

# 211 ANNUAL REPORT

2025



**UNITED WAY**  
Fox Cities



Get Connected. Get Help.™

# NUMBER OF CALLS & SERVICE AREA



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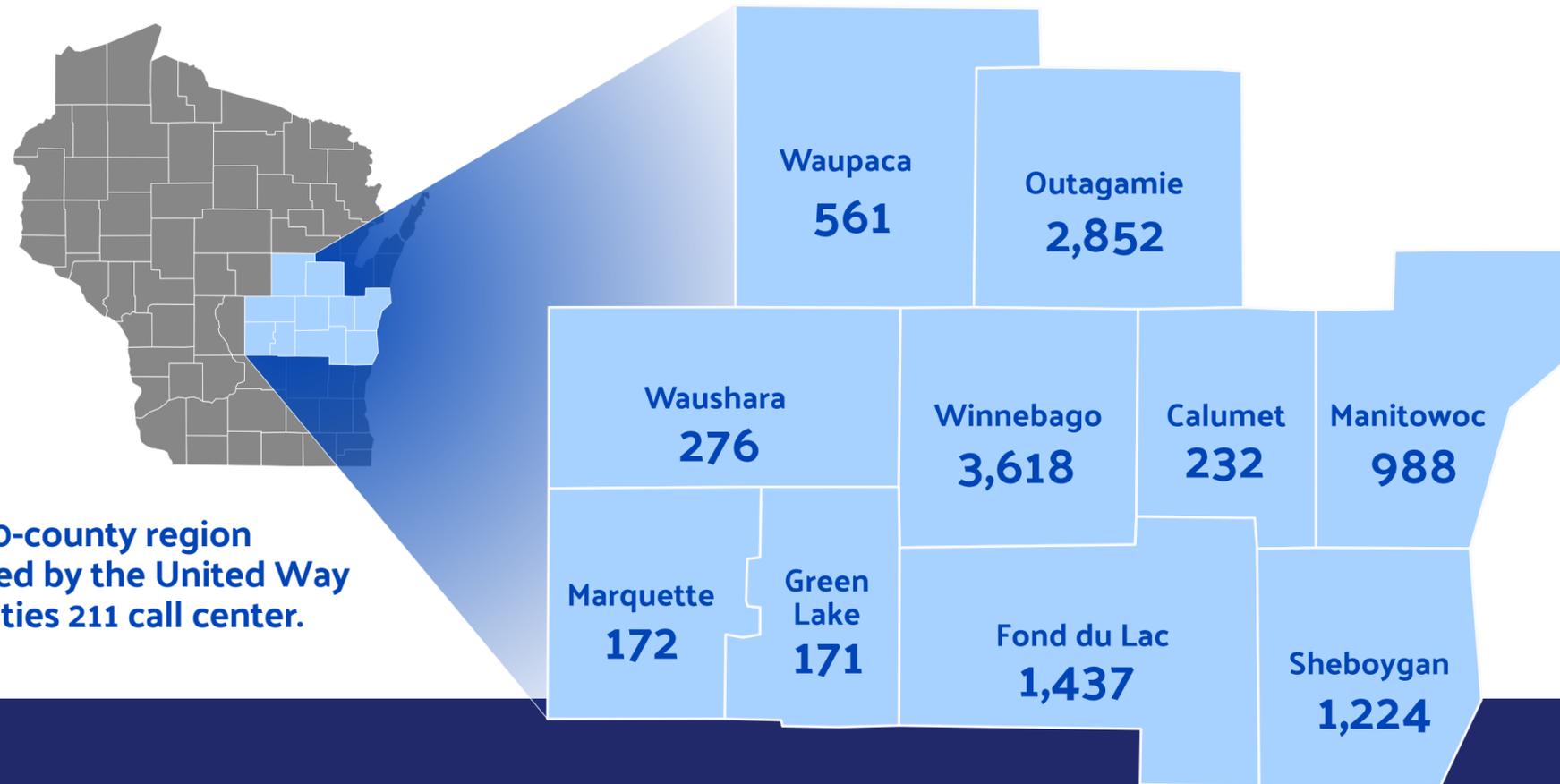


**13,803** TOTAL CALLS

**11,531** CALLS FROM OUR 10-COUNTY REGION

2,271 out-of-area contacts handled by our staff

COUNTY	INTERACTIONS
Winnebago	3,618
Outagamie	2,852
Fond du Lac	1,437
Sheboygan	1,224
Manitowoc	988
Waupaca	561
Waushara	276
Calumet	232
Marquette	172
Green Lake	171



The 10-county region covered by the United Way Fox Cities 211 call center.

