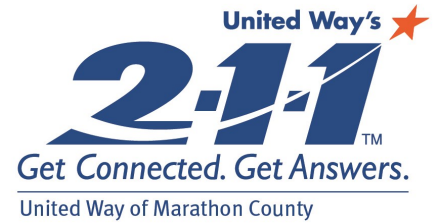


2-1-1 ANNUAL REPORT



Marathon 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 5,242 requests for help from Marathon County residents, providing 9,599 referrals to community resources.

Making an Impact in Our Community

Greg recently moved to Wausau with his seven year old daughter. While he was waiting for a response on whether he qualified for disability benefits, he called United Way's 2-1-1 for information about local food, winter clothing, and other support programs for his family. Upon assessment, the Information Specialist referred him to several programs that could help.

During a follow up call with Greg, he shared with the Information Specialist that they were able to get emergency food help, received children's clothes from Rebecca's Closet, and they were working with a local agency on applying for health insurance coverage.



Contact Type

 **Call**
5,160

 **Chat**
8

 **Email**
65

 **Mail**
1

 **Text**
8

Total Contacts

General 2-1-1 Calls	5,225
Wisconsin Addiction Recovery Helpline Oct. 22 - Dec. 31, 2018	17

Type of Inquiry

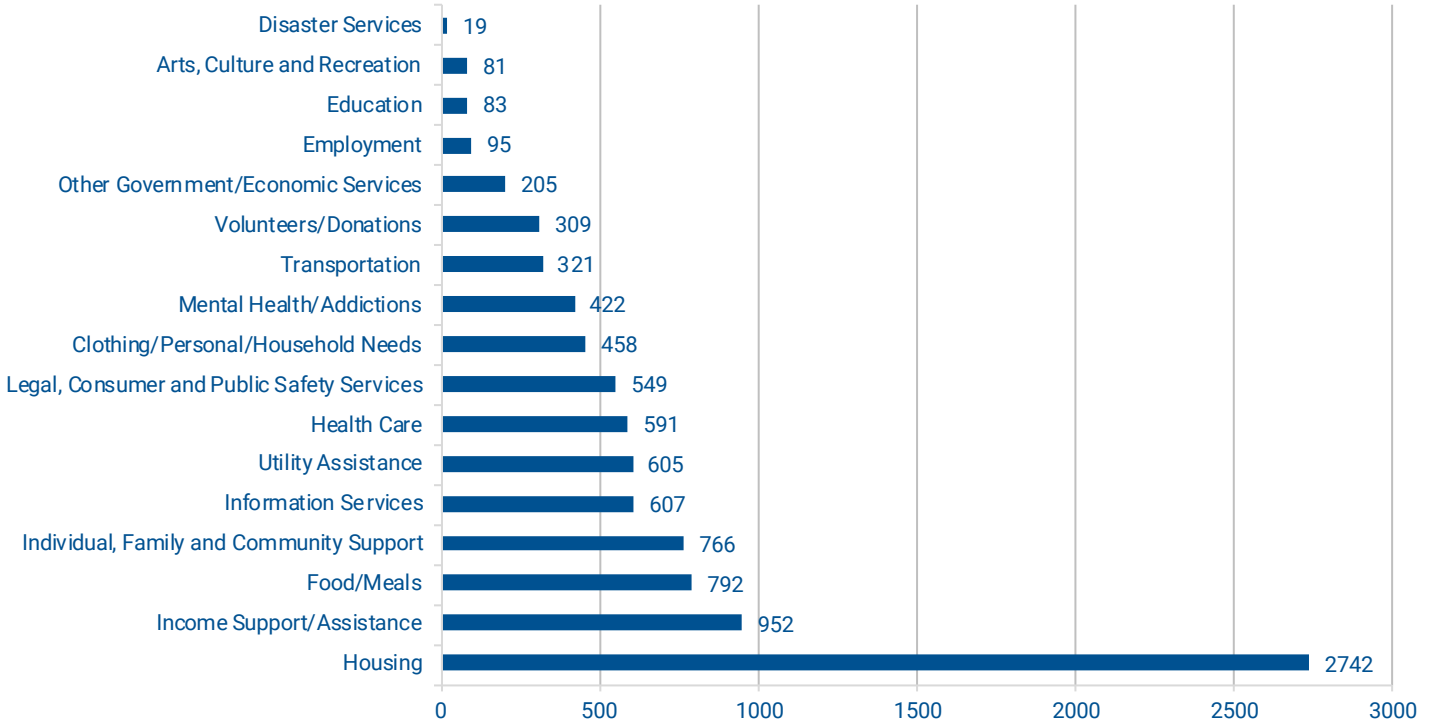
Information & Referral	2,888
Information Only	2,181
No Referral Given	114
Admin	36
Crisis	23

