

2022 Impact Report

Meeting Real Needs in Real Time

211 connects individuals to a specialist who can assess their needs and connect them to the right solution using a comprehensive database of services - federal, state, and local; government and nonprofit.



2022 Summary

Minutes Serving Clients

1,705,133

362,166

Total Contacts

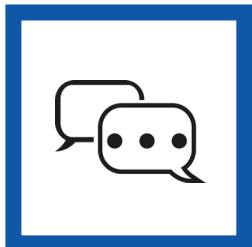
410,000

Total Referrals

Total Website Searches

260,920

Available 24/7/365



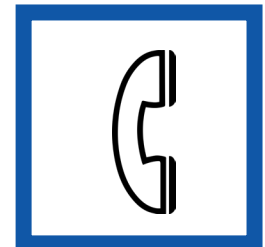
CHAT on
211Wisconsin.org



TEXT your zipcode
to 898211



SEARCH on
211Wisconsin.org



CALL 211 or
(877) 947-2211

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System Capabilities

Web Search Capabilities

By visiting **211wisconsin.org**, individuals looking for resources can access a database of health and human services.

The 211 Wisconsin database is continuously updated following the Alliance of Information and Referral Systems (AIRS) standards.

TOP 10 WEB SEARCHES

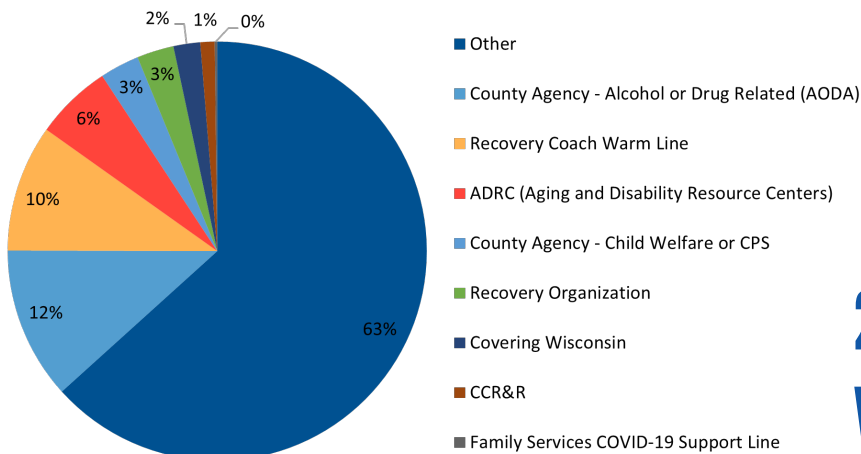
- 1.) COVID-19 Immunization Clinics
- 2.) COVID-19 Vaccine Information
- 3.) Food Pantries
- 4.) Rental Payment Assistance
- 5.) COVID-19 Diagnostic Tests
- 6.) Low-Income / Subsidized Rental Assistance
- 7.) Rental Deposit Assistance
- 8.) Water Service Payment Assistance
- 9.) Automotive Repair and Maintenance
- 10.) Electric Service Payment Assistance

Warm Transfers



When individuals call 211 and it is deemed beneficial for them to be transferred directly to an outside agency, a 211 Community Resource Specialist performs a warm transfer.

Warm transfers occur when a Community Resource Specialist connects with an agency and provides an introduction on behalf of the caller, while the caller is still on the line, to provide a seamless transition.



