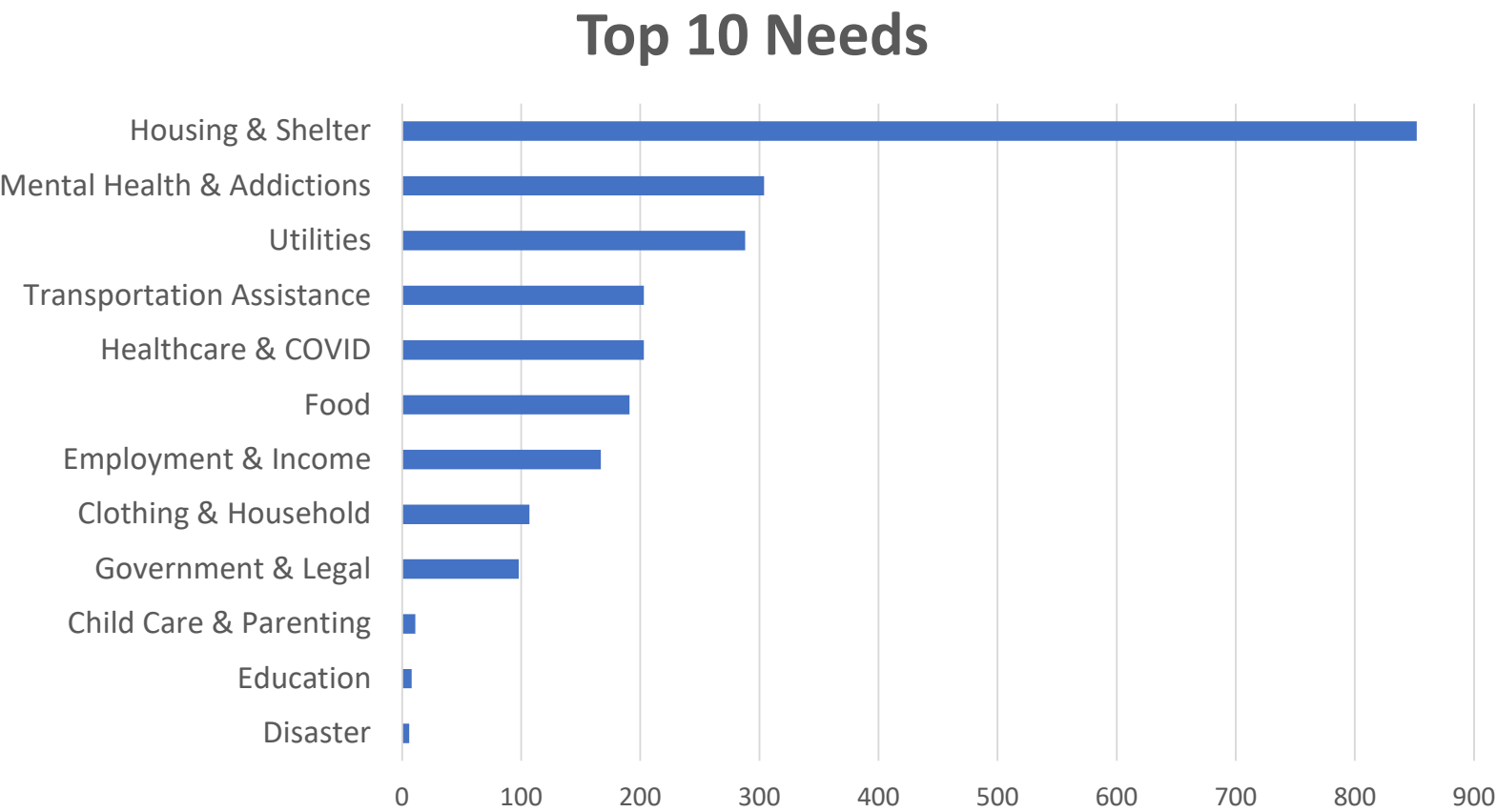
676 clients were unknown age

How do people learn about 211?	
REPEAT	373
WORD OF MOUTH	210
AGENCY/PROVIDER	98
INTERNET	16
UNITED WAY	16
PR MATERIALS	11
MEDIA	3

