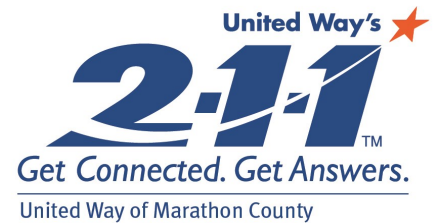


2-1-1 ANNUAL REPORT



Portage County: January–December 2018

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.



Contact Type



Call
3,101



Chat
2



Email
10



Text
2

Total Contacts

General 2-1-1 Calls	3,111
Wisconsin Addiction Recovery Helpline Oct.22 - Dec.31, 2018	4

Type of Inquiry

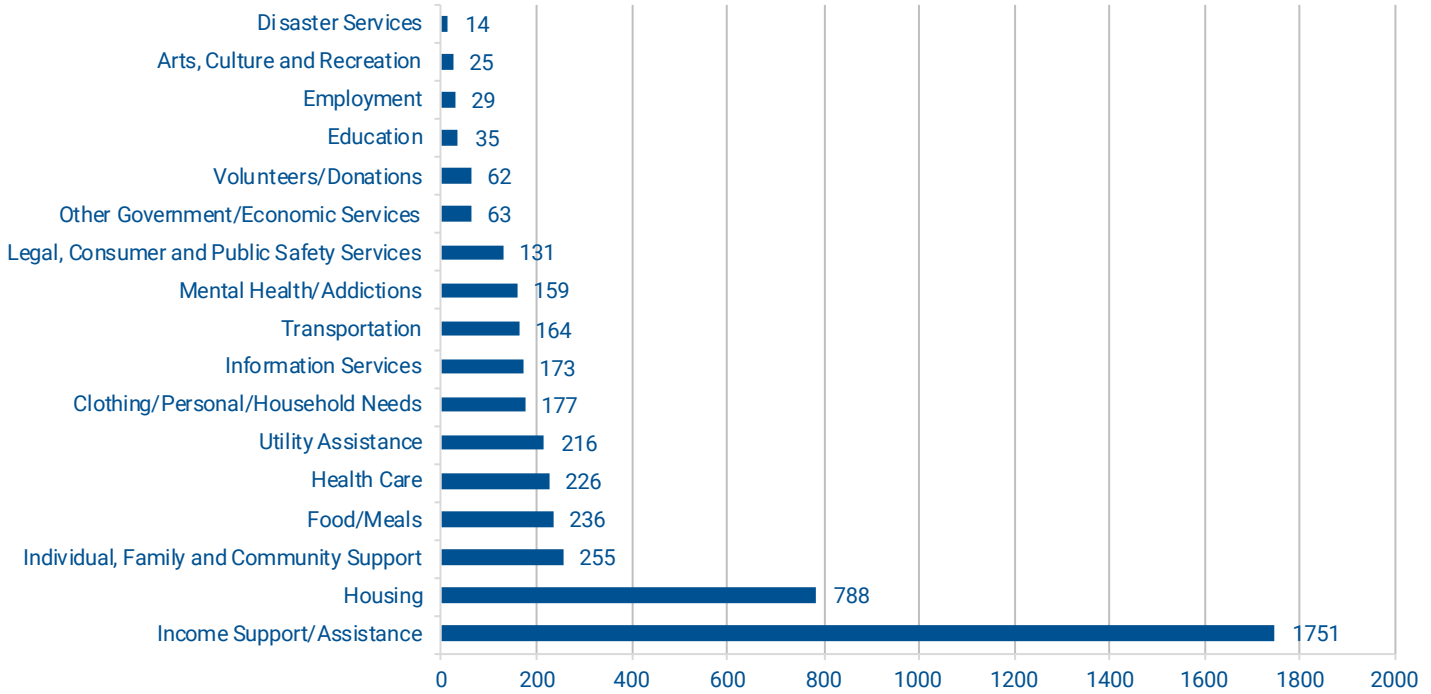
Information & Referral	1,085
Information Only	1,969
No Referral Given	43
Admin	12
Crisis	6

How do people learn about United Way's 2-1-1?