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

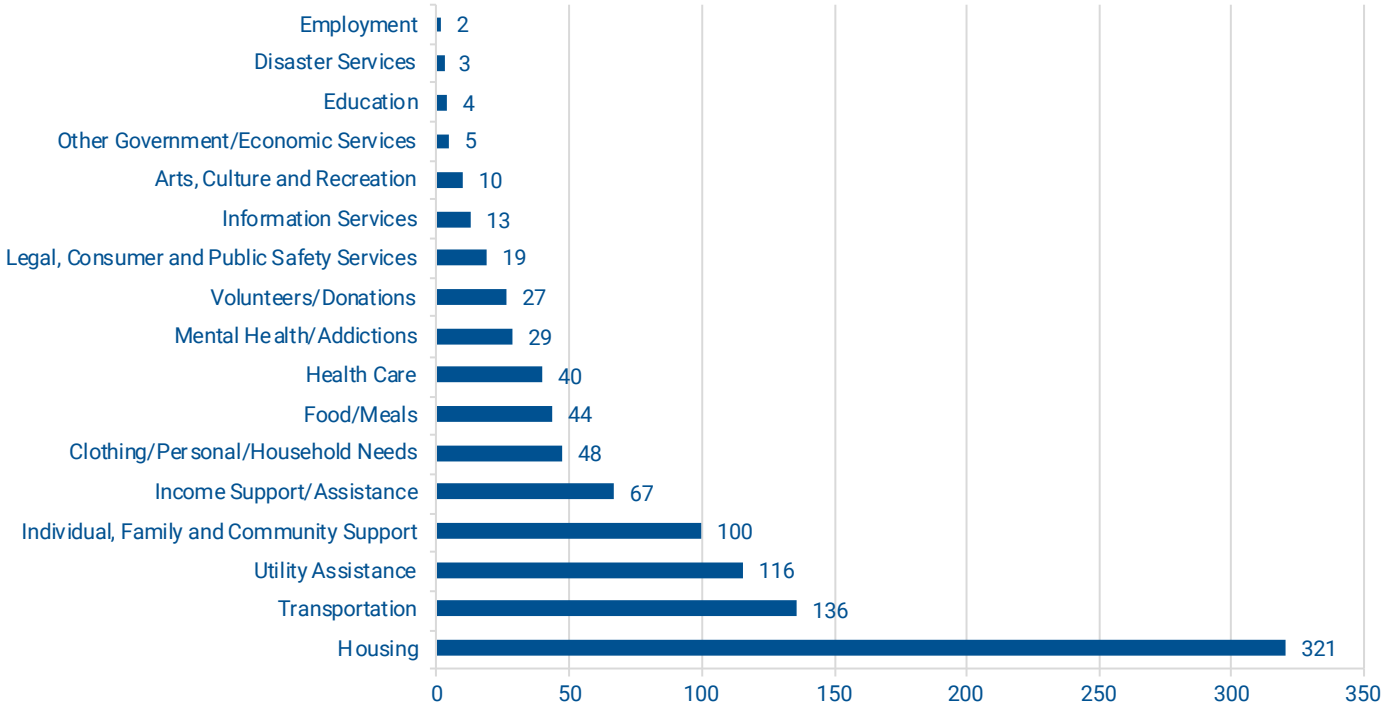
Repeat	85%
Agency/Provider	7%
Word of Mouth	4%
PR Materials	2%
United Way	1%
Internet	1%
Other	0.2%
Media	0.1%

Total Contacts: 5,242

Total Needs Referrals: 9,599



Unmet Needs




DIAL 2-1-1
or
1.800.922.5590


VISIT
www.unitedwaymc.org/get-help


TEXT Zip Code
to 898-211

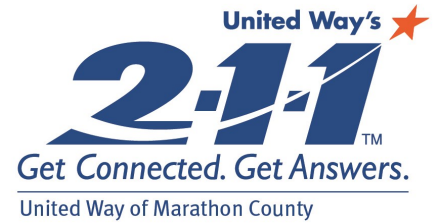

askus@unitedwaymc.org




@LiveUnitedMC


United Way
of Marathon County

2-1-1 ANNUAL REPORT



8-County Service Area: 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 15,761 requests for help from residents, providing 25,901 referrals to community resources.

Making an Impact in Our Community

While Katie was going through a divorce, her employer notified her that they were laying her off. Being a single parent of five minor children, she tried her best to make ends meet. She contacted a couple of agencies for help with her housing and utility bills as well as help with food. The assistance Katie received was limited and she continued to struggle.

That was when Katie called United Way’s 2-1-1. An Information Specialist referred Katie to local programs that could help. In a follow-up call, Katie shared that she received the assistance needed to get back on track to become financially stable again. Katie was very thankful for 2-1-1 and commented, “My stress level is so much less now. Thank you so much for helping me.”



