



2019 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.

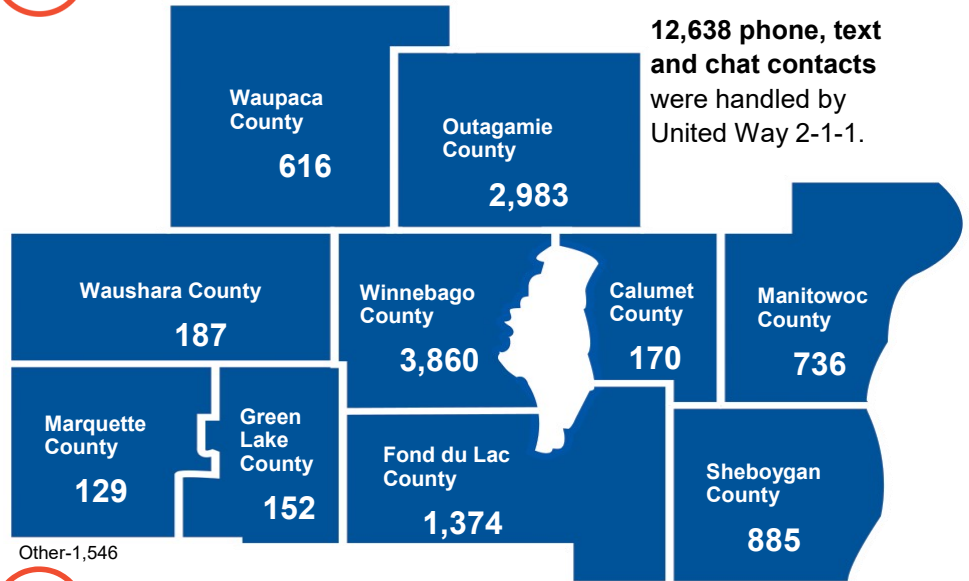


Who We Serve

Gender (Calls)	
Female	5,189
Male	3,853
Unknown	3,589
Transgender	7
Age (Calls)	
Adult	6,189
Senior	3,513
Unknown	2,839
Youth	97
Ethnicity (Calls)	
Caucasian/White	7,022
Unknown	4,340
Black/African American	934
Hispanic/Latino	239
Asian American	52
American Indian	48
Other	3



Where We Serve (Calls)

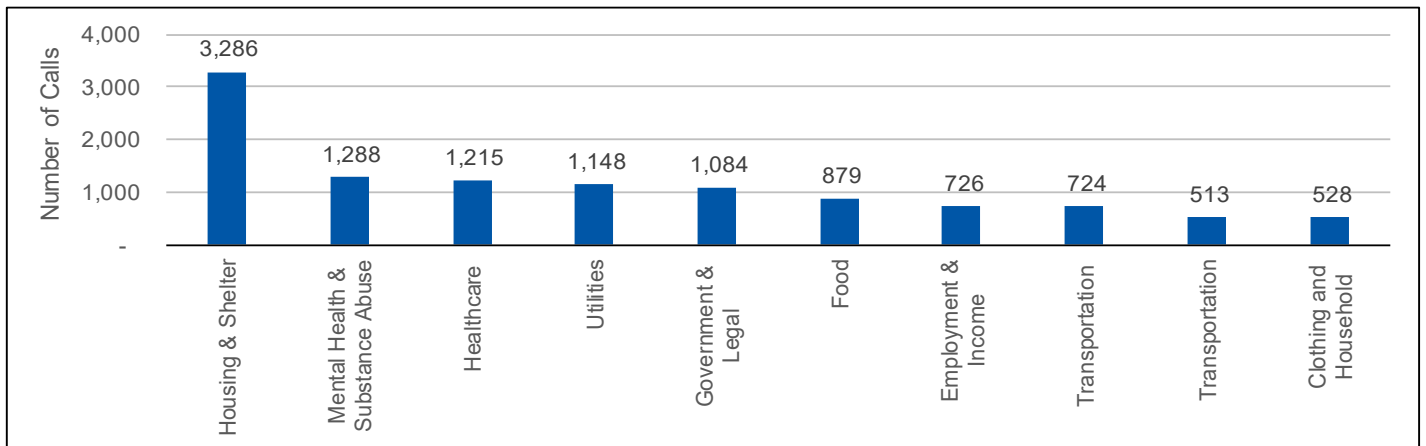


A closer look:

In 2019, United Way 2-1-1 served over 500 Veterans in the 10-County service area. For more information, see attached Year in Review Report. For additional real-time, searchable data in a simple-to-use format, visit www.211counts.org.



