



2018 United Way's 2-1-1 Report: January—December Portage County

United Way's 2-1-1 is our community's information and referral service. We help eliminate barriers by connecting people with services. In 2018, United Way's 2-1-1 answered 3,115 requests for help from Portage County residents, providing 4,505 referrals to community resources.

Making an Impact in Our Community

John, a single parent, was looking to go back to school. Although he was working full time, he still struggled to pay for schooling. He decided to call United Way's 2-1-1 to see if there were any programs available in his area that could help. Once connected with an Information Specialist, John was given local resources that may be able assist with his situation. During a follow up call, John shared that he was able to receive financial assistance and tutoring services from the referrals he received from 2-1-1.

How do people know about United Way's 2-1-1?	
Repeat	1,653
Agency/Provider	144
Word of Mouth	80
PR Materials	31
United Way	15
Internet	11
Media	1
Other	3
Misdirected	5
Unknown	1,172

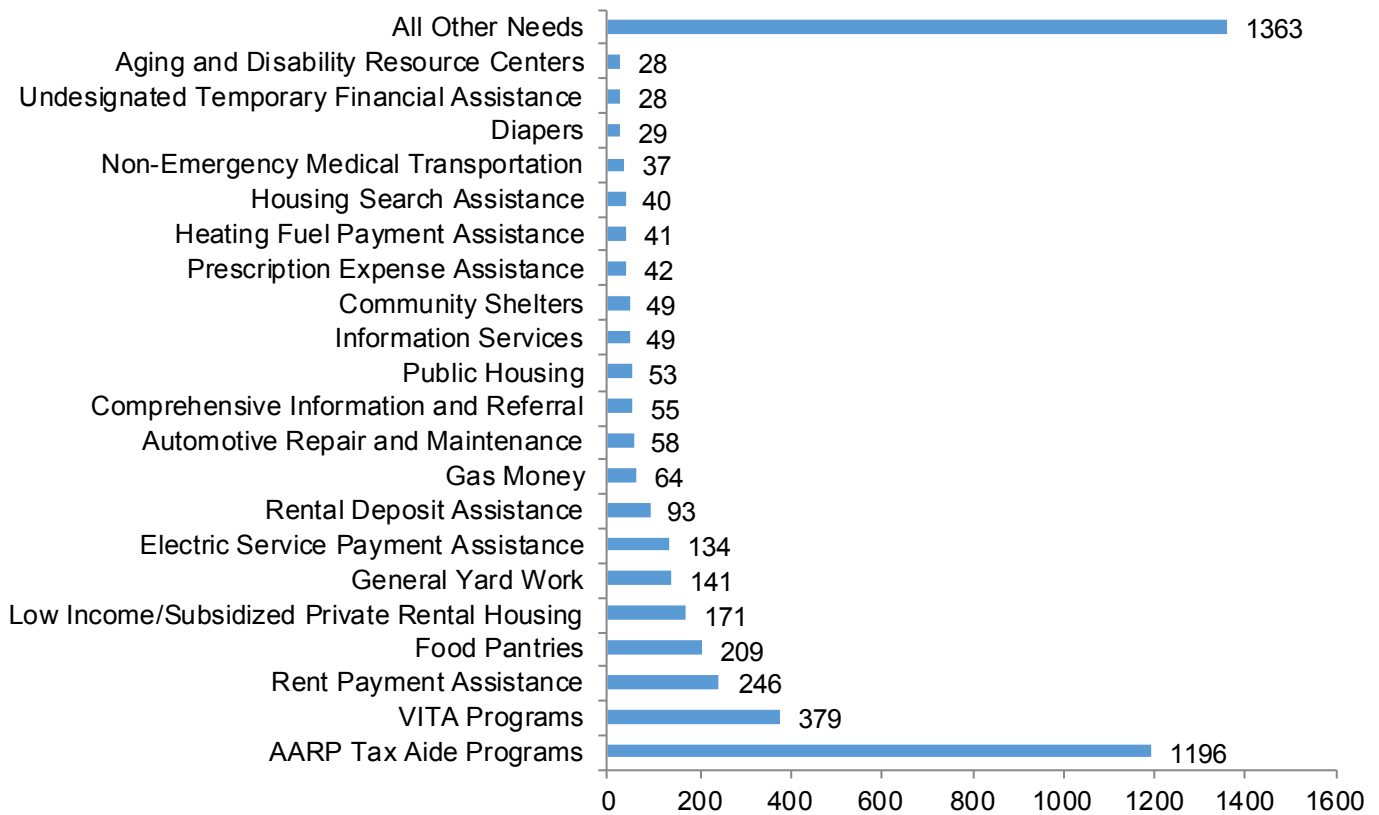
Type of Inquiry	
Information & Referral	1,085
Information Only	1,969
Crisis	6
No Referral Given	43
Admin	12

Contact Type	
Call	3,101
Chat	2
Email	10
Text	2

Total Contacts: 3,115

Total Needs Referrals: 4,505

Needs Referrals



Unmet Needs