Contact Type



Call
15,627



Chat
11



Email
87

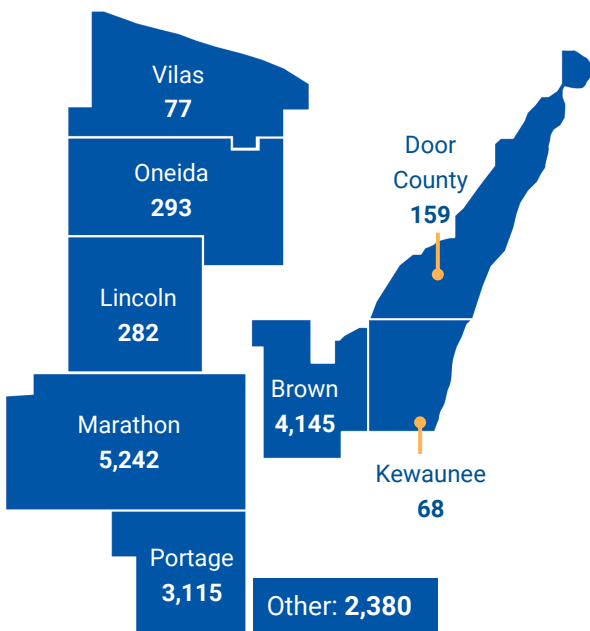


Mail
3



Text
33

Contacts By Area



Total Contacts

General 2-1-1 Contacts	15,662
Wisconsin Addiction Recovery Helpline Oct.22 - Dec.31, 2018	99

Type of Inquiry

Information & Referral	8,843
Information Only	6,252
No Referral Given	414
Admin	149
Crisis	103

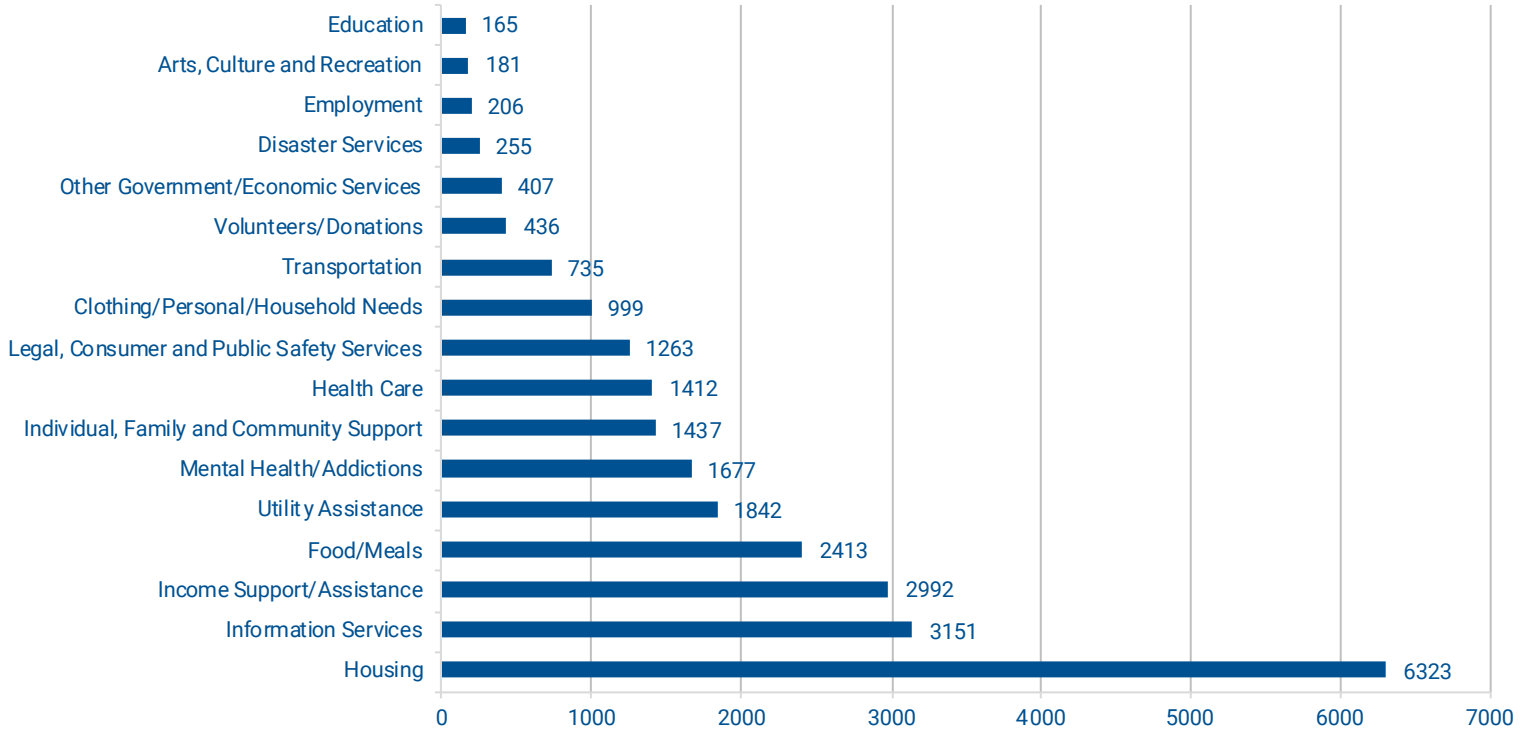
How do people learn about United Way’s 2-1-1?

