



# Family Services

## Wisconsin Lifeline

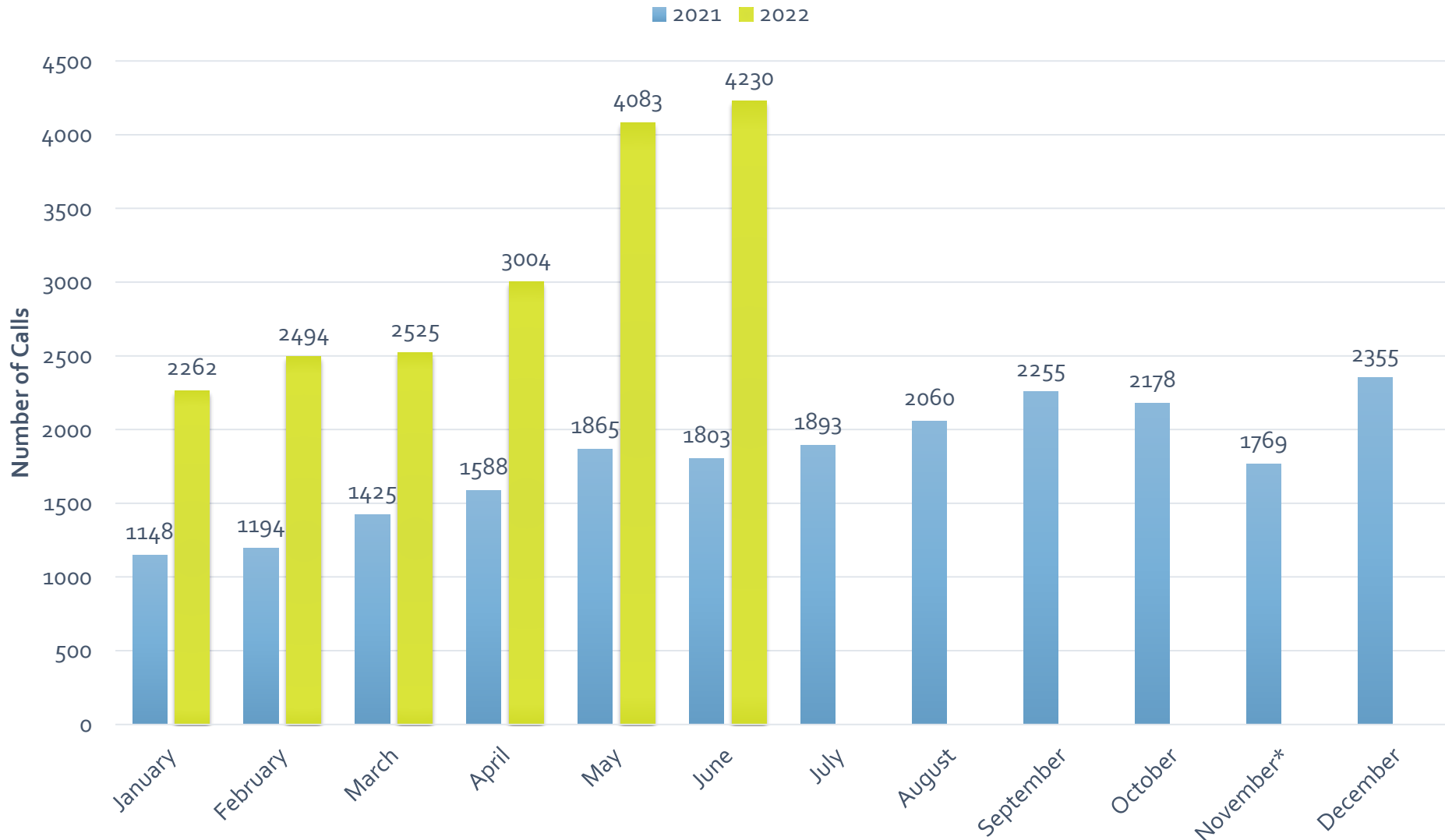
---

Fox Valley Stats

June 2022

# Wisconsin Lifeline Call Volume by Month

1/1/21 – 6/30/22



\*November 2021 calls are reduced due to a routing issue for approximately 10 days.

Month	2021	2022
January	1148	2262
February	1194	2494
March	1425	2525
April	1588	3004
May	1865	4083
June	1803	4230
July	1893	
August	2060	
September	2255	
October	2178	
November*	1769	
December	2355	

# Call Volume by County

County	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22
Adams	8	0	6	10	6
Ashland	7	9	4	11	3
Barron	44	130	166	25	37
Bayfield	3	4	12	8	7
Brown	118	198	196	253	316
Buffalo	16	6	10	20	10
Burnett	2	7	3	3	9
Calumet	8	11	13	13	9
Chippewa	10	20	37	28	52
Clark	7	19	12	4	7
Columbia	21	29	20	47	32
Crawford	4	0	3	7	8
Dane	108	168	171	181	159
Dodge	59	51	90	192	237
Door	12	9	3	6	7
Douglas	6	12	9	41	163
Dunn	11	19	25	19	16
Eau Claire	113	175	143	209	189

County	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22
Florence	1	0	0	0	0
Fond du Lac	78	162	167	189	231
Forest	4	2	4	5	9
Grant	15	12	27	15	25
Green	17	8	14	10	18
Green Lake	10	26	7	14	15
Iowa	3	2	19	9	9
Iron	3	2	0	4	4
Jackson	7	9	16	10	17
Jefferson	36	31	37	71	299
Juneau	9	9	14	13	11
Kenosha	85	83	72	81	76
Kewaunee	3	4	5	3	2
La Crosse	317	471	494	331	317
Lafayette	1	0	3	12	9
Langlade	0	0	3	0	0
Lincoln	4	0	1	3	0
Manitowoc	47	27	51	30	19

County	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22
Marathon	20	29	45	38	84
Marinette	16	13	17	30	65
Marquette	12	7	4	27	11
Menominee	9	6	8	2	7
Milwaukee	335	364	453	643	629
Monroe	21	27	30	31	16
Oconto	20	32	30	32	40
Oneida	18	14	29	15	18
Outagamie	135	143	149	160	172
Ozaukee	87	197	124	201	280
Pepin	0	2	2	5	2
Pierce	10	54	105	85	94
Polk	20	8	26	21	24
Portage	52	541	582	74	261
Price	4	6	12	3	2
Racine	174	218	430	559	493
Richland	3	5	0	6	4
Rock	93	142	133	146	140

County	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22
Rusk	8	3	3	2	4
Sauk	27	28	33	56	30
Sawyer	14	12	10	4	8
Shawano	16	9	8	11	12
Sheboygan	66	74	99	88	112
St. Croix	34	33	37	29	38
Taylor	6	10	3	3	1
Trempealeau	24	11	19	14	18
Vernon	10	7	13	26	28
Vilas	5	4	13	16	18
Walworth	36	209	138	298	438
Washburn	4	2	9	8	1
Washington	57	38	39	55	50
Waukesha	209	193	185	367	533
Waupaca	97	129	154	158	198
Waushara	21	3	11	9	16
Winnebago	125	161	367	340	274
Wood	40	50	26	58	33

# Northeast Region Calls

	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	Total
Brown	39	37	42	47	75	76	71	84	41	57	98	98	765
Calumet	2	3	3	6	3	2	2	7	4	4	2	7	45
Door	5	3	4	6	1	2	1	1	1	1	1	4	30
Fond du Lac	19	35	24	48	64	50	63	56	48	51	47	91	596
Green Lake	4	2	4	4	7	15	1	4	2	5	1	8	57
Kewaunee	3	0	0	2	0	2	1	2	2	3	0	0	15
Manitowoc	16	16	15	10	11	6	11	21	19	13	13	4	155
Marinette	3	9	4	7	2	4	5	9	3	7	11	12	76
Marquette	6	4	2	3	2	2	2	2	0	0	13	14	50
Menominee	1	4	4	4	1	1	1	3	4	2	0	0	25
Oconto	5	3	12	9	10	13	11	11	8	7	6	19	114
Outagamie	39	45	51	45	39	59	49	45	55	59	62	39	587
Shawano	3	5	8	2	1	6	1	5	2	6	4	1	44
Sheboygan	32	14	20	16	27	31	25	34	40	42	21	25	327
Waupaca	32	32	33	42	41	46	48	49	57	58	55	45	538
Waushara	6	8	7	0	1	2	3	7	1	2	4	3	44
Winnebago	27	51	47	48	66	47	66	120	181	108	47	185	993