2022's Most Common Warm Transfer Locations

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TOP NEEDS BY CATEGORY

Top Requests by Category - 2022



Housing

59,964



Mental Health /
Substance Use

49,049



Utility
Assistance

27,544



Health Care

22,701



Food / Meals

20,116



Information
Services

17,676



Individual, Family,
and Community
Supports

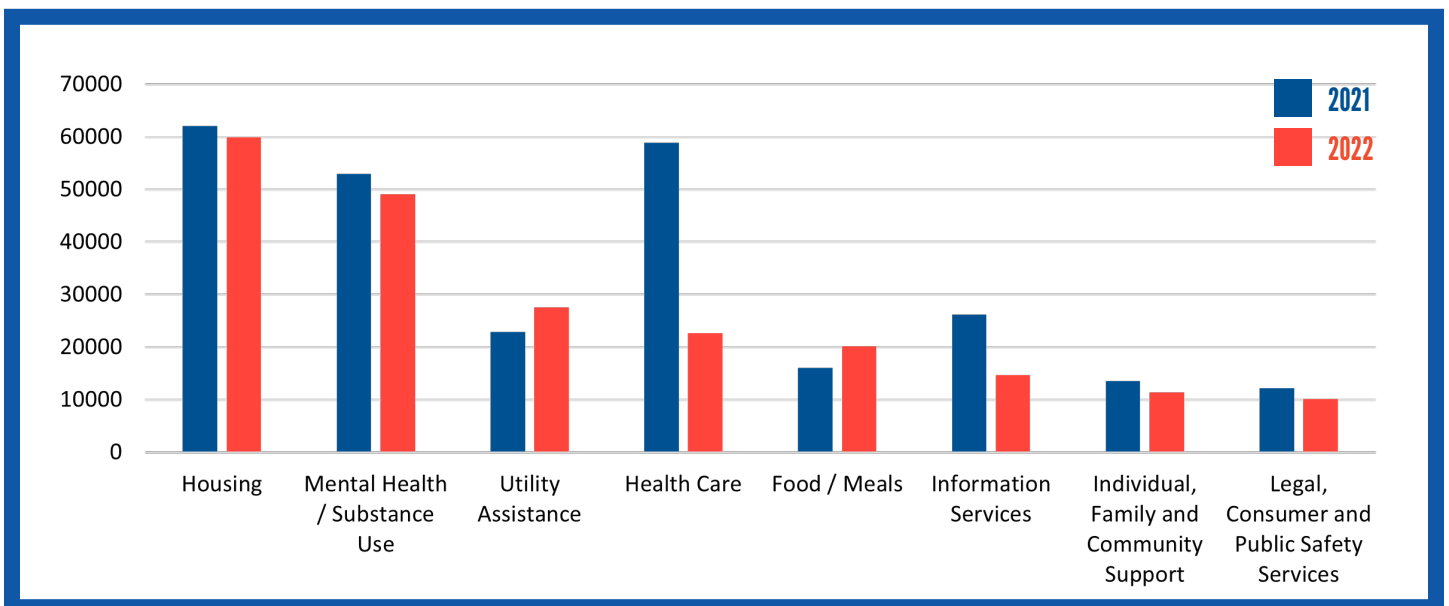
11,387



Legal, Consumer,
and Public Safety

10,129

Requests by Category - 2021 vs. 2022



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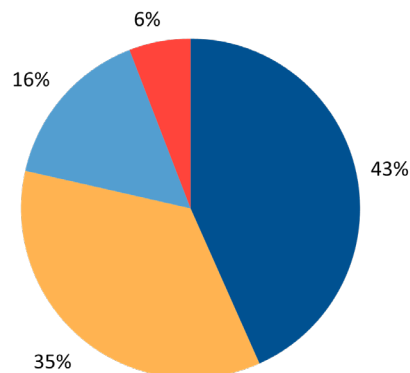
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Top Need by County in 2022



211 Community Resource Specialists provide follow-up services to ensure individuals are getting the services they need and to offer additional help. Follow-up services include supplemental calls or surveys.

Were referrals able to meet needs?



■ Yes - Need Met ■ No ■ Yes - Need Partially Met ■ Did Not Contact Referrals

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Addiction Recovery Helpline

The Wisconsin Addiction Recovery Helpline is a statewide resource for finding substance use treatment and recovery services.

The Helpline is free, confidential, and available 24/7. In 2022, the Helpline received 6,531 calls, texts, and chats. Additionally, the AddictionHelpWI.org website saw 32,606 visits throughout the year.

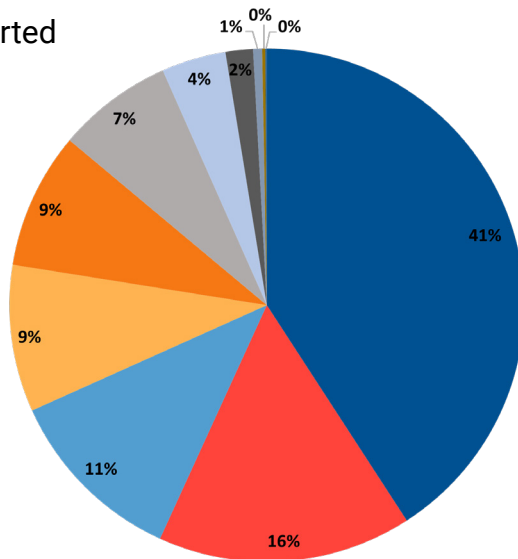
To access the Helpline, individuals can call 211 or 833-944-4673, text 898211, or chat/search on AddictionHelpWI.org.

