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## **211 Wisconsin Launches Major Update to Better Connect People to Resources**

*Updated online look and feel & better user experience for those seeking help as well as those providing it.*

WISCONSIN—**211 Wisconsin is pleased to announce a major update** to the [211 website](#) and online [211 Wisconsin Community Resource Directory](#) that makes the online tools easier and more intuitive to use.

Leveraging federal funding through SAMHSA that was championed by U.S. Senator Tammy Baldwin (D-WI), 211 Wisconsin has made several system improvements that continue to offer the same trusted resources that have long been available on the site, but with a new look and feel to facilitate easier navigation.

With these upgrades, 211 Wisconsin has made it simpler for local agencies to update or add listings to the 211 Community Resource Directory through the new Partner Hub menu option and improved the overall searching and browsing experience for public users.

“With everything from housing assistance to crisis intervention, 211 is an invaluable tool that connects Wisconsinites to needed resources,” **said Senator Baldwin**. “I’m glad the funding I delivered will make these critical resources more accessible, support the good work of 211 Wisconsin Community Resource Specialists, and meet the needs of families across Wisconsin.”

“With the latest updates, everyone—from those in need of assistance, to local agencies offering support, and individuals guiding others—will find a more streamlined and user-friendly experience when utilizing the valuable services of 211 Wisconsin,” said **Charlene Mouille, President & CEO of United Way of Wisconsin and 211 Wisconsin**. “This means fewer barriers between someone in need and the right service provider.”

The 211 Wisconsin Community Resource Directory has long been Wisconsin’s most comprehensive and trusted guide to the locally-curated services that exist to meet the needs of our communities. *211 community resource specialists can be reached any time day or night by dialing 211.*

Organizations can partner with 211 by contacting us at <https://wire.communityos.org/contact-us>.

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**About 211 Wisconsin:** 211 provides confidential, judgment-free interactions with trained 211 specialists who can help people find valuable resources available in their community, 24-hours-a-day, seven days a week in all 72 Wisconsin counties and 11 federally recognized Tribal Nations. 211 Wisconsin has fielded over 300,000 requests over the past year and has continually demonstrated success at connecting residents with critical health and human services through an up-to-date and robust database system that provides access to over 30,000 services. 211 is a public/private partnership of local United Ways, nonprofit organizations, state and local governments, businesses, healthcare organizations, Inform USA and many others. Contact centers are based in Green Bay, Hudson, La Crosse, Madison, Menasha, Milwaukee, Wausau, and Wisconsin Rapids. Six contact centers are hosted at local United Ways, one by Impact, Inc. in Milwaukee, and one by Gundersen Health System in La Crosse.

**About United Way of Wisconsin** United Way mobilizes communities to action so all can thrive. True to our founding spirit, whenever there is a need in our communities, United Way is there. We bring a comprehensive approach to every challenge, actively listening and responding to local needs. From strengthening local resilience to advancing health, youth opportunity, and financial security, United Way is working towards a future where every person in every community can reach their full potential. United Way of Wisconsin (UWWi) is the statewide organization partnering with local United Ways to backbone statewide initiatives including 211 Wisconsin.