Top 10 Problems/Needs



United Way 2-1-1...Celebrating a year of accomplishments

Thank you for calling
United Way 2-1-1,
how can I help you?



Dial 2-1-1 for help with:

- Food/Clothing
- Counseling
- Employment
- Health Care
- Support Groups
- Housing/Shelter
- Legal Aid
- Veteran/Military Services

By dialing 2-1-1, texting a zip code to 898211 or visiting the website at 211now.org, people are linked to information about local resources, both government and nonprofit organizations. 2-1-1 brings people and community resources together.

Here are highlights of the past year:

Addiction Recovery Helpline:

The Wisconsin Addiction Recovery Helpline was developed as part of the Wisconsin Department of Health Services to support people who have been impacted by substance use issues. People can call with questions about addictions whether they are struggling with an addiction themselves or are concerned for a family member or friend. The success of the Helpline can be directly attributed to strong partnerships with local treatment and recovery programs and ongoing 2-1-1 staff training specific to mental health and substance use. Lisa Smith, 2-1-1 Manager, said "Our trained staff assesses caller needs, and in most cases transfers them directly to treatment providers, peer specialists, recovery coaches through warm transfers. Staff also offer follow up calls to provide additional support, resources and advocacy. Since launch of the Helpline, nearly 7,000 calls for substance use help have been answered. Locally, we have assisted 354 individuals across our service area in their journey towards treatment and recovery.

Disaster Response

On March 14, 2019 flooding impacted several areas in WI including Fond du Lac. On July 20, 2019, thunderstorms and tornadoes impacted a large portion of the state. In both cases, the 2-1-1 system was mobilized statewide, taking over 6,000 damage reports. Locally, 2-1-1 staff handled nearly 700 disaster related calls and provided up-to-the minute information on resources available in affected communities.



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Anti-Human Trafficking

The Wisconsin Department of Children and Families utilizes 2-1-1 statewide to connect residents to information about human trafficking and guidance on how to report cases of human trafficking. All 2-1-1 staff are trained to recognize signs of potential human trafficking and connect at risk callers to law enforcement, human trafficking hotlines, domestic/dating violence programs, runaway support, emergency shelter and other essential needs. In 2019 human trafficking related assistance was provided to 54 callers statewide. Locally, 2-1-1 staff provided human trafficking related assistance to 3 callers.

Open Enrollment

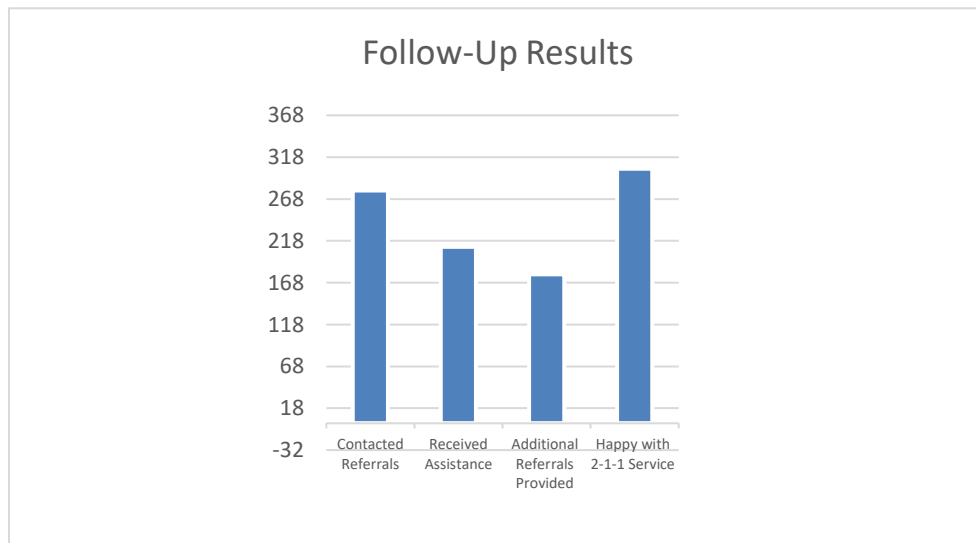
During the 2019 open enrollment period for the Affordable Care Act (ACA), Wisconsin residents were encouraged to call or text 2-1-1 to be connected with trained, unbiased health insurance experts to help them navigate their health insurance options. Statewide, calls for ACA assistance increase 34%. Locally, 2-1-1 staff transferred 63 individuals to Certified Application Counselors and Insurance Navigators in their area.