Wisconsin Addiction Recovery
Helpline
Call **211**

The Wisconsin Addiction Recovery Helpline is sponsored by the Wisconsin Department of Health Services and is made possible by a grant from the Substance Abuse and Mental Health Services Administration

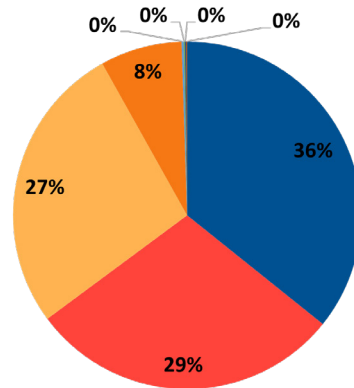
Substances Reported

- Alcohol
- Cocaine
- Opiates
- Amphetamines
- Heroin
- Cannabis
- Other
- Benzodiazepines
- Hallucinogenic
- Inhalants
- Barbiturates



Warm Transfer Location

- County Alcohol or Drug Related Agency
- Recovery Coach Warm Line
- Other
- Recovery Organization
- Covering Wisconsin
- ADRC (Aging and Disability Resource Centers)
- County Child Welfare Agency (CPS)
- Family Services COVID19 Support Line



Top 10 Referral Categories:



Assessment



Residential Treatment



Detoxification Services



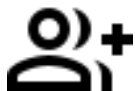
Inpatient Treatment



Recovery Coaches / Peer Support



Substance Use Counseling



Substance Use Support Groups



Medication Assisted Treatment



Outpatient Treatment



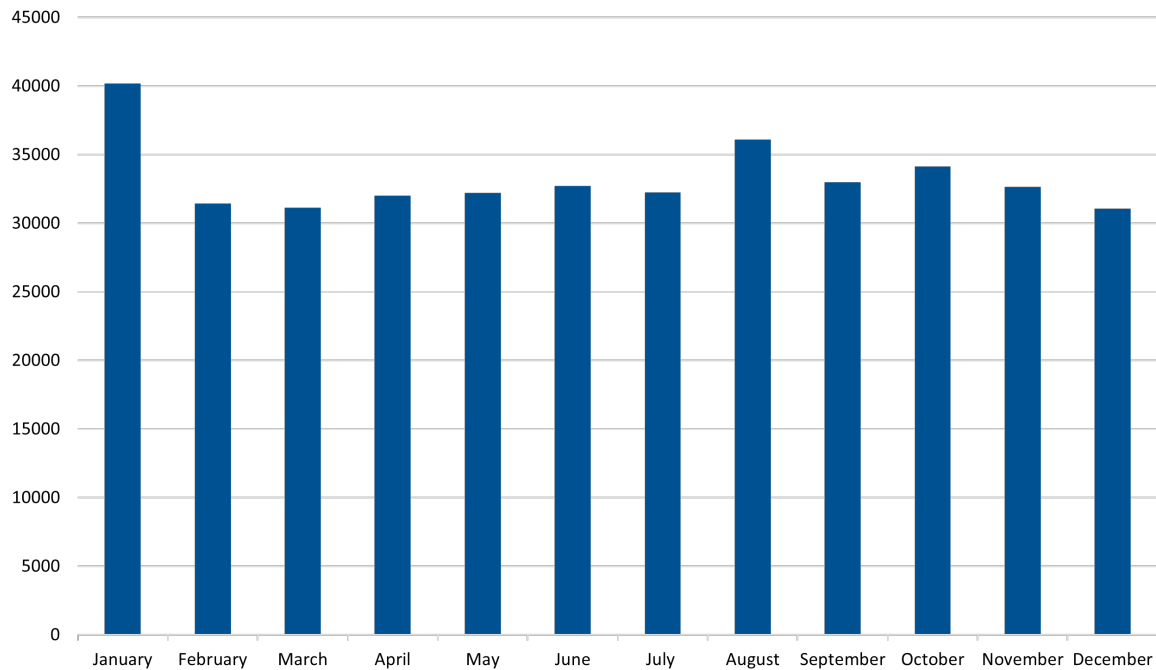
Talklines / Warmlines

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REFERRAL TOTALS BY MONTH



Top 5 Agency Referrals & Top Respective Service

- IMPACT
- MILWAUKEE COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES
- MILWAUKEE RESCUE MISSION
- COMMUNITY ADVOCATES
- MILWAUKEE COUNTY BEHAVIORAL HEALTH DIVISION