Total Northeast Region Calls: 4461

# Northeast Region Calls

	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	Total
Brown	92	123	101	105	88								509
Calumet	6	1	2	5	6								20
Door	4	1	2	2	2								11
Fond du Lac	62	100	69	50	41								322
Green Lake	8	2	5	7	2								24
Kewaunee	1	1	0	3	3								8
Manitowoc	9	6	4	11	14								44
Marinette	12	39	14	11	19								95
Marquette	4	2	5	5	2								18
Menominee	2	4	1	2	1								10
Oconto	13	16	11	5	2								47
Outagamie	55	39	78	92	122								386
Shawano	5	4	3	3	9								24
Sheboygan	21	42	49	44	45								201
Waupaca	58	75	65	100	77								375
Waushara	4	6	6	3	3								22
Winnebago	166	72	36	58	89								421

Total Northeast Region Calls YTD: 2537

# 2021 Frequent Caller Calls

	January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	<u>Total</u>
<b>La Crosse</b>	48	119	150	128	156	187	197	129	168	156	91	84	<b>1613</b>
<b>Frequent Caller</b>	0	73	93	99	125	161	165	88	123	103	68	55	<b>1153</b>
<b>Non-Frequent</b>	48	46	57	29	31	26	32	41	45	53	23	29	<b>460</b>

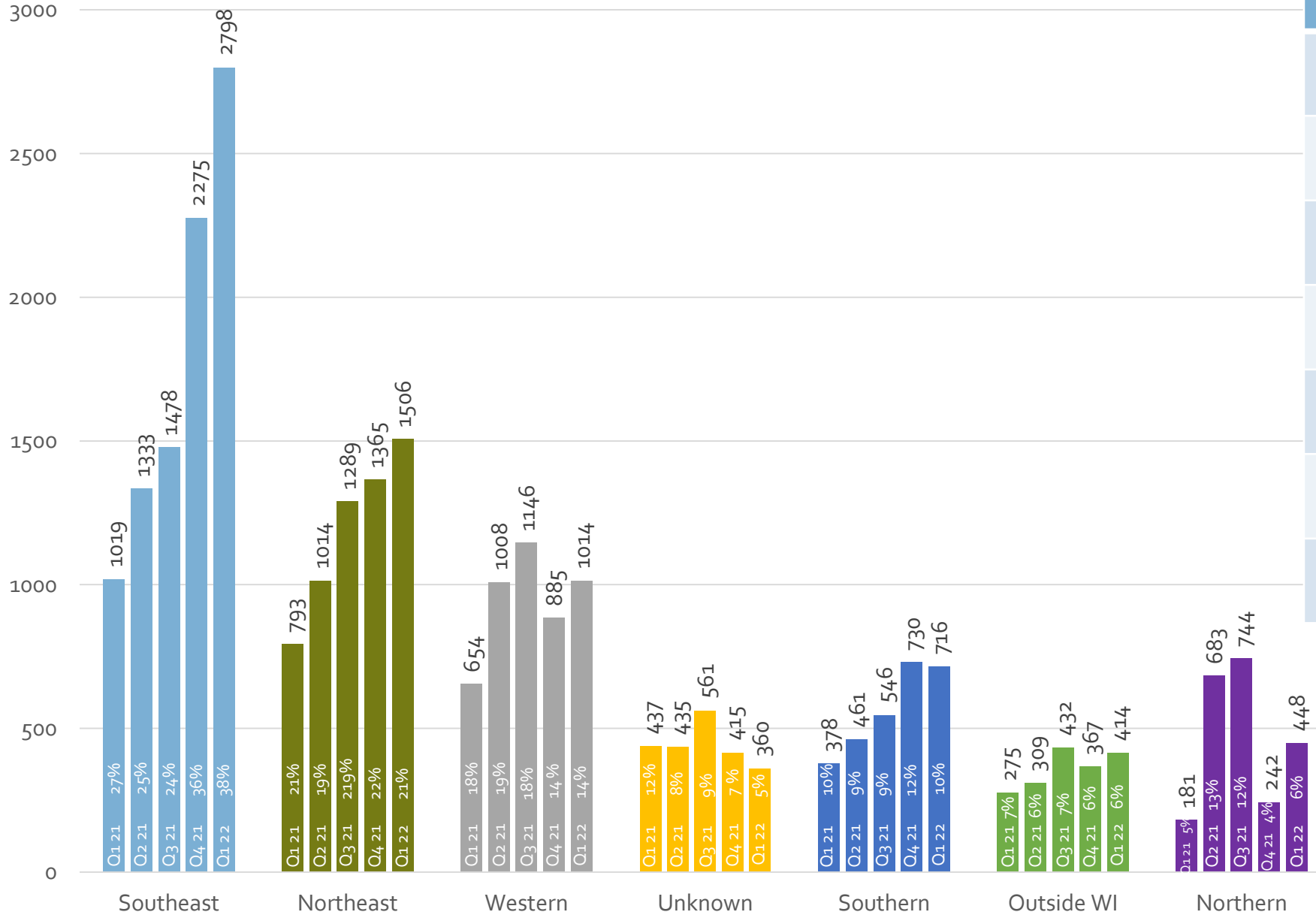
<b>Portage</b>	16	11	25	119	195	227	238	182	162	17	19	38	<b>1249</b>
<b>Frequent Caller</b>	10	2	17	119	162	216	237	181	144	0	0	28	<b>1116</b>
<b>Non-Frequent</b>	6	9	8	0	33	11	1	1	18	17	19	10	<b>133</b>

<b>Walworth</b>	11	6	19	129	56	24	19	7	112	81	114	103	<b>681</b>
<b>Frequent Caller</b>	0	0	8	114	37	0	0	4	96	65	84	89	<b>497</b>
<b>Non-Frequent</b>	11	6	11	15	19	24	19	3	16	16	30	14	<b>184</b>

<b>Winnebago</b>	27	51	47	48	66	47	66	120	181	108	47	185	<b>993</b>
<b>Frequent Caller</b>	0	0	0	9	6	18	6	70	108	69	13	154	<b>453</b>
<b>Non-Frequent</b>	27	51	47	39	60	29	60	50	73	39	34	31	<b>540</b>



# Wisconsin Lifeline Calls by Region



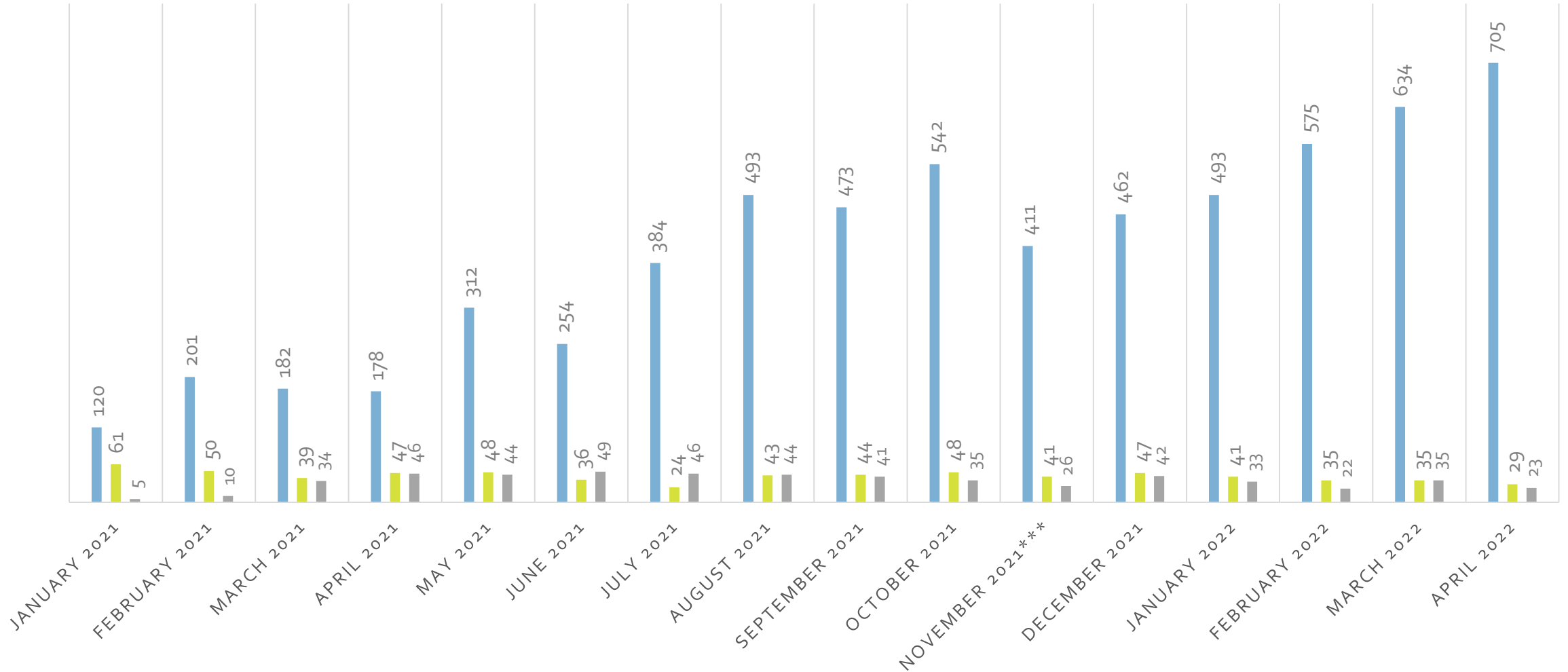
Region	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Southeast	1019	1333	1478	2275	2798
Northeast	793	1014	1289	1365	1506
Western	654	1008	1146	885	1014
Unknown	437	435	561	415	360
Southern	378	461	546	730	716
Outside WI	275	309	432	367	414
Northern	181	683	744	242	448