Warm Transfers

When individuals call 2-1-1 and its deemed beneficial for them to be transferred directly to a specialized Information and Referral agency, crisis line or other service provider, 2-1-1 staff perform a warm transfer. Warm transfers occur when 2-1-1 staff conference the outside service provider while the caller is still on the line, to make an introduction before transferring. Locally, 2-1-1 staff conducted 407 warm transfers to providers in the service delivery area.

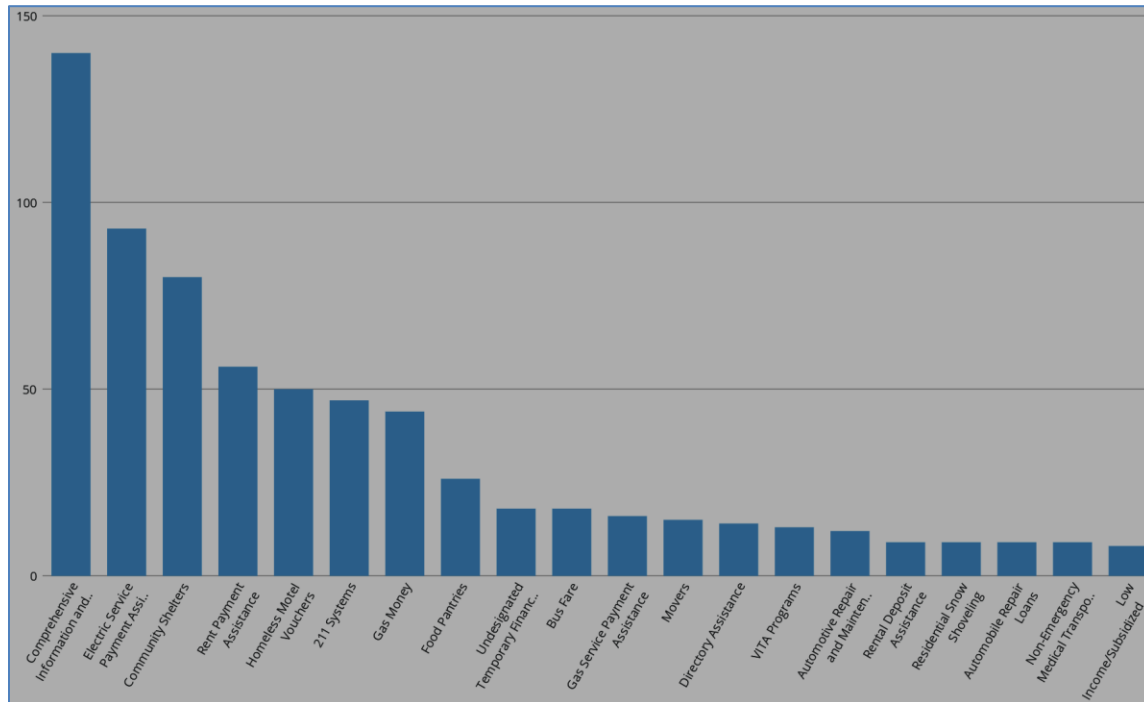
Follow Ups

2-1-1 staff provide follow-up services and ensure individuals are getting the services they need and to offer additional help if needed. In 2019, United Way 2-1-1 staff offered follow-ups to 509 callers. 417 callers agreed to receive a follow up call. Of the 417, 368 were reached with the following results:



Unmet Needs

Unmet needs are instances where no resources are available to meet a callers assessed needs and no referrals can be made. Individual unmet needs may lead to identification of service gaps at the service delivery system level. 2-1-1 provides this information to United Way organizations and legislators to assist with community and policy development. Locally, 909 unmet needs were identified in 2019 for the following problem/need categories:



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