TOP REFERRAL SERVICES

EMOTIONAL SUPPORT & SUPPORTIVE LISTENING
- MILWAUKEE COUNTY

ENERGY ASSISTANCE & CRISIS ENERGY APPOINTMENTS

JOY HOUSE

EMERGENCY RENT ASSISTANCE PROGRAM (ERAP)

MILWAUKEE COUNTY CRISIS LINE

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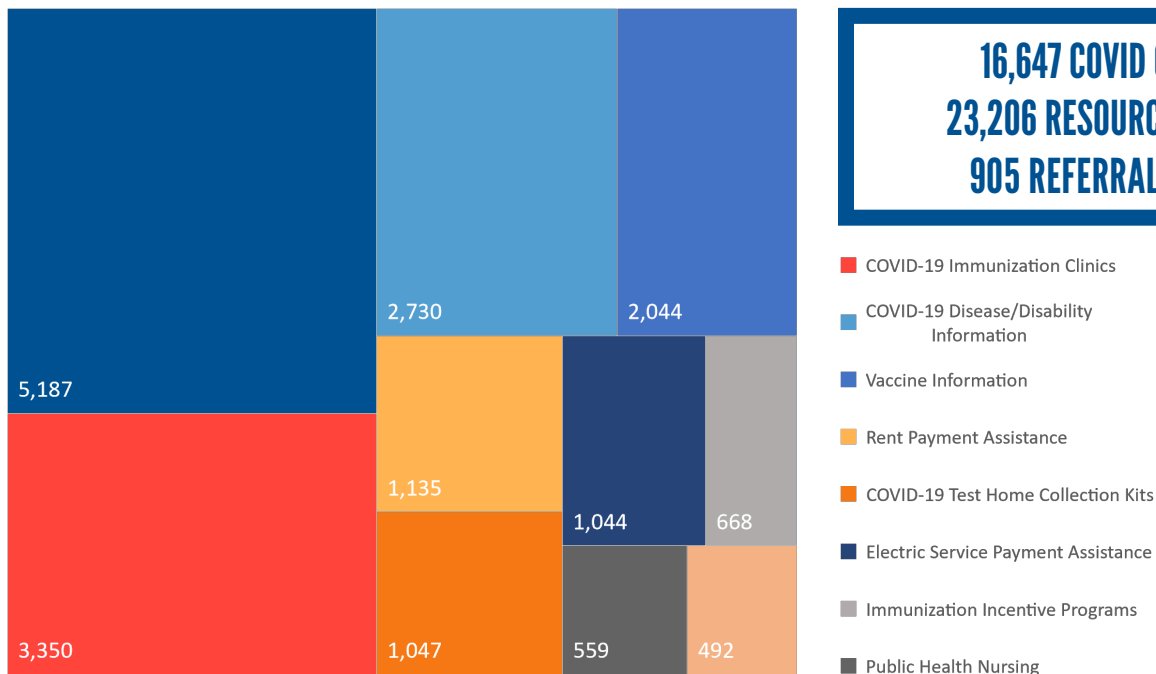
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Public Health Emergency Response

In March of 2020, the 211 Wisconsin System was activated by the Wisconsin Department of Health Services to answer calls about the COVID-19 pandemic. This activation continued through 2022, with 211 Community Resource Specialists supporting callers with their COVID-19 related questions. While activated for COVID-19 related calls, 211 Wisconsin supported Wisconsin residents with additional public health needs, fielding calls around Mpox, the infant formula shortage, flu vaccine access and PFAS contamination in drinking water. The 211 Wisconsin System supports residents during times of natural disaster and when public health issues arise.