665 interactions are unknown

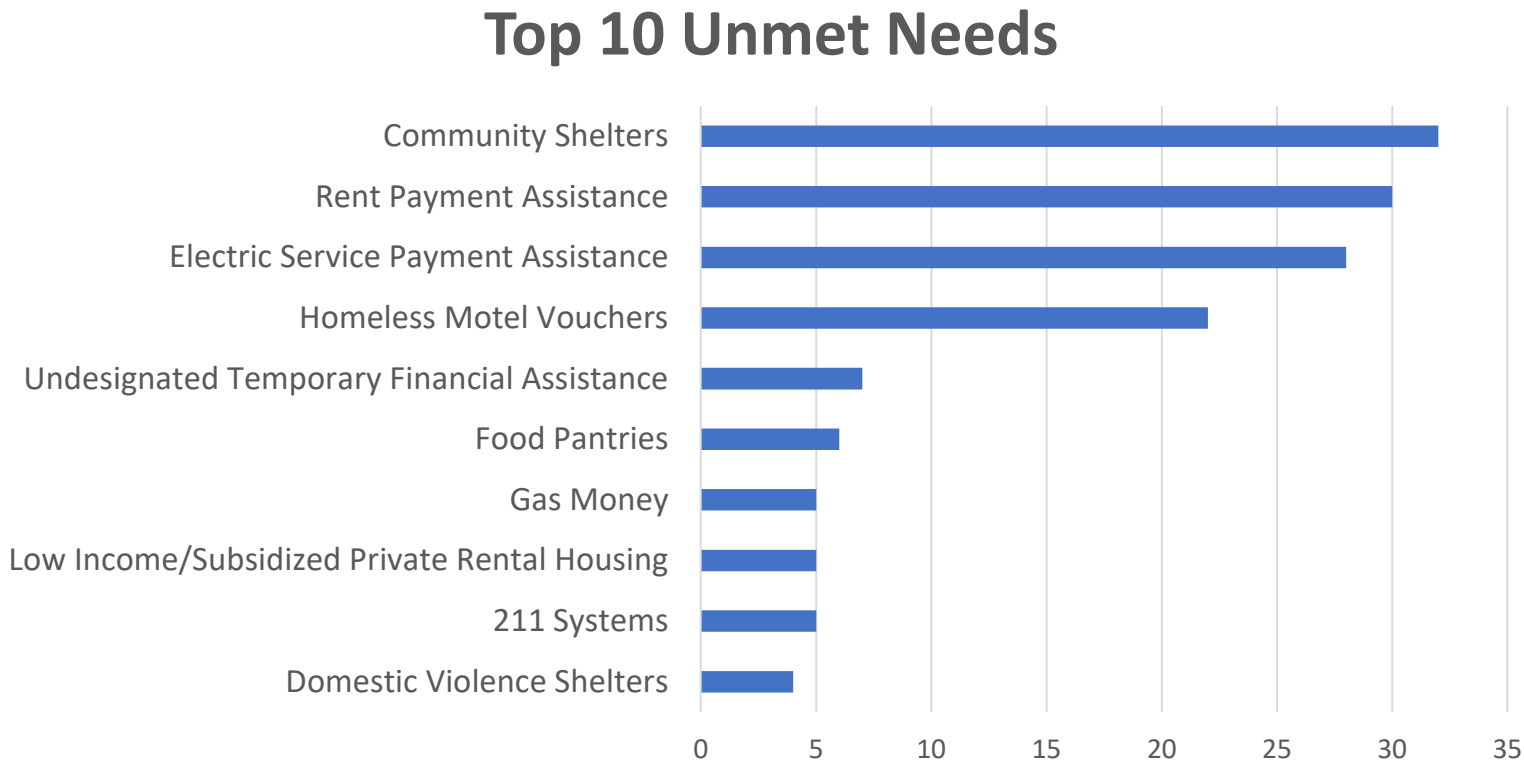


From the 1,392 contacts during this quarter, 2,503 referrals were made.



As a rate, there is 1 referral for every 42 residents.

Top 10 Agency Referrals	
Agency name	# of Referrals
ST VINCENT DE PAUL SOCIETY-F. D. L	322
FORWARD SERVICE CORPORATION	266
ST KATHERINE DREXEL HOMELESS SHELTER	192
RURAL HOUSING	180
FOND DU LAC COUNTY DEPARTMENT OF HUMAN SERVICES-COMMUNITY SERVICES	159
SOLUTIONS CENTER	139
SALVATION ARMY-FOND DU LAC	126
ENERGY SERVICES, INC - SERVICE CENTER	116
ADVOCAP FOND DU LAC	94
AGING AND DISABILITY RESOURCE CENTER OF FOND DU LAC COUNTY	59



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