# OUTBOUND CALLS BY MONTH

■ Follow Ups\*   ■ Welfare Checks/EMS\*\*   ■ Local Crisis Transfer

Number of Outbound Calls

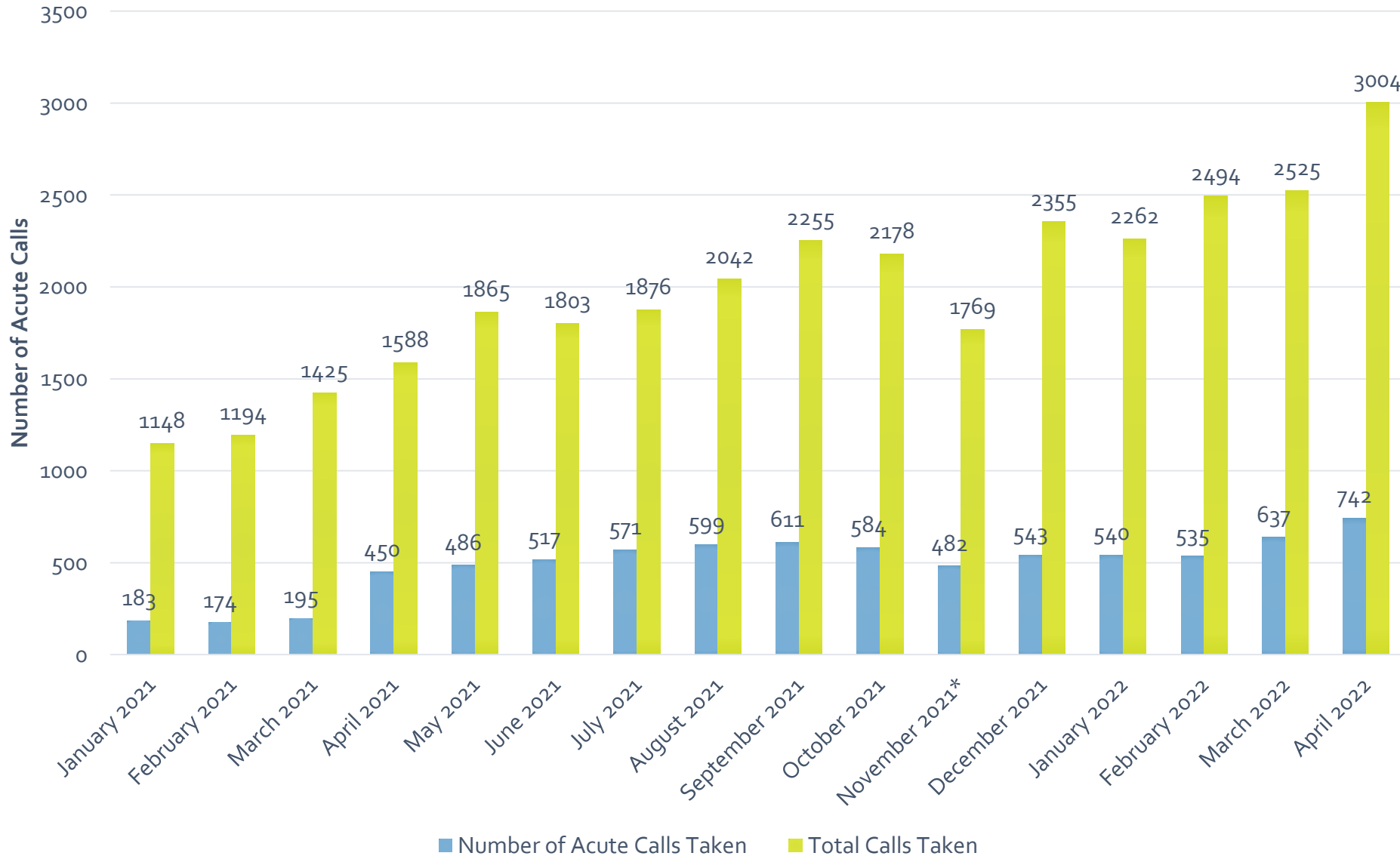


\*Follow up numbers are approximate. Follow ups could include up to three attempts per scheduled follow up.

\*\*Welfare Checks/EMS are approximate and likely include a second outbound follow up call for each.

\*\*\*November 2021 calls are reduced due to a routing issue for approximately 10 days.

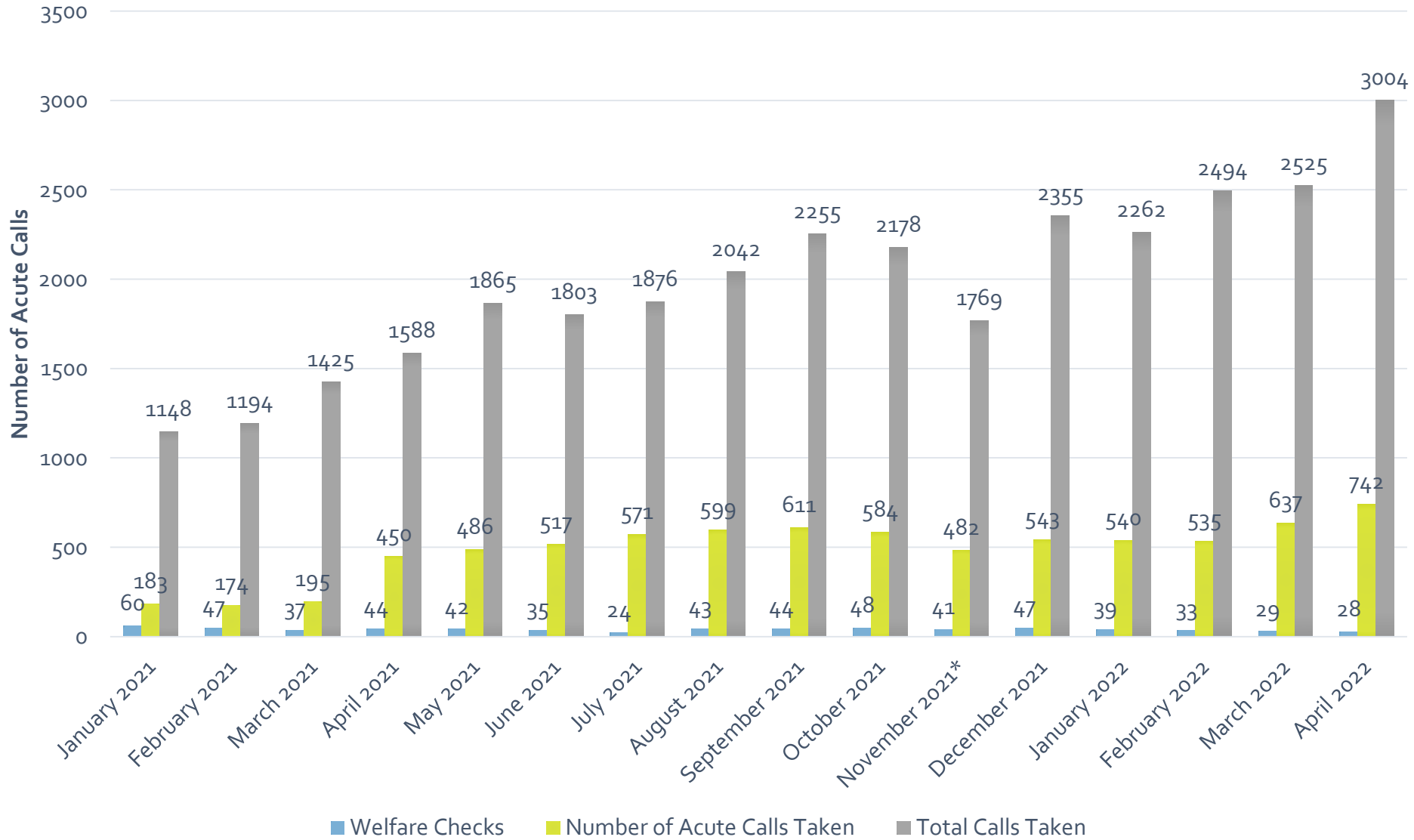
# Wisconsin Lifeline Acute Calls



Month	Acute Calls	Percentage of Callers
January 2021	183	16%
February 2021	174	15%
March 2021	195	14%
April 2021	450	28%
May 2021	486	26%
June 2021	517	29%
July 2021	571	30%
August 2021	599	29%
September 2021	611	27%
October 2021	584	27%
November 2021*	482	27%
December 2021	543	23%
January 2022	540	24%
February 2022	535	21%
March 2022	637	25%
April 2022	742	25%

\*November 2021 calls are reduced due to a routing issue for approximately 10 days.