To support these public health issues, the 211 System worked closely with the Wisconsin Department of Health Services, as well as Local / Tribal Health Departments to ensure we had access to the most up-to-date information.

Top 10 COVID-19 Related Referrals



“Pop-up” COVID-19 Vaccine Event Search

Alongside efforts to maintain database listings of ongoing Covid-19 Vaccination and Testing, 211 WI created and maintained a public webpage dedicated to regional “pop-up” or one-time vaccination clinics being offered throughout Wisconsin. There were 1,099 vaccine clinics shared on the public vaccine clinic webpage.

211’s Community Resource Specialists continue to use this webpage to assist callers in finding vaccination locations.



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211 Wisconsin Systems Database

20,000 +
Agency Locations

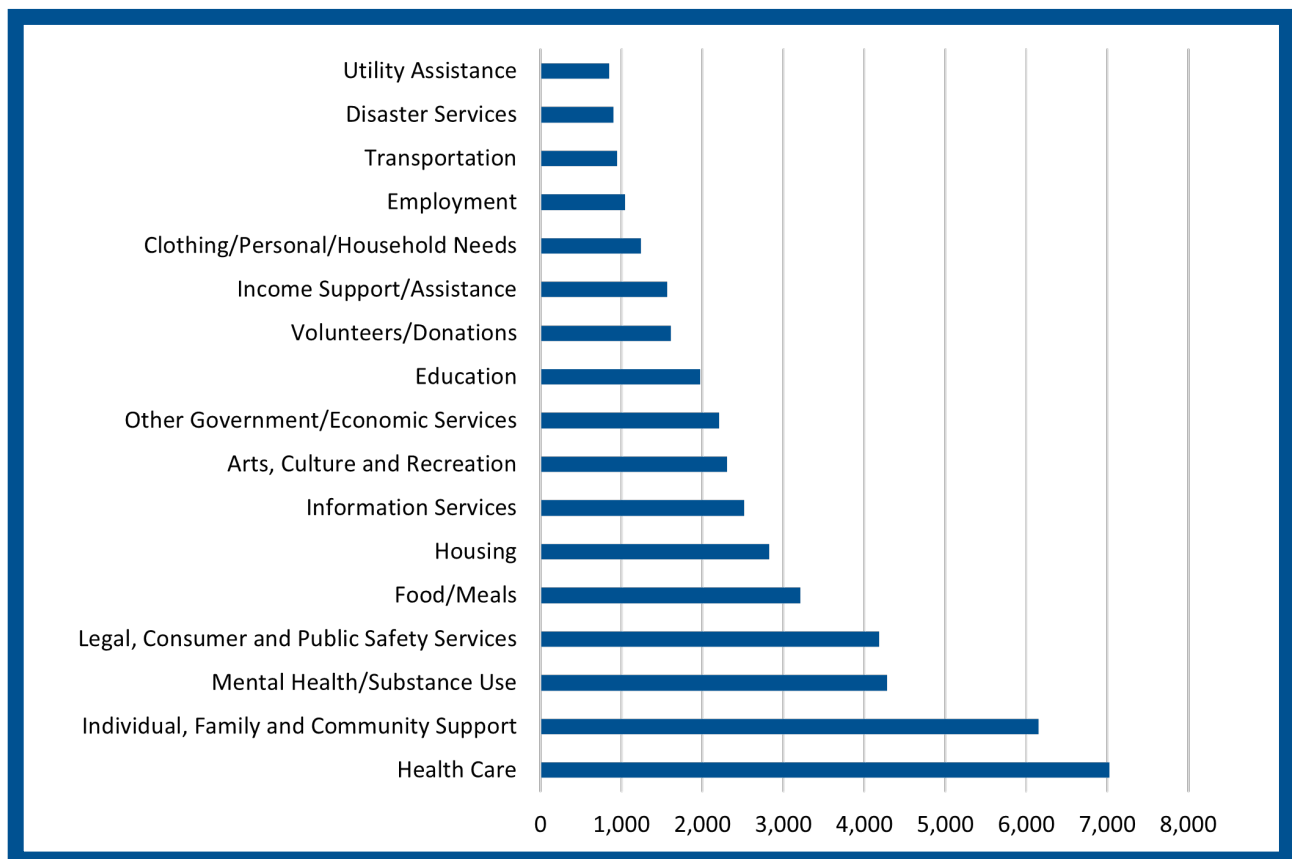
26
Resource Managers

30,000 +
Services in Database



The 211 database houses over 30,000 community resource records and is essential for successful 211 operations. The robust database allows the public and 211 Community Resource Specialists access to up-to-date information to connect to local community services. Our team of 26 Resource Managers works daily to ensure the database reflects current service offerings throughout the state. The database supports entities beyond the 211 System, through regional and statewide integration partnerships with state agencies, health care systems, and nonprofit organizations.

