

# Highlights 2008

Participated in:

- African American Health Fair
- Beloit Healthy Families Fair
- Community Baby Shower
- Freedom Plastics Community Wellness Fair
- Latino Health Fair
- WisconsinAirs Conference

Member of:

- ACTION Council
- AIRS (*Alliance of Information and Referral Services*)
- Elder Abuse I Team
- Exchange Family Resource Center Advisory Board
- Wednesday Morning Optimists
- Rock County Community Partnership for Older Adults
- Homeless Intervention Task Force
- WisconsinAirs Board
- VOAD (Volunteer Organizations Active in Disaster)

First Call Presentations:

- Durst Corporation in Shopiere
- LSI in Janesville
- Ministerial Association Evansville
- Ministerial Association Milton
- Public Hearing at Rock County Human Services Dept.
- Resource Center for Chrysler
- Rock County Economic Support
- Stateline Speakers Bureau
- UAW Local 95 Resource Center
- Mercy Health System

Updated 1,193 program records

Utilized 2,072.25 volunteer and intern hours of service

## Rock Responds

Became operational in May 2002. Connects service providers and businesses in an effort to fill unmet needs. Email messages are sent to subscribers describing the need and how it can be met. Types of messages:

CSA- Community Service Announcement

A –Item to give away

B – Individual or family need

Jan. 01, 2008 – Dec. 31, 2008

Message Type	Message Sent	Total Needs	% Met
CSA	31	NA	NA
Type A	123	294	60%
Type B	248	797	41%
Total	402	1,091	46%



## FIRST CALL

Information & Referral  
Member of AIRS, Alliance of  
Information & Referral Systems  
[www.firstcallrock.com](http://www.firstcallrock.com)

2008



# Year End Report

## Rock County & The Stateline Area

### 2008 Calls AND Referrals

Total Calls:	3,410
Total Needs:	4,136
Total Referrals:	8,189
Total Website Hits:	116,294

### Top 10 Reasons

Agency Information	820
Rent Assistance/Security Deposit	518
Utility Assistance	288
Transportation	269
Basic Needs ( <i>clothing, household</i> )	254
Subsidized Housing	251
Food Programs	224
Health/Medical	209
Shelter/Emergency Housing	209
Financial Assistance	169

(*includes benefit specialist, credit counseling*)

### Top 10 Referrals

ECHO, Inc.	295
Rock County Rent Assistance	270
Energy Services - Rock County	260
Love INC of Rock County	250
*Rock County Case Managers	178
Rock Responds	170
Salvation Army - Beloit	124
Legal Action of Wisconsin	122
Rock County Interim Assistance	118
House of Mercy	109

\*Referrals were to access Rock Responds

### Unmet Needs

First Call Tracked  
430 Unmet Needs

#### Rent Assistance/Security Deposits

- 518 callers
- 150 (29%) unable to get help:
  - ✓ No funding available or did not qualify
  - ✓ Helped in the past 12 months
  - ✓ Could receive help but not to prevent eviction
  - ✓ Refused referrals
  - ✓ Could receive assistance but too late to help
  - ✓ Not enough information recorded

#### Utility Assistance

- 288 callers
- 78 (27%) were unable to get help:
  - ✓ Had received assistance from Energy Services
  - ✓ Could receive assistance but not before disconnection
  - ✓ Service disconnected
  - ✓ Unable to make payment arrangement, no income or arrangement too high

#### Transportation

- 269 callers
- 69 (26%) unable to get help:
  - ✓ Limited program funds
  - ✓ No gas vouchers available
  - ✓ No bus tokens available
  - ✓ No travelers aid available
  - ✓ No financial assistance available
  - ✓ Defaulted on payments to CA+

United Way's FIRST CALL is an information & referral service for health and human service needs.

The service is Free and CONFIDENTIAL.

For assistance call 363-8800 in the Beloit area, 882-9966 in the Evansville area and 752-3100 in the Janesville area. Or visit our website [www.firstcallrock.com](http://www.firstcallrock.com).

*Other Unmet Needs*

- Adoption
- Agency Information
- Assistive Equipment
- Basic Needs
- Benefit Specialist
- Bikes for Kids Program
- Book Fees
- Child Support Collection
- Companion
- Computer Equipment
- Dental Care
- Emotional Distress
- Health Insurance
- Inpatient Treatment
- Job Search/Placement
- Laundry Facilities/Free
- Legal Assistance
- Long Term Support
- Medical Bills
- Medical Care
- Mental Health Support Group
- Medical Care Treatment
- Mortgage Assistance
- Nutrition Programs
- Pool Passes/Free
- Property Tax
- Prescription Drugs
- Seasonal/Holiday Assistance
- School Fees/Supplies
- Shelter/Emergency Housing
- Telephone Bill Assistance
- Temporary Financial Aid

- Transportation
- Utilities

### Website Summary Hits

Community Action, Inc	662
Caritas Inc.	580
Janesville, City of	551
Whitewater Food Pantry	528
ECHO, Inc.	521
Rock County Economic Support	500
Edgerton Community Outreach	472
C.A.R.E. Central Christian Church	467
Beloit Domestic Violence Center	457
Salvation Army - Beloit	457
Love INC of Rock County	457
Salvation Army - Janesville	445
Horizon Management Group, Inc.	437
Office of Financial Education	429
Alden Street Apartments	413

***If you would like to update  
your program record contact  
First Call at  
757-3051.  
bwien@uwnrc.org***

## First Call City Breakdown

Janesville	1624
Beloit	1243
Edgerton	117
Milton	108
Evansville	59
Unknown	54
South Beloit	36
Clinton	26
Orfordville	24
Out of Area	16
Brodhead	5
Footville	4
Hanover	3
Rockton	3
Afton	2
Avalon	2
Johnstown	2
Roscoe	2

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