# REFERRALS

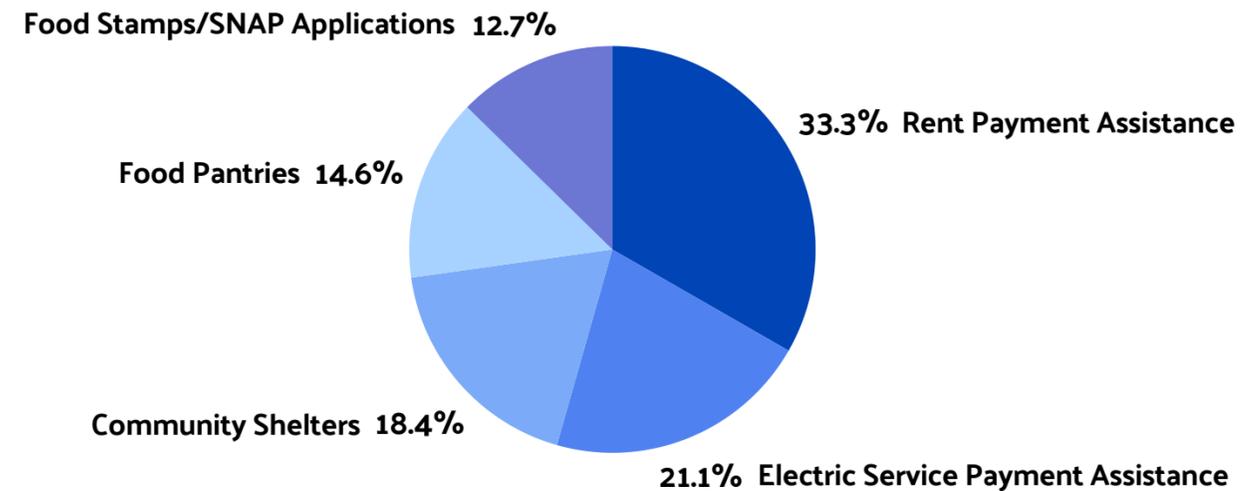


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**TOTAL REFERRALS IN  
OUR 10-COUNTY REGION**

REFERRAL TYPE	DISTINCT INTERACTIONS
Rent Payment Assistance	1,558
Electric Service Payment Assistance	988
Community Shelters	860
Food Pantries	681
Food Stamps/SNAP Applications	593



# TOP 5 REFERRAL CATEGORIES



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Source: 211 Counts



**5,150**  
Housing & Shelter



**1,417**  
Utilities



**1,397**  
Mental Health and Addictions



**1,221**  
Healthcare and COVID-19



**1,202**  
Food

## TOP 5 UNMET NEEDS

## DISTINCT INTERACTIONS

Rent Payment Assistance	306
Community Shelters	194
Homeless Motel Vouchers	192
Electric Service Payment Assistance	187
Undesignated Temporary Financial Assistance	87

# ACCESS & ENGAGEMENT OVERVIEW



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## WAYS PEOPLE REACHED US

- 10,163 Call
- 534 Text
- 422 Email
- 110 Online
- 5 In-Person

## HOW PEOPLE HEARD ABOUT 211

Repeat	3,326
Word of Mouth	2,107
Unknown	855
Agency/Provider	534
United Way	233
Internet	139
PR Materials	104
Other	38
Media	20
Misdirected call	13
Phonebook	2



- 1:18 Average in-queue time
- 5:45 Average call handling time