Number of Services per Category



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Statewide Initiatives

Anti-Human Trafficking

The Wisconsin Department of Children and Families utilizes 211 to connect Wisconsinites to information about human trafficking. Individuals who contact 211 can receive information and resources about human trafficking as well as guidance about how to report cases of human trafficking.

Individuals can call 211
or text 898211 to receive
information on human
trafficking prevention.



Ride United - Transportation Assistance

United Way Worldwide's Ride United Transportation Access (RUTA) Program started in 2018. Its purpose is to close transportation gaps by providing free and reduced rides to help people access essential medical services, obtain healthy food, get to job interviews and more. In 2022, UWW administered this service first through the Ride United Vaccine Access Campaign (RUVAC) grant which ended in June, and then again through another awarded RUTA grant which commenced in August. In 2022, 3,290 rides to essential services were taken by individuals throughout Wisconsin.

Caregiver Support

211 Wisconsin, in partnership with AARP, is offering direct and consistent contact to caregivers throughout the state. This project is intended to reach informal/unpaid family caregivers who are 18 years or older, who are providing care to those 18+.

44

Caregivers were supported
through this program
in 2022.

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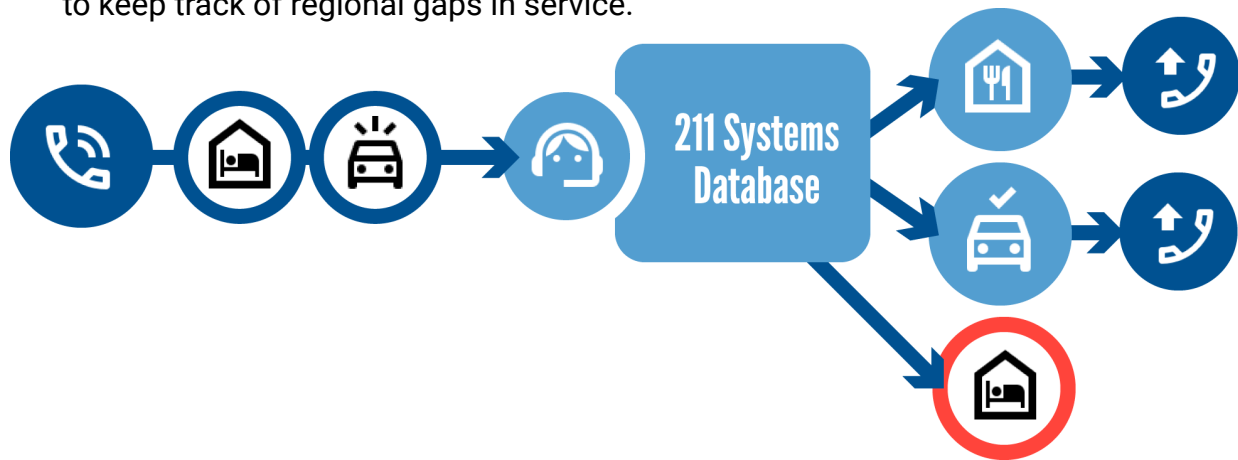
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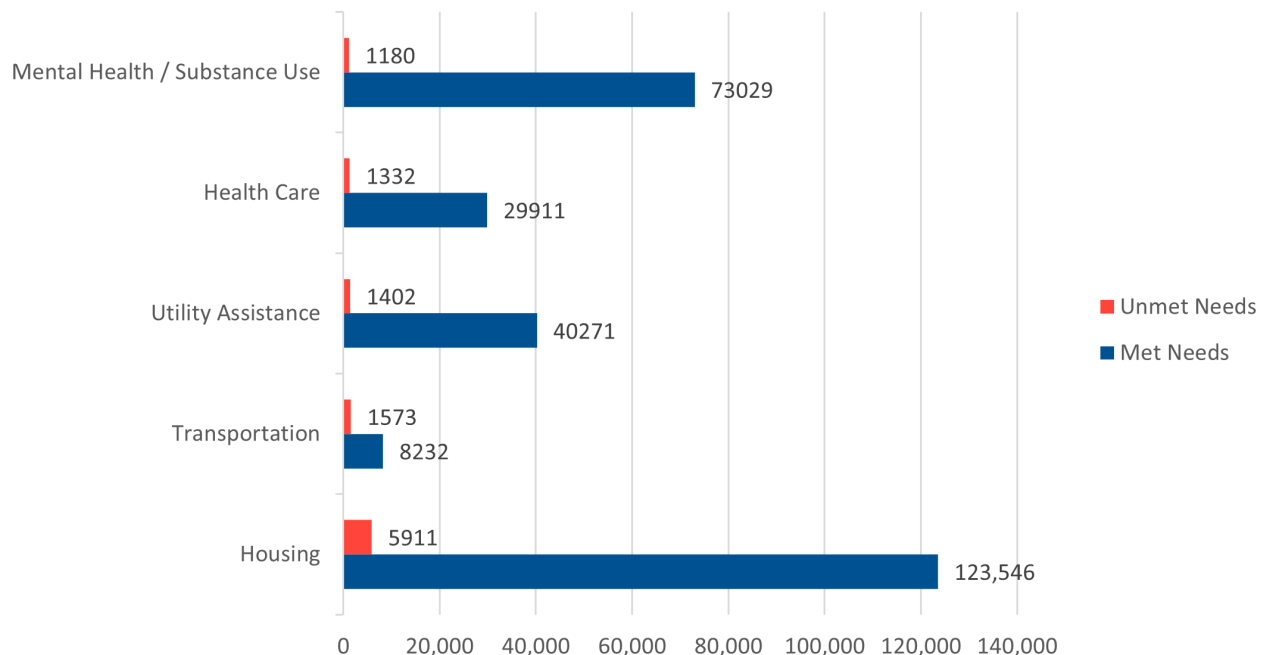
211 Wisconsin & Unmet Needs

