

Highlights 2009

Participated in:

- Community Baby Shower
- Offenders Fair
- Rock County Senior Fair
- Teachers Wellness Fair
- WisconsinAirs Conference Committee

Member of:

- AIRS (*Alliance of Information and Referral Services*)
- Elder Abuse I Team
- Wednesday Morning Optimists
- Rock County Community Partnership for Older Adults
- Homeless Intervention Task Force
- WisconsinAirs Board

First Call Presentations:

- Edgerton High School
- Green Forest Run – Seniors
- Grinnell Hall – Seniors
- Head Start
- Seneca Foods

Purchase of IRis software 4.0 to replace IRis 2.3

Updated 1,567 program records

Utilized 2,542 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, 2009 – Dec. 31, 2009

Message Type	Message Sent	Total Needs	% Met
CSA	72	NA	NA
Type A	124	337	73%
Type B	207	557	49%
Total	403	894	58%



FIRST CALL

Information & Referral
Member of AIRS, Alliance of
Information & Referral Systems
www.firstcallrock.com

2009



Year End Report

Rock County & The Stateline Area

2009 Calls AND Referrals

Total Calls:	3,845
Total Needs:	5,188
Total Referrals:	10,535
Total Website Hits:	110,293

Top 10 Reasons

Agency Information	1,114
Rent Assistance/Security Deposit	601
Basic Needs (Clothing, Furniture)	403
Housing (Low Income, Section 8)	371
Utility Assistance	353
Health/Medical	313
Food Programs	298
Transportation	285
Financial Assistance*	202
Legal Assistance	186

**(includes benefit specialist, credit counseling)*

Top 10 Referrals

Acts of Kindness (A-OK)	367
Energy Services - Rock County	346
Love INC of Rock County	341
Rock County Rent Assistance	329
ECHO, Inc.	304
Rock County Case Managers*	293
Rock Responds	170
Legal Action of Wisconsin	192
First Call's Rock Responds	192
Salvation Army - Janesville	149
Hands of Faith Family Shelter	142

**Referrals were to access Rock Responds*

Unmet Needs First Call Tracked 328 Unmet Needs

Rent Assistance/Security Deposits

- 601 callers
- 125 (21%) 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
 - ✓ Not enough information recorded

Utility Assistance

- 353 callers
- 66 (19%) 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
 - ✓ Defaulted on payments to Customer Assistance Plus

Transportation

- 285 callers
- 34 (12%) unable to get help:
 - ✓ Limited program funds
 - ✓ No gas vouchers available
 - ✓ No bus tokens available
 - ✓ No travelers aid available
 - ✓ No financial assistance available
 - ✓ Auto Repair

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:

752-3100 or visit our website www.firstcallrock.com.

Other Unmet Needs

- Agency Information
- Air Conditioners/Fans
- Amortization Fee
- Basic Needs
- Beds
- Cambodian Interpreter
- Christmas Assistance
- Dental Care
- Diapers
- Funeral Expenses
- Furniture
- Health Insurance
- Home Improvement Loans
- Job Search/Placement
- Laundry Facilities/Free
- Medical Bills
- Medical Care
- Mental Health Support Group
- Motel Voucher
- Personal Hygiene Products
- Prescription Drugs
- School Fees/Supplies
- Shelter/Emergency Housing
- Temporary Financial Aid

Website Summary Hits

Whitewater Food Pantry	735
Community Action, Inc	683
Caritas, Inc.	645
Beloit Domestic Violence Center	572
Love INC of Rock County	567
Janesville, City of	565
Horizon Management Group, Inc.	551
City of Janesville Housing Services	539
Office of Financial Education	509
Salvation Army - Beloit	506
Edgerton Community Outreach	494
Rock County Interim Assistance	478
Rock Summer Baseball	468
ECHO, Inc.	440
Rock County Emergency Rent	434

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

First Call City Breakdown

Janesville	1880
Beloit	1406
Out of Area	121
Edgerton	97
Milton	85
Evansville	82
Unknown	48
Clinton	45
South Beloit	32
Orfordville	22
Footville	11
Rockton	5
Brodhead	4
Hanover	4
Avalon	2
Afton	1

United Way's First Call
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