

**Basic Needs:  
Items  
Essential  
to Life**

<b>WCUS Crisis Line Calls for Basic Needs</b>					
	2000	2001	2002	2003	2004
Clothing	9	5	5	2	2
Financial	120	118	107	98	68
Food	42	44	31	27	23
Fuel/Energy	83	27	24	21	29
Housing/Shelter	247	210	134	147	168
Transportation	82	76	50	27	25
Miscellaneous	37	16	19	0	0
<b>TOTAL</b>	<b>620</b>	<b>496</b>	<b>370</b>	<b>322</b>	<b>320</b>

**Key Facts**

- In 2004, there were a total of 7,821 calls made to Wood County Unified Services Crisis Information and Referral Line. 320 of these callers requested assistance with basic needs.
- The number of calls to Unified Services Crisis Information and Referral Line has decreased from a high of 10,768 calls in 2001 to 7,821 calls in 2004.
- For the last 2 years the number of calls requesting help with basic needs has remained steady.
- Housing/shelter continues to be the most frequently asked for basic need: 1999 experienced 141 calls while 2004 had 168 calls.

**Why is this Information Important?**

Wood County Unified Services Crisis Information and Referral Line operates 24 hours per day and exists to connect Wood County residents with information and available resources. It provides back-up services to other social/human service agencies during off hours, weekends and holidays. The Crisis Staff maintain a directory of area resources, which is updated periodically. The information is utilized to refer callers to appropriate community resources.

**The Role of a Crisis Interventionist**

The Crisis Interventionist provides crisis counseling and secures emergent services for a caller in acute crisis. Telephone calls are tracked and a log is kept of the type of need the caller has, as well as what referral was given. In this way, the Crisis Line Data Base provides one measurement of basic needs in Wood County.

However, many individuals seek assistance directly from a community agency or from United Way's First Call for Information 211. The number of individuals who refrain from seeking any public assistance is not measured. Therefore, this data is just a snapshot and does not represent the full picture of unmet basic needs in Wood County.

*Source: Wood County Unified Services Crisis Intervention*