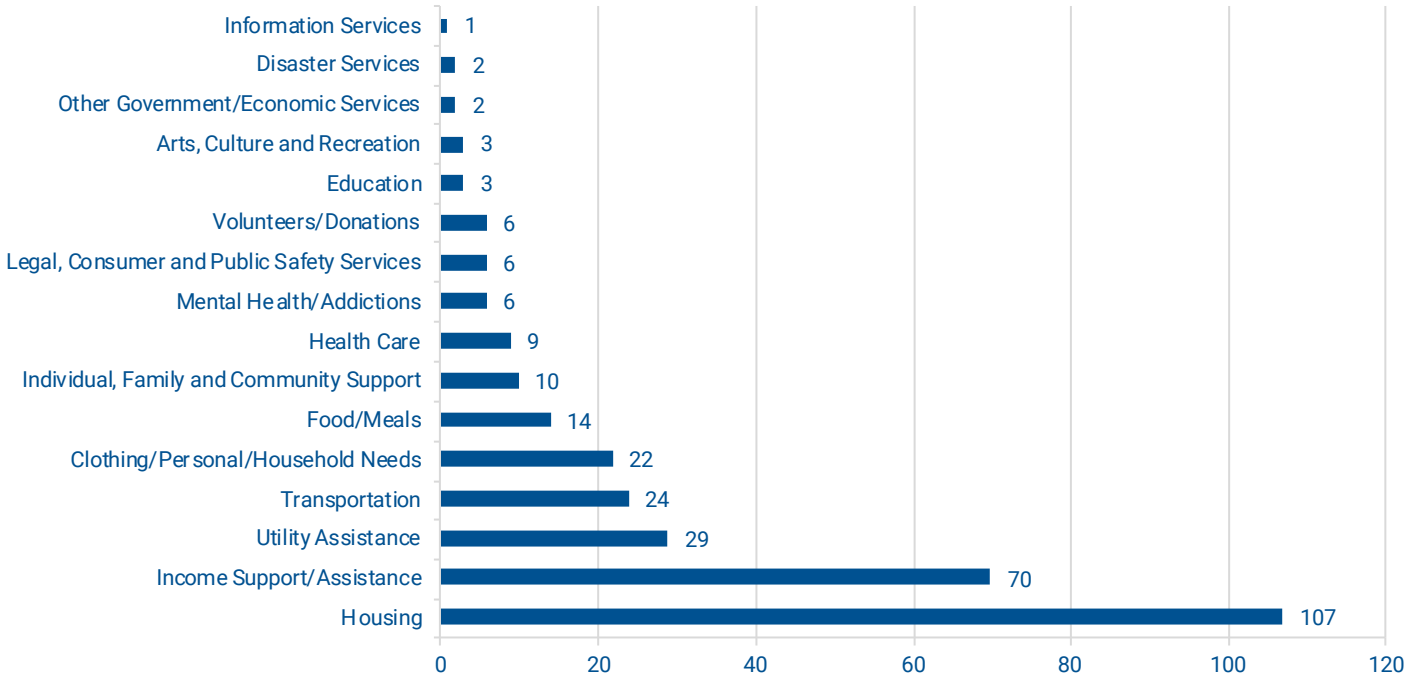
Repeat	85%
Agency/Provider	7%
Word of Mouth	4%
PR Materials	2%
United Way	1%
Internet	1%
Other	0.2%
Media	0.1%

Total Contacts: 3,115

Total Needs Referrals: 4,505



Unmet Needs




DIAL 2-1-1
or
1.800.922.5590


VISIT
www.unitedwaymc.org/get-help


TEXT Zip Code
to 898-211


askus@unitedwaymc.org




@LiveUnitedMC


United Way
of Marathon County