

# GREAT RIVERS 2-1-1

2018 Electrical Service Payment Assistance Calls

January 1, 2018 - June 30, 2018

## TOP 3 ELECTRICAL SERVICE PAYMENT ASSISTANCE REFERRALS BY STATE:

### WISCONSIN

Catholic Charities (313)



Human Services (154)



Rural Housing (154)



### IOWA

LIHEAP (14)



IA Emergency Crisis (6)



Financial Assistance(3)



### MINNESOTA

Heatshare (9)



Human Services (9)



SEMCAAC (8)



## Top 2 Reasons for Unmet Needs:

\*Ineligible: does not fit program criteria

\*Ineligible: already served by program

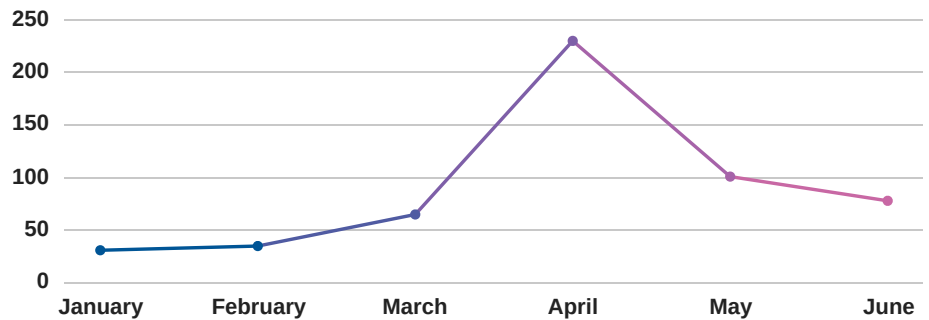
# Tracking Needs

Great Rivers 2-1-1 is a community service of Gunderson Health System and United Way that provides callers with human service information, referrals, and a crisis line. Great Rivers 2-1-1 serves 13 counties in Southwest Wisconsin, 3 in Southeast Minnesota, and 5 counties in Northeast Iowa. It is available to callers 24/7.

## 2018 ELECTRICAL SERVICE PAYMENT ASSISTANCE CALLS

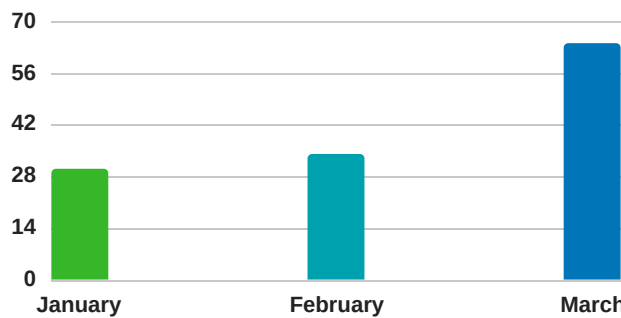
January 1, 2018 - June 30, 2018:

552 Total Calls to Great Rivers 2-1-1 for Electrical Service Payment Assistance



April depicts an increase in calls for electrical service payment assistance since utility providers send out disconnect notices in that month and direct callers to 2-1-1.

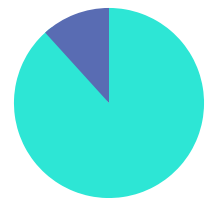
## 2018 QUARTER 1



Total First Quarter Electrical Service Payment Assistance Calls

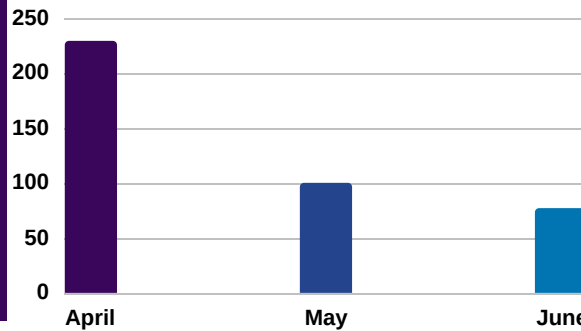
### Quarter 1 Unmet Needs

Unmet Needs  
12%



Electrical Service Payment Assistance

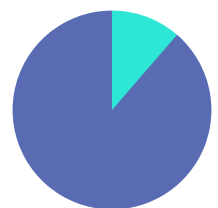
## 2018 QUARTER 2



Total Second Quarter Electrical Service Payment Assistance Calls

### Quarter 2 Unmet Needs

Unmet Needs  
11%



Electrical Service Payment Assistance