Repeat	67%
Agency/Provider	18%
Word of Mouth	9%
United Way	2%
PR Materials	2%
Internet	1%
Media	0.2%
Other	0.2%
Phone Book	0.1%

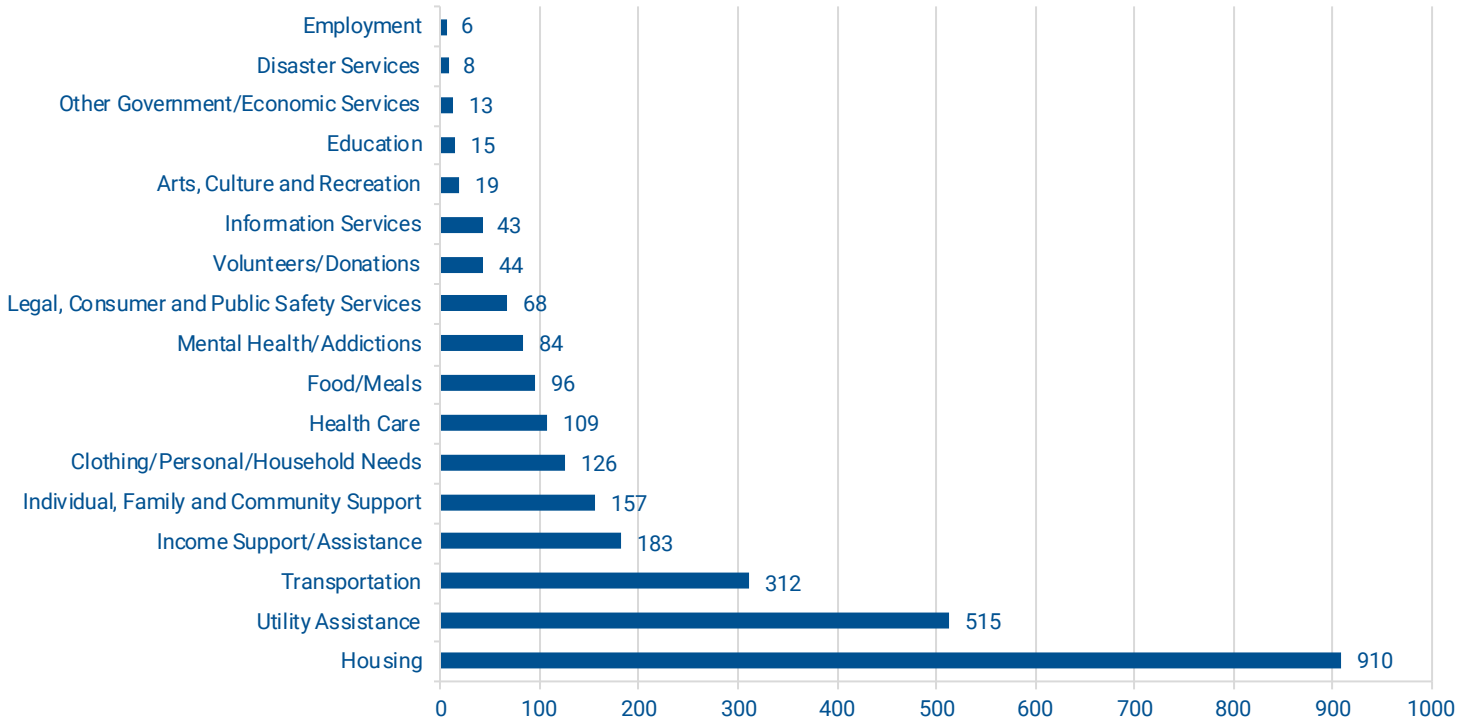
*United Way of Marathon County’s 2-1-1 is under contract to provide information and referral services to an 8 county area.

Total Contacts: 15,761

Total Needs Referrals: 25,901



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