



# 2016 ANNUAL REPORT Snapshot



United Way 2-1-1 provides easy access to health and human services, gives callers an opportunity to get or give help, and serves as a hub for community information in times of disaster. 2-1-1 is available 7-days a week, 24-hours a day and is free and confidential.



## Who We Serve

### Gender (Calls)

Female	7,802
Male	3,348
Not Specified	308

### Age (Calls)

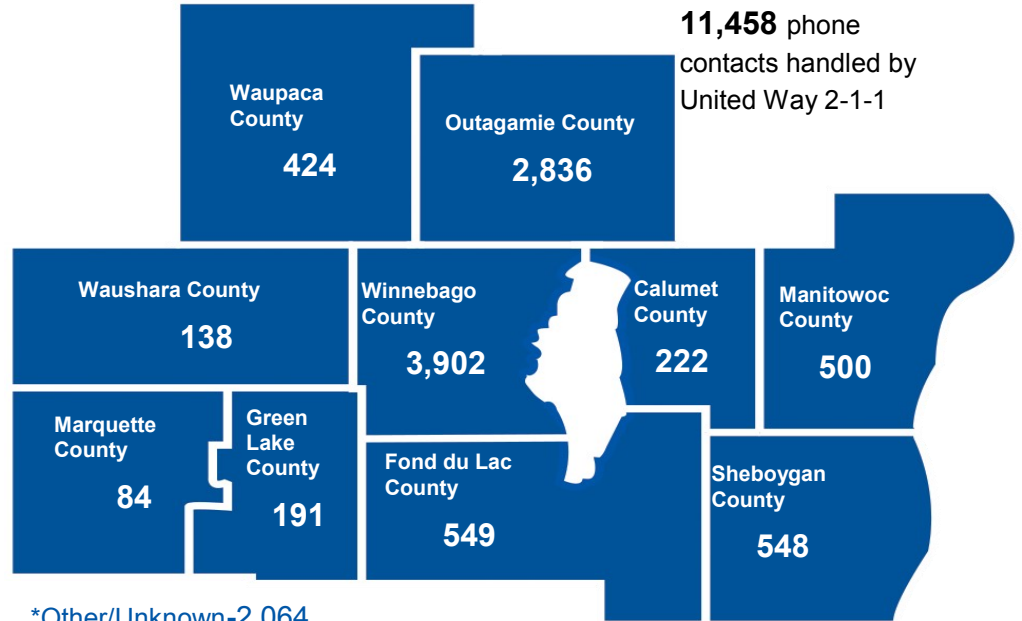
0-17	87
18-35	2,955
36-50	2,880
51-65	2,569
66-75	599
76-89	436
90+	46
Not specified	1,886

### Ethnicity (Calls)

Caucasian	6,318
African American	1,215
Hispanic	314
Other	212
Native American	105
Hmong	63
Asian American	26
Not specified	3,205



## Where We Serve (Calls)



## Where We Serve (Website Visits)

### Website Inquiries by County

Outagamie	7,130
Winnebago	4,342
Sheboygan	810
Fond du Lac	804
Manitowoc	612

**61,850** website visits to 211.now.org

Waupaca	528
Calumet	464
Waushara	192
Green Lake	243
Marquette	116



## Providing Hope

**"I needed to know someone cared"**

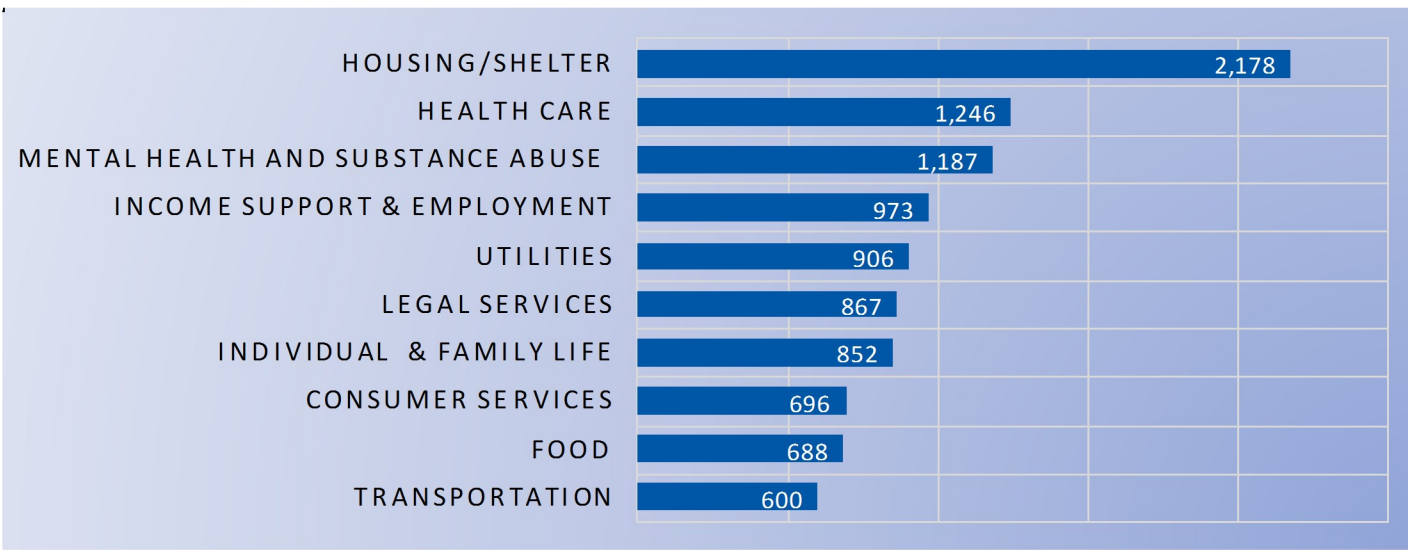
*Being new to a small community, I am really surprised at how many resources were available to help me and my family on such short notice. I am so grateful to the 2-1-1 service for being there when I needed to know that someone cared and for the agencies that helped me during a very difficult time". THANK YOU!*





## Need Requests and Service Gaps (Calls)

**Top 10 Need Requests:** Need requests are the needs identified by clients when they call 2-1-1.



**Top 10 Service Gaps:** Service Gaps (unmet needs) are determined if no referral was made during a call due to lack of funds or lack of service.