# Wisconsin Lifeline Acute Calls



Month	Welfare Checks	Percentage of Callers
January 2021	60	5%
February 2021	47	4%
March 2021	37	3%
April 2021	44	3%
May 2021	42	2%
June 2021	35	2%
July 2021	24	1%
August 2021	43	2%
September 2021	44	2%
October 2021	48	2%
November 2021*	41	2%
December 2021	47	2%
January 2022	39	2%
February 2022	33	1%
March 2022	29	1%
April 2022	28	1%

\*November 2021 calls are reduced due to a routing issue for approximately 10 days.

# Northeast Region Acute Callers

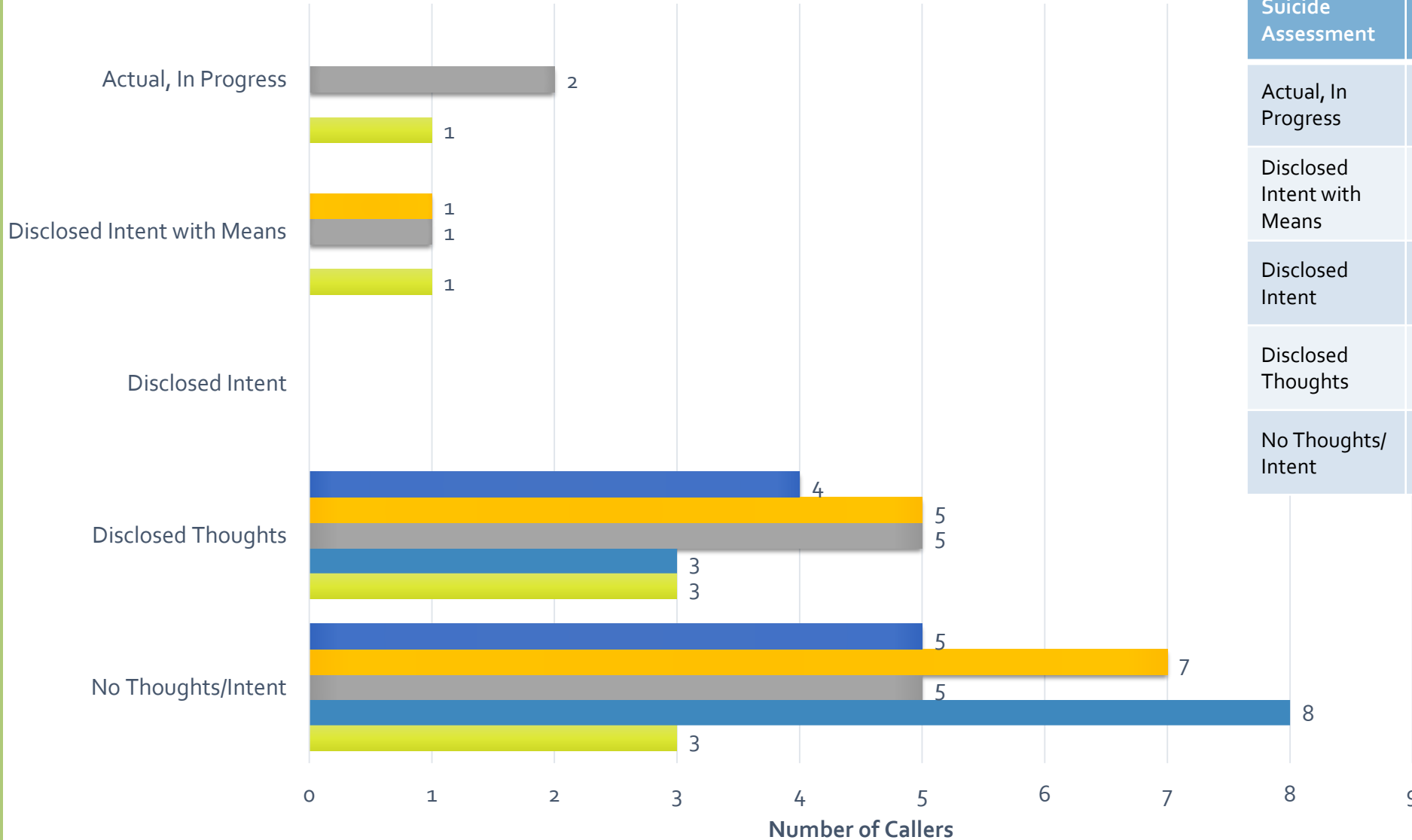
	<u>Q1 2021 Acute Callers</u>		<u>Q1 2021 Welfare Checks</u>		<u>Q2 2021 Acute Callers</u>		<u>Q2 2021 Welfare Checks</u>		<u>Q3 2021 Acute Callers</u>		<u>Q3 2021 Welfare Checks</u>		<u>Q4 2021 Acute Callers</u>		<u>Q4 2021 Welfare Checks</u>	
<b>Brown</b>	18	15%	5	4%	83	42%	5	3%	82	42%	2	1%	99	39%	5	2%
<b>Calumet</b>	3	38%	1	13%	4	36%	0	0%	7	54%	1	8%	5	38%	1	8%
<b>Door</b>	4	33%	2	17%	4	44%	0	0%	1	33%	0	0%	3	50%	0	0%
<b>Fond du Lac</b>	10	13%	1	1%	58	36%	3	2%	73	44%	0	0%	57	30%	4	2%
<b>Green Lake</b>	4	40%	1	10%	5	19%	1	4%	3	43%	1	14%	2	14%	0	0%
<b>Kewaunee</b>	0	0%	0	0%	2	50%	0	0%	2	40%	0	0%	1	33%	0	0%
<b>Manitowoc</b>	9	19%	2	4%	10	37%	0	0%	24	47%	1	2%	9	30%	1	3%
<b>Marinette</b>	5	31%	1	6%	7	54%	0	0%	6	35%	1	6%	9	30%	1	3%
<b>Marquette</b>	3	25%	2	17%	4	55%	1	14%	2	50%	0	0%	6	22%	1	4%
<b>Menominee</b>	2	22%	0	0%	2	33%	0	0%	4	50%	0	0%	1	50%	0	0%
<b>Oconto</b>	0	0%	0	0%	6	19%	0	0%	9	30%	2	7%	20	63%	1	3%
<b>Outagamie</b>	26	19%	5	4%	53	37%	5	3%	58	39%	4	3%	69	43%	9	6%
<b>Shawano</b>	3	19%	2	12%	2	22%	0	0%	2	25%	0	0%	3	27%	0	0%
<b>Sheboygan</b>	16	24%	9	14%	22	30%	2	3%	38	38%	2	2%	33	38%	1	1%
<b>Waupaca</b>	5	5%	0	0%	12	9%	2	2%	4	3%	0	0%	8	5%	2	1%
<b>Wausara</b>	3	14%	0	0%	2	66%	0	0%	7	63%	0	0%	4	44%	0	0%
<b>Winnebago</b>	26	21%	6	5%	66	41%	3	2%	97	26%	10	3%	66	19%	7	2%

# Northeast Region Acute Callers

	<u>Q1 2022 Acute Callers</u>		<u>Q1 2022 Welfare Checks</u>		<u>Q2 2022 Acute Callers</u>		<u>Q2 2022 Welfare Checks</u>		<u>Q3 2022 Acute Callers</u>		<u>Q3 2022 Welfare Checks</u>		<u>Q4 2022 Acute Callers</u>		<u>Q4 2022 Welfare Checks</u>	
Brown	136	43%	8	2%												
Calumet	5	56%	0	0%												
Door	1	14%	0	0%												
Fond du Lac	74	32%	1	<1%												
Green Lake	7	47%	2	13%												
Kewaunee	0	0%	0	0%												
Manitowoc	2	10%	1	5%												
Marinette	8	12%	2	3%												
Marquette	2	18%	0	0%												
Menominee	4	57%	0	0%												
Oconto	18	45%	2	5%												
Outagamie	69	40%	5	3%												
Shawano	6	50%	0	0%												
Sheboygan	27	24%	0	0%												
Waupaca	12	6%	1	<1%												
Wausara	8	50%	0	0%												
Winnebago	51	19%	4	1%												

