

Community Service Progress Report

Lincoln, Oneida and Vilas Counties



United Way's 2-1-1 began serving Lincoln, Oneida and Vilas counties in 2010 thanks to these sponsors:

- Merrill Area United Way
- Northwoods United Way
- Church Mutual Insurance Company
- Aspirus, Inc.
- Ministry Health Care
- Marshfield Clinic
- Wisconsin Public Service Foundation
- Merrill Area Community Foundation



Susan deals with chronic depression, sees a psychiatrist and is on medication. She called 2-1-1 wondering if a support group exists in the Greater *Tomahawk area*. She was referred by 2-1-1 specialists to a depression support group, and in follow up it was learned that she has attended a few meetings. The mutual support and networking is helpful. *Susan* was grateful for the referral and follow-up call.



Linda's adult daughter is a single mom in the *Merrill area*, and was hospitalized with a serious medical condition. She is in need of rent,

utility, and other financial assistance because she is unable to work. The adult daughter receives WIC and Foodshare. She has 2 young children under the age of 5. When *Linda* called 2-1-1, she was referred to Community Action Program, St. Vincent DePaul and Salvation Army for her emergency needs. Through follow-up, we learned that the Community Action Program provided a few months of rent assistance, and St. Vincent helped with food. *Linda's* daughter has recovered and is now back to work part-time thanks to the information provided by United Way's 2-1-1.



Michael, a 2-1-1 caller from the *Woodruff area*, had received notice that his utilities were overdue and needed \$500 to avoid disconnection. *Michael* and his wife both lost jobs over the winter

and have been unemployed going on 5 months. Only his wife is receiving unemployment. Referral was made to the Oneida County energy assistance program. *Michael* received \$275 in crisis assistance and borrowed the rest from a family member so disconnection was avoided.



Sandy, from the *Minocqua area*, was looking for transportation to medical appointments for her elderly mother. A referral was made to the Oneida County Aging Department. *Sandy's* mother received transportation assistance and also was connected with other supportive services. Both *Sandy* and her mother were very pleased.

Quick Facts about 2-1-1 in Lincoln, Oneida & Vilas Counties

Services provided by United Way's 2-1-1 of Marathon County

Launched in the Summer of 2010



<p>Total Population: 93,300 Lincoln - 30,800; Oneida -39,100; Vilas - 23,400</p>
<p>Total 2010 Investment in Services \$46,000-- about \$.50 per person</p>
<p>2-1-1 Services are 24/7 Total 2010 calls = 1,212 After hours calls = 203 or 16.7% of total calls (11% of budget) Evening and weekend calls are answered by Great Rivers 2-1-1 in La Crosse</p>
<p>Number of Comprehensive Program Service Listings = 508 Estimated to be 70% complete</p>
<p>Number of Web Searches in a 3 month period = 1,132</p>
<p>Percent of Callers who requested help for Basic Needs = 48% Basic needs includes housing, food, emergency shelter, utility assistance and more</p>

1,212 callers from Lincoln, Oneida, & Vilas Counties had 1,410 needs

Calling From: (Top 10)

356	Rhineland
300	Merrill
115	Eagle River
93	Minocqua
78	Tomahawk
30	Lac du Flambeau
18	St. Germain
18	Three Lakes
18	Woodruff
14	Gleason

Gender:

75%	Female
25%	Male

Age:

89%	Adult (19-60)
10%	Senior (60+)
1%	Youth (6-18)

