



**IMPACT 2-1-1 Statistical Report**  
**Period: January - December 2020**  
**Kenosha County Calls**

**Caller Demographics:**

<b>Ages</b>	<b>Male</b>	<b>Female</b>	<b>Unknown Gender</b>	<b>Total</b>	<b>Pct of All Callers (Age is Known)</b>
under 5	1	0	2	3	0.2%
6-12	0	2	22	24	1.3%
13-17	1	2	28	31	1.7%
18-25	28	55	107	190	10.7%
26-35	49	122	155	326	18.3%
36-45	41	114	136	291	16.3%
46-55	50	147	194	391	21.9%
56-65	53	110	166	329	18.5%
66-75	17	39	82	138	7.7%
76-85	3	14	32	49	2.7%
86 and up	3	1	7	11	0.6%
Unknown	101	193	3,258	3,552	
<b>Total:</b>	<b>347</b>	<b>799</b>	<b>4,189</b>	<b>5,335</b>	
<b>Unknown Gender</b>	<b>30.3%</b>	<b>69.7%</b>			

<b>the Period</b>	<b>5,335</b>
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## IMPACT 2-1-1

### Calls by Month

Kenosha County Calls

Period: January - December 2020

Month	Number	Pct
January	85	1.6%
February	81	1.5%
March	550	10.3%
April	401	7.5%
May	529	9.9%
June	403	7.6%
July	627	11.8%
August	486	9.1%
September	395	7.4%
October	642	12.0%
November	675	12.7%
December	461	8.6%
<b>Total</b>	<b>5,335</b>	

## IMPACT 2-1-1

### Other Demographics

Kenosha County Calls

Period: January - December 2020

#### Primary Language Spoken by Customer

Type	Number	Pct
English	570	97.9%
Spanish	12	2.1%
<b>Total (documented)</b>	<b>582</b>	

#### Ethnic/Racial Background

Type	Number	Pct
White	254	51.7%
Black or African American	176	35.8%
Hispanic or Latino	45	9.2%
Other	10	2.0%
American Indian or Alaska Native	4	0.8%
Native Hawaiian or other Pacific Islander	2	0.4%
<b>Total (documented)</b>	<b>491</b>	

## IMPACT 2-1-1

### ZIP Codes and Municipalities

#### Kenosha County Calls

Period: January - December 2020

Rank	ZIP Codes and Municipality	Calls	Pct
1	53142: Kenosha	1,448	27.1%
2	53140: Kenosha	1,307	24.5%
3	53143: Kenosha	700	13.1%
4	53144: Kenosha	699	13.1%
5	53158: Pleasant Prairie	354	6.6%
6	53168: Salem	219	4.1%
7	53181: Twin Lakes	205	3.8%
8	53104: Bristol	102	1.9%
9	53179: Trevor	94	1.8%
10	53105: Burlington	41	0.8%
11	53170: Silver Lake	40	0.7%
12	53141: Kenosha	16	0.3%
13	53182: Union Grove	14	0.3%
14	53139: Kansasville	10	0.2%
15	53192: Wilmot	9	0.2%
16	53177: Sturtevant	5	0.1%
17	53109: Camp Lake	4	0.1%
t18	53102: Benet Lake	3	0.1%
t18	53152: New Munster	3	0.1%
t18	53171: Somers	3	0.1%
21	53159: Powers Lake	2	0.0%
	Unknown: KENOSHA	57	1.1%
	<b>Total</b>	<b>5,335</b>	

## IMPACT 2-1-1

### Service Requests - major category rank

#### Kenosha County Calls

Period: January - December 2020

Rank	Service Requests by Category	Ttl	Pct of Callers
1	Health Care	2,970	55.7%
2	Information Services	508	9.5%
3	Housing	425	8.0%
4	Substance Use Disorder	211	4.0%
5	Food/Meals	192	3.6%
6	Shelter and Homeless	178	3.3%
7	Mental Health	143	2.7%
8	Legal, Consumer and Public Safety	127	2.4%
9	Utility Assistance	115	2.2%
10	Other Government/Economic Services	98	1.8%
11	Income Support/Assistance	68	1.3%
12	Individual, Family and Community Support	60	1.1%
13	Disaster Services	56	1.0%
14	Clothing/Personal/Household Needs	54	1.0%
15	Transportation	37	0.7%
16	Volunteers/Donations	15	0.3%
17	Employment	13	0.2%
18	Arts, Culture and Recreation	6	0.1%
19	Education	5	0.1%
<b>Total</b>		<b>5,281</b>	

Service Requests by Group Total Need:		Pct of Calls
Health, Mental Health, Substance Abuse	3,324	62.3%
Community and Legal Services	819	15.4%
Housing and Shelter	603	11.3%
Other Basic Needs	262	4.9%
Food	192	3.6%
Income Security	81	1.5%
<b>Total</b>	<b>5,281</b>	