# Calumet County Caller Suicide Assessment/Potential

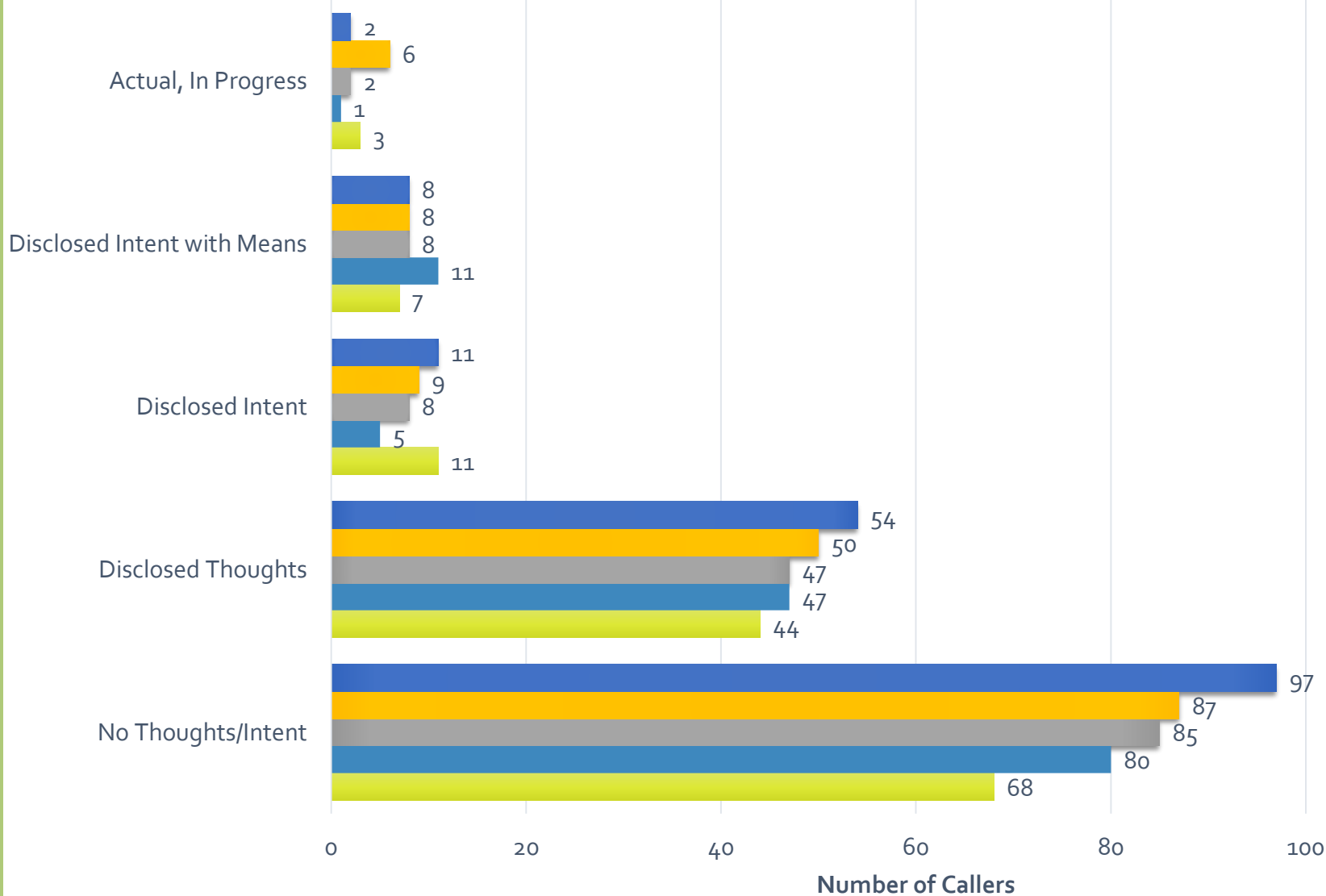
■ Q1 2022 ■ Q4 2021 ■ Q3 2021 ■ Q2 2021 ■ Q1 2021



Suicide Assessment	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Actual, In Progress	1		2		
Disclosed Intent with Means	1		1	1	
Disclosed Intent					
Disclosed Thoughts	3	3	5	5	4
No Thoughts/Intent	3	8	5	7	5

# Outagamie County Caller Suicide Assessment/Potential

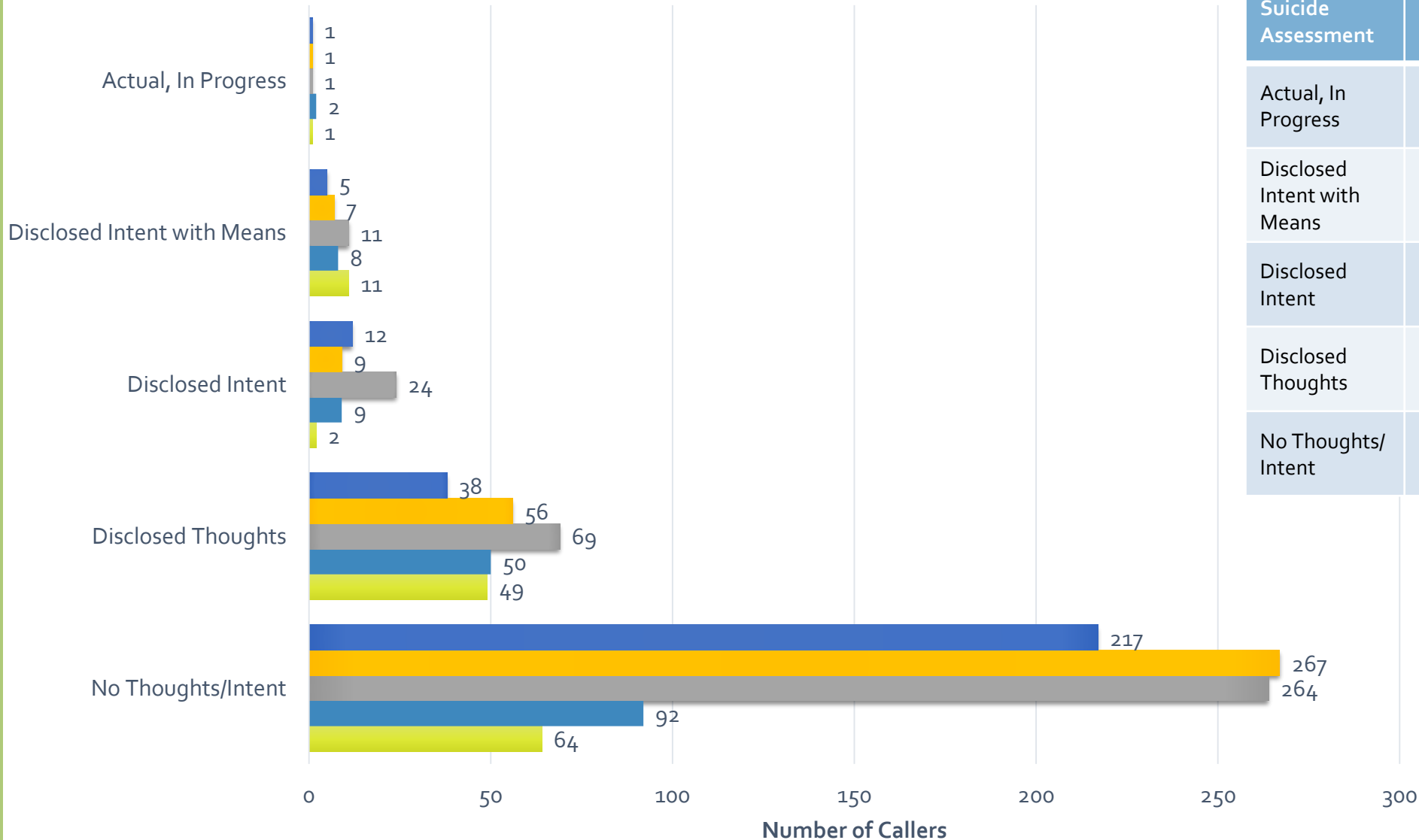
■ Q1 2022 ■ Q4 2021 ■ Q3 2021 ■ Q2 2021 ■ Q1 2021



Suicide Assessment	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Actual, In Progress	3	1	2	6	2
Disclosed Intent with Means	7	11	8	8	8
Disclosed Intent	11	5	8	9	11
Disclosed Thoughts	44	47	47	50	54
No Thoughts/Intent	68	80	85	87	97

