



2021 ANNUAL REPORT Snapshot



United Way 211 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. 211 is available 7-days a week, 24-hours a day and is free and confidential.



Who We Serve

Gender (Calls)	
Female	8,084
Male	7,001
Unknown	1,610
Transgender	7

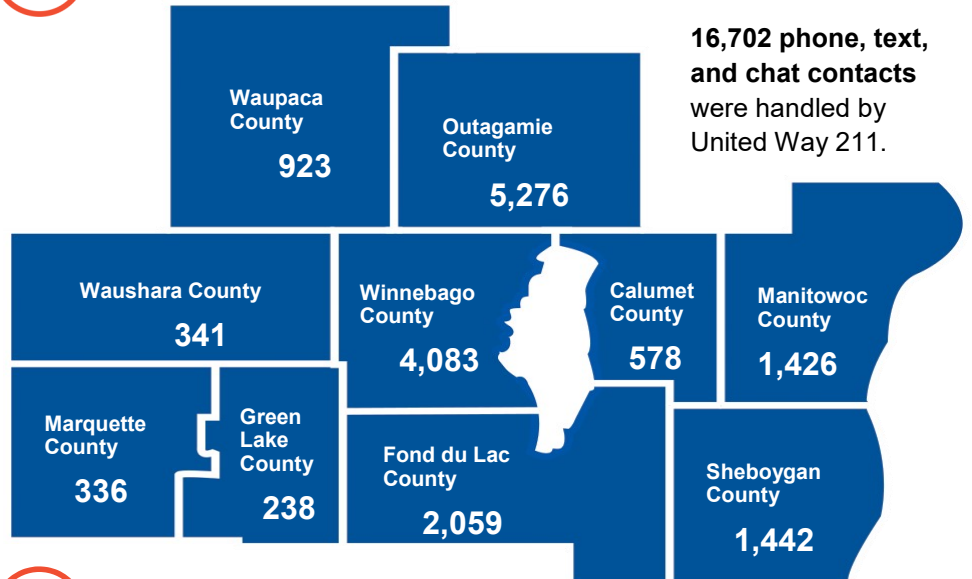
Age (Calls)	
Adult	10,162
Senior	4,998
Unknown	1,041
Youth	501

Language other than English	
Spanish	104
Hmong	6
Vietnamese	1
Chinese	1

211 callers were not asked to provide ethnicity after March 15, 2020.



Where We Serve (Calls)



16,702 phone, text, and chat contacts were handled by United Way 211.

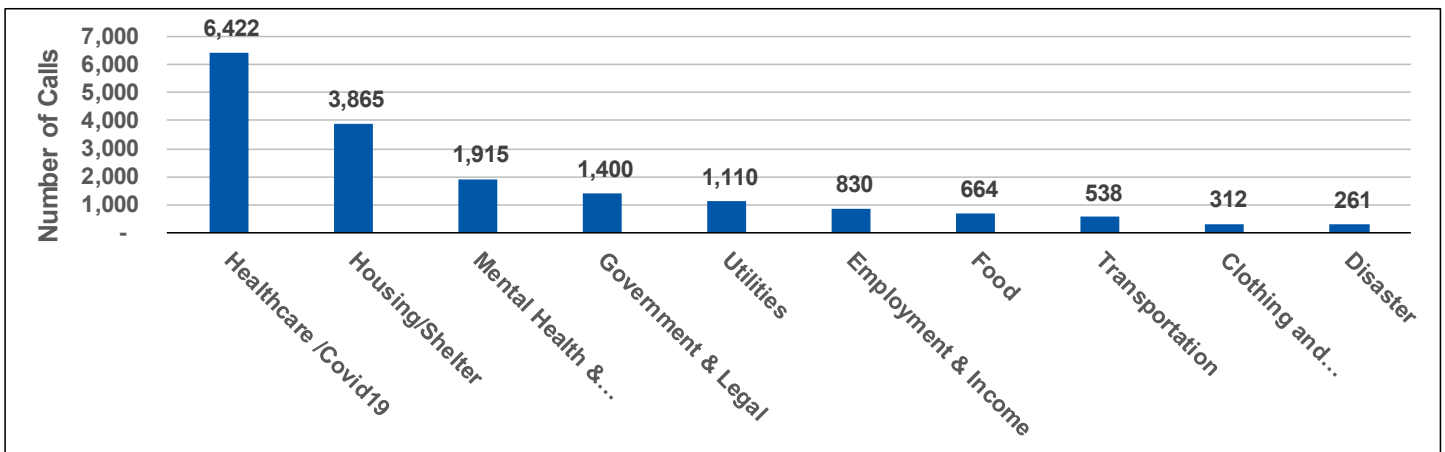


A closer look:

In 2021, the Wisconsin Department of Health Services (DHS) promoted 211 as the designated statewide COVID-19 Helpline, assisting with information and referrals to testing sites, vaccines, and other COVID-related resources.



Top 10 Problems/Needs



Text Zip Code to 898211 • www.211now.org • 2-1-1 or 1-800-924-5514