An unmet need is documented when there are no available programs or services to refer a client to. When this occurs, 211 Community Resource Specialists work to think through other services or solutions that may support the caller's need.

When a 211 Community Resource Specialist finds that there is not an available resource to support a caller's request, they log this occurrence as an unmet need. Recording when Wisconsin residents are encountering needs and no supporting service is currently available allows 211 Systems and our partners to keep track of regional gaps in service.



Top 5 Unmet Need Categories



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Who We Are & What We Do

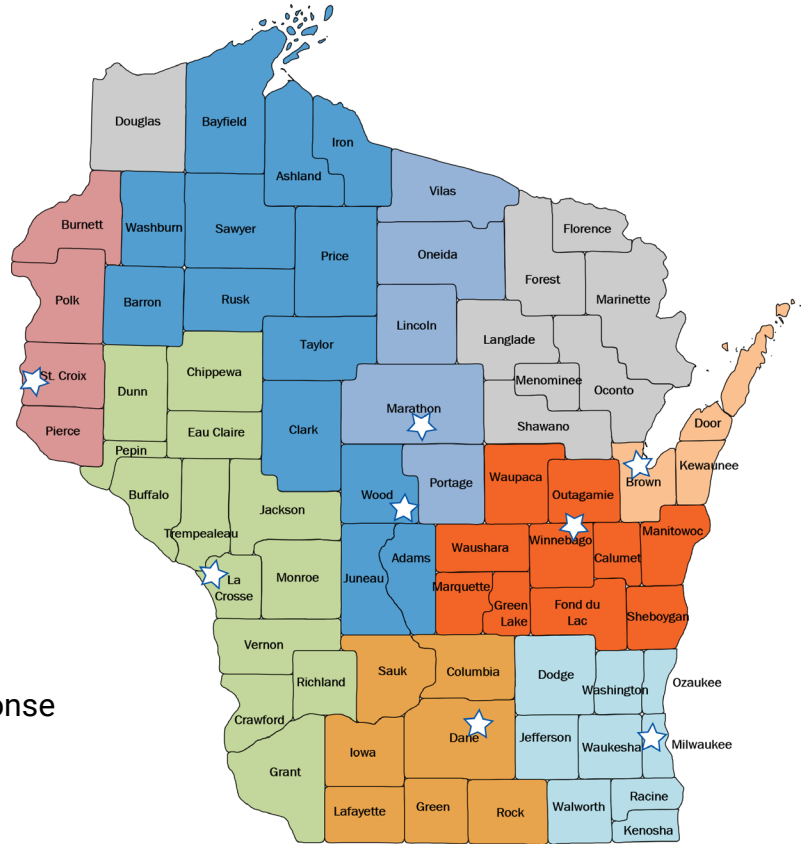
211 is a free, confidential service offered 24/7/365 to connect the people of Wisconsin to resources and services in their community. Individuals looking for assistance can call, text, chat online, or search in an up-to-date database to find the information they need.