# Winnebago County Caller Suicide Assessment/Potential

■ Q1 2022 ■ Q4 2021 ■ Q3 2021 ■ Q2 2021 ■ Q1 2021

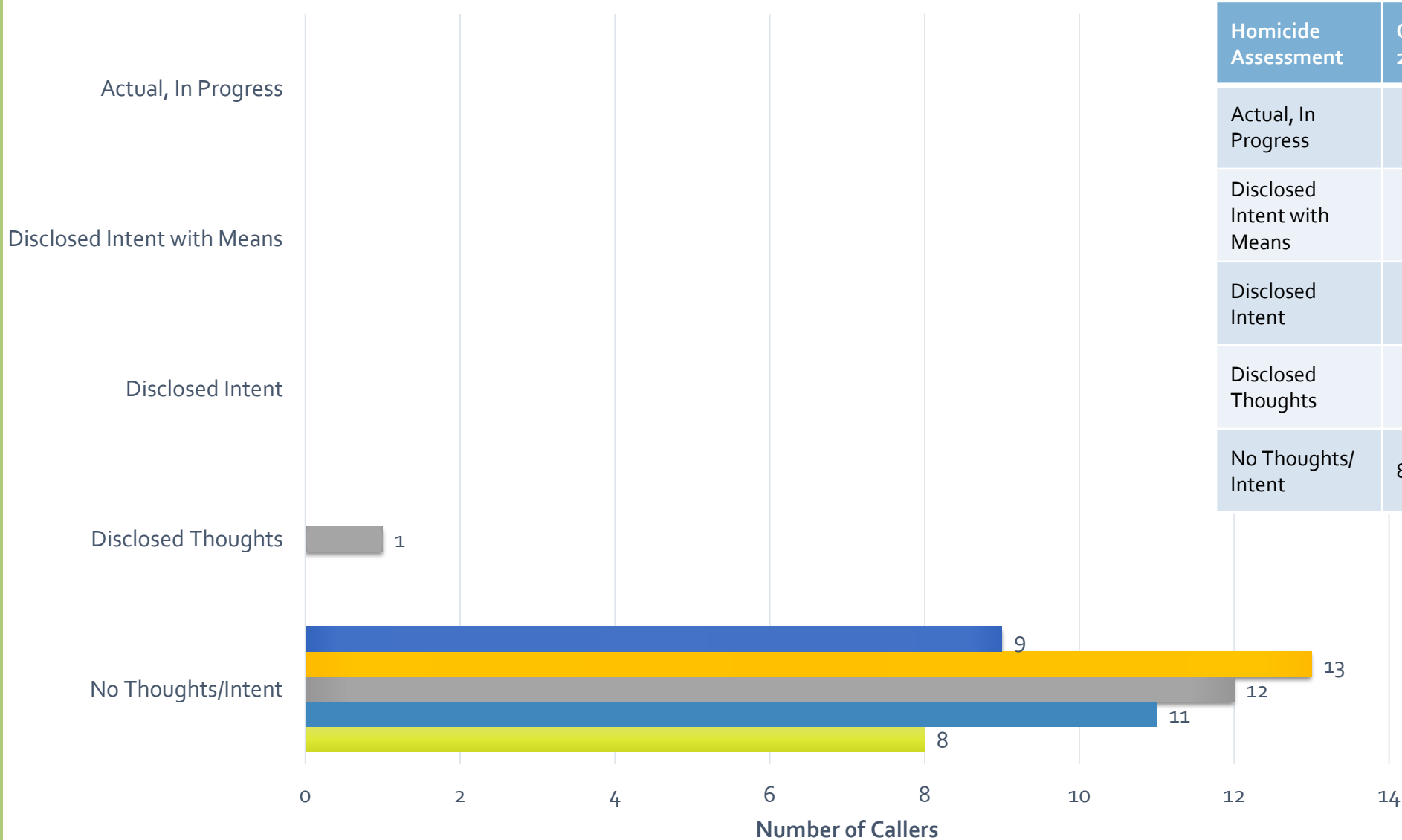


Suicide Assessment	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Actual, In Progress	1	2	1	1	1
Disclosed Intent with Means	11	8	11	7	5
Disclosed Intent	2	9	24	9	12
Disclosed Thoughts	49	50	69	56	38
No Thoughts/Intent	64	92	264	267	217



# Calumet County Caller Homicide Assessment/Potential

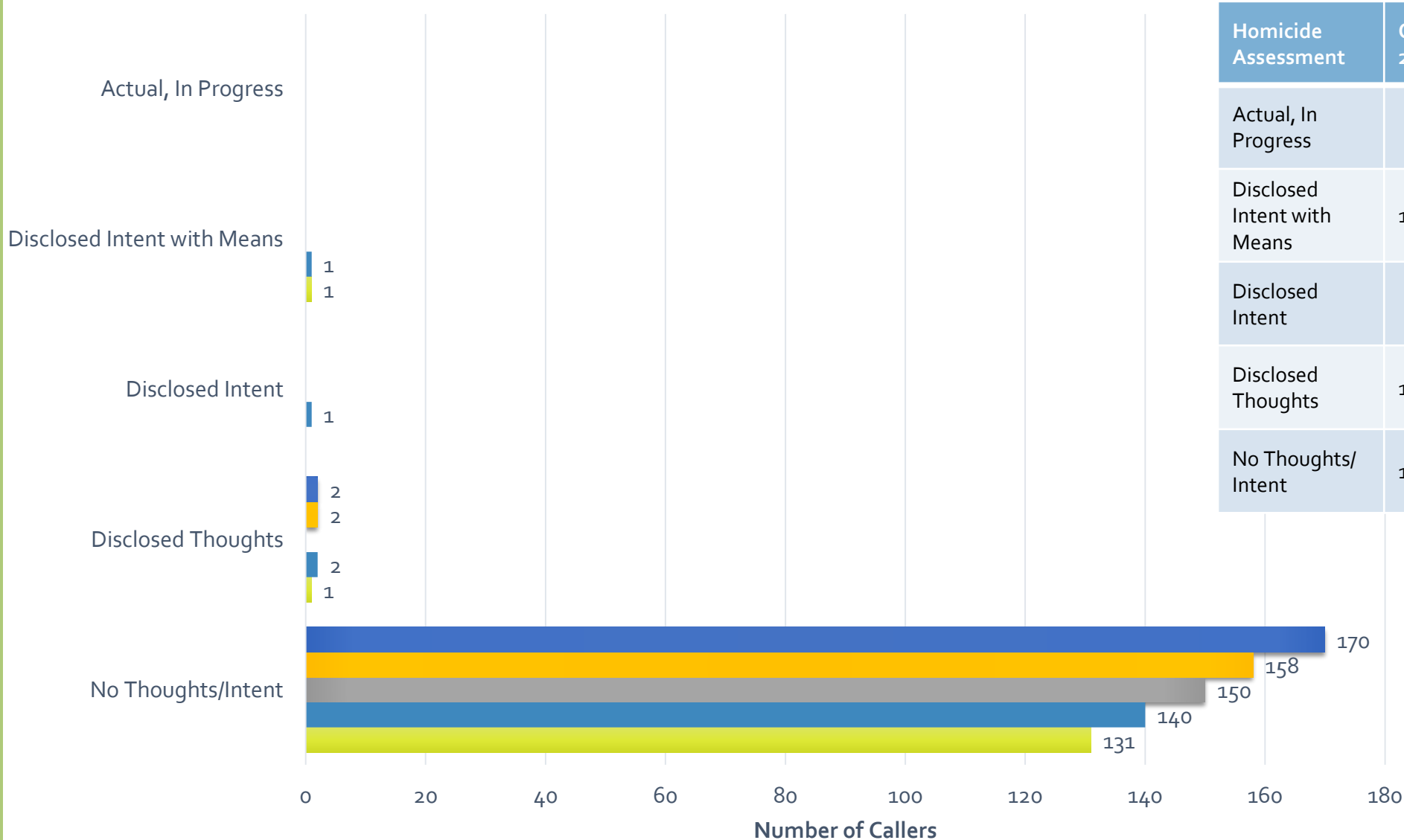
■ Q1 2022 ■ Q4 2021 ■ Q3 2021 ■ Q2 2021 ■ Q1 2021



Homicide Assessment	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Actual, In Progress					
Disclosed Intent with Means					
Disclosed Intent					
Disclosed Thoughts			1		
No Thoughts/Intent	8	11	12	13	9

# Outagamie County Caller Homicide Assessment/Potential

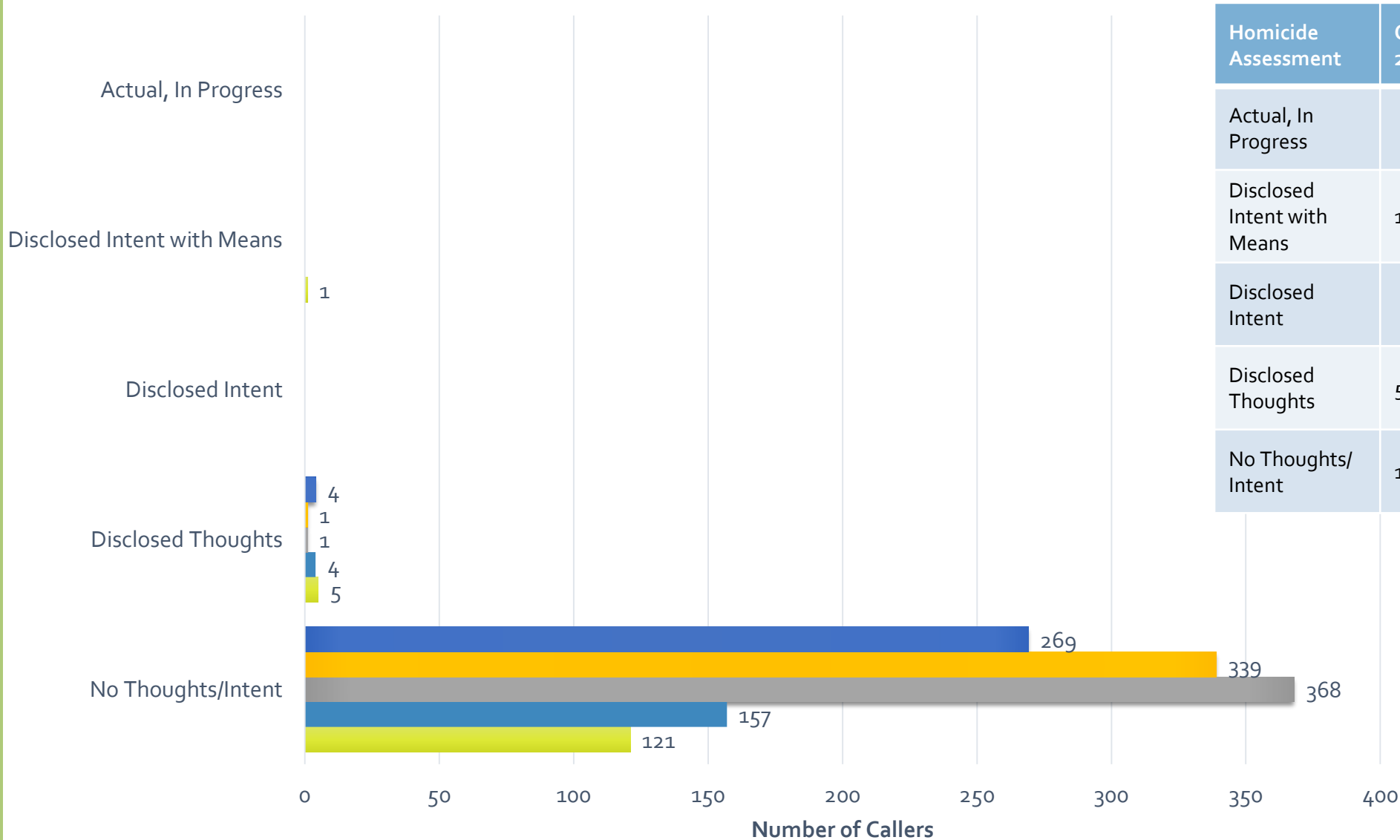
■ Q1 2022 ■ Q4 2021 ■ Q3 2021 ■ Q2 2021 ■ Q1 2021



Homicide Assessment	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Actual, In Progress					
Disclosed Intent with Means	1	1			
Disclosed Intent		1			
Disclosed Thoughts	1	2		2	2
No Thoughts/Intent	131	140	150	158	170

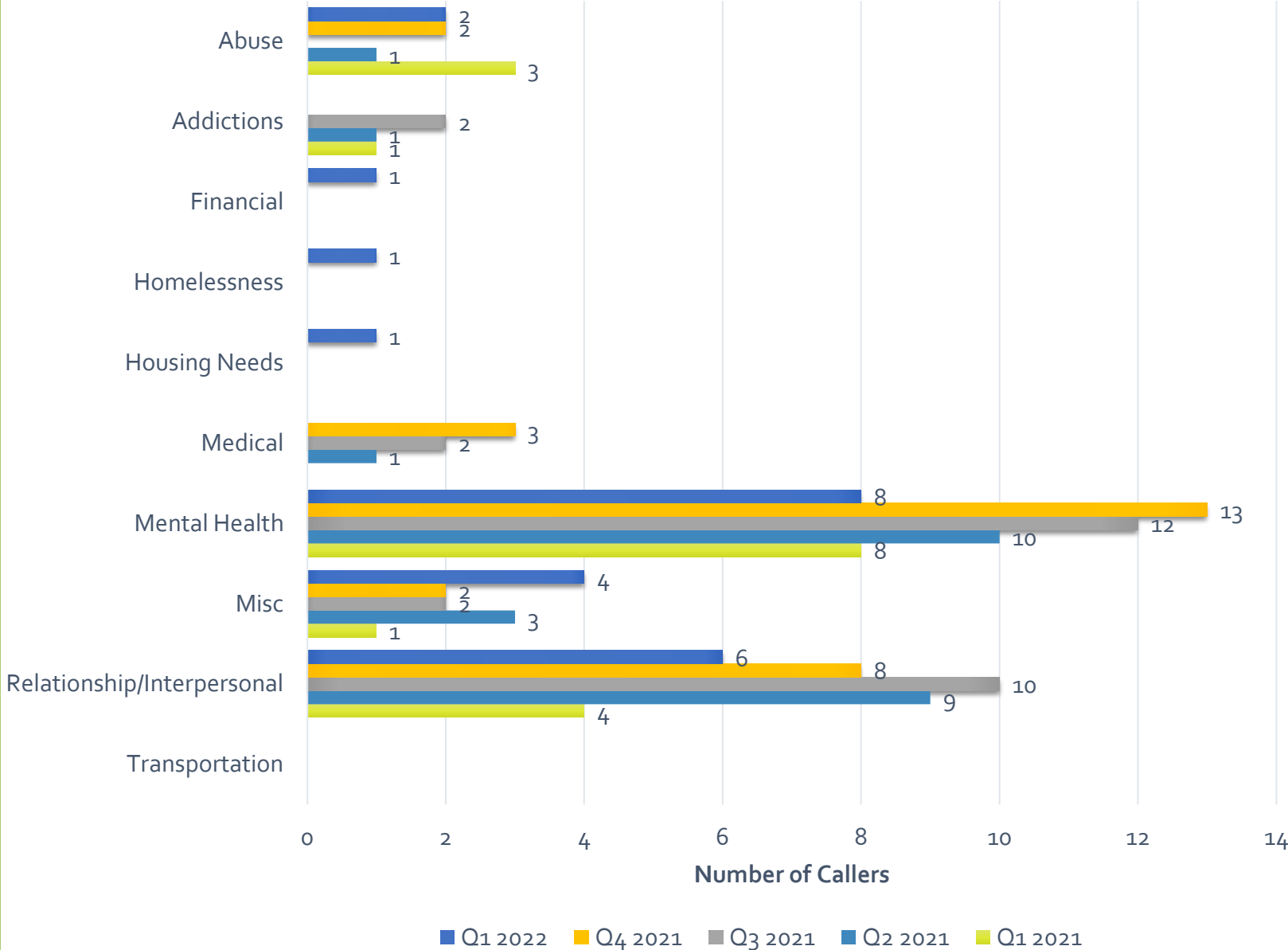
# Winnebago County Caller Homicide Assessment/Potential