Call 211 for Referrals To:

- Emergency Information and Disaster Relief
- Employment and Education
- Financial and Tax Assistance
- Healthcare Information
- Mental Health Services
- Nutrition and Food Assistance Programs
- Shelter, Housing, and Utilities
- Substance Use Prevention and Treatment

211 Wisconsin Provides:

- Referrals to Agencies and Organizations
- An Up-to-Date Online Database of Community Resources
- Emergency Preparedness and Disaster Response
- Data Collection, Analysis and Reporting
- Crisis Intervention
- Follow-up calls to ensure individuals are receiving the help they need
- Advocacy for individuals struggling with barriers to entry



- | | | |
|-------------------------------------------|----------------------------------|-------------------------------|
| Great Rivers 211 & Gundersen Health | IMPACT 211 | United Way of Marathon County |
| 211 Wisconsin Collaborative | United Way of Dane County | Brown County United Way |
| United Way of South Wood & Adams Counties | St. Croix Valley Area United Way | United Way Fox Cities |



70+

Community Resource
Specialists



8

Regional Contact Centers



26

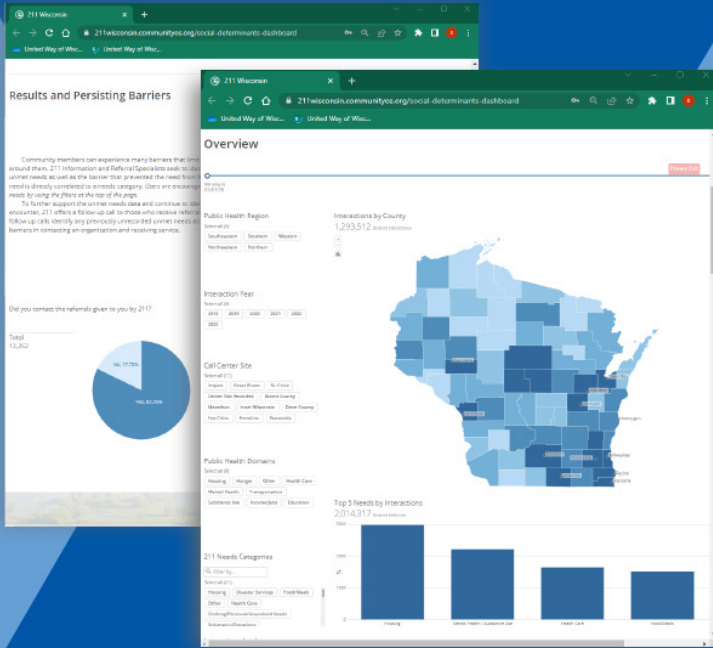
Database Resource
Managers

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GET CONNECTED



211 Wisconsin is excited to announce the launch of our first Community Dashboard focusing on Social Determinants of Health

The new Community Dashboard is intended to give users the ability to dig into years' worth of 211 Wisconsin data.

Visit:

<https://211wisconsin.communityos.org/social-determinants-dashboard>

Get Connected. Get Help.

211

Wisconsin

Call 211 or 877-947-2211 to get connected!

Visit <https://211wisconsin.org>

Text Regional ZipCode to 898211

Wisconsin Addiction Recovery Helpline Promotional Materials

Available to Order Here:

https://211wisconsin.communityos.org/warh_order_form

211 Wisconsin is managed by United Way of Wisconsin.

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