■ Q1 2022 ■ Q4 2021 ■ Q3 2021 ■ Q2 2021 ■ Q1 2021



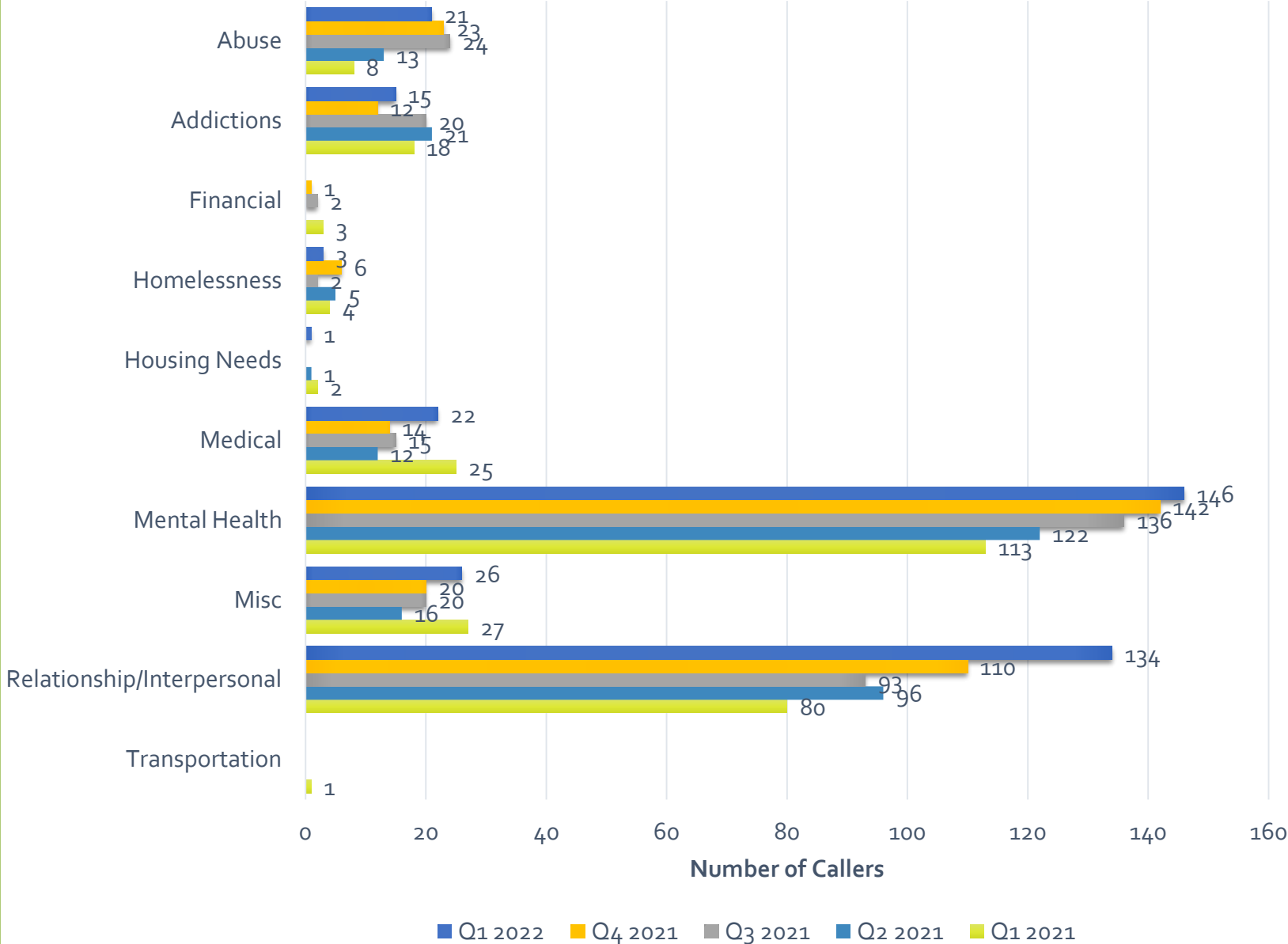
Homicide Assessment	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Actual, In Progress					
Disclosed Intent with Means	1				
Disclosed Intent					
Disclosed Thoughts	5	4	1	1	4
No Thoughts/Intent	121	157	368	339	269

# Calumet County Caller Issues/Needs



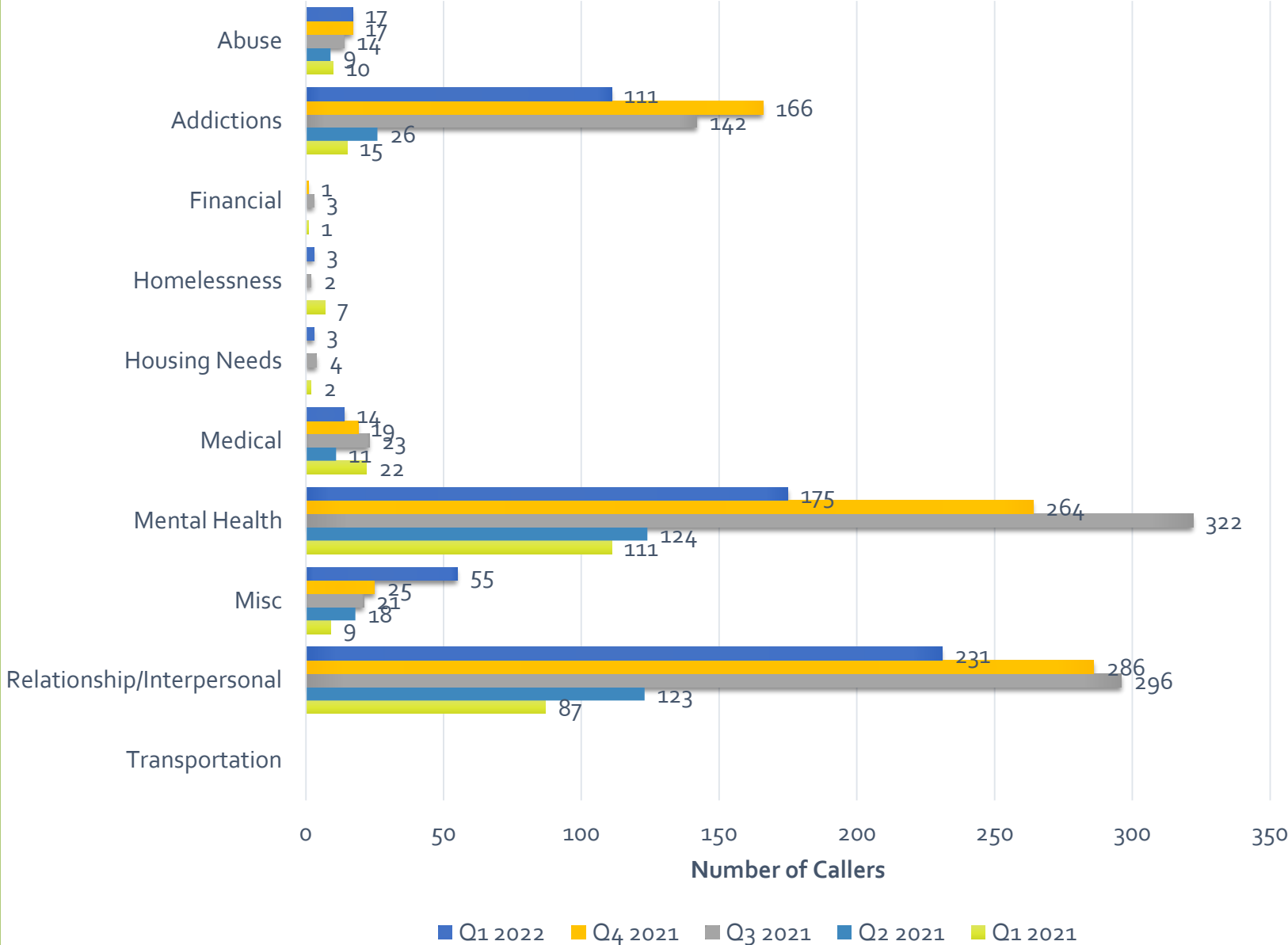
Issue/Needs	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Abuse	3	1		2	2
Addictions	1	1	2		
Financial					1
Homelessness					1
Housing Needs					1
Medical		1	2	3	
Mental Health	8	10	12	13	8
Misc	1	3	2	2	4
Relationship/Interpersonal	4	9	10	8	6
Transportation					

# Outagamie County Caller Issues/Needs



Issue/Needs	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Abuse	8	13	24	23	21
Addictions	18	21	20	12	15
Financial	3		2	1	
Homelessness	4	5	2	6	3
Housing Needs	2	1			1
Medical	25	12	15	14	22
Mental Health	113	122	136	142	146
Misc	27	16	20	20	26
Relationship/Interpersonal	80	96	93	110	134
Transportation	1				

# Winnebago County Caller Issues/Needs



Issue/Needs	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022
Abuse	10	9	14	17	17
Addictions	15	26	142	166	111
Financial	1		3	1	
Homelessness	7		2		3
Housing Needs	2		4		3
Medical	22	11	23	19	14
Mental Health	111	124	322	264	175
Misc	9	18	21	25	55
Relationship/Interpersonal	87	123	296	286	231
Transportation					

If you have questions or would like more information, please contact our Outreach Coordinator, Shelly Missall at:

email: [mmissall@familyservicesnew.org](mailto:mmissall@familyservicesnew.org)

phone: 920-436-4360 ext 1286