

211 End of Year Report-Marathon County 2023

United Way's 211 is our community's information and referral service. We help eliminate barriers by connecting people with services. In 2023, United Way's 211 answered 4,796 requests for help from Marathon County residents, providing 10,854 referrals to community resources.



4,675

Phone calls contacting 211

19

Online chats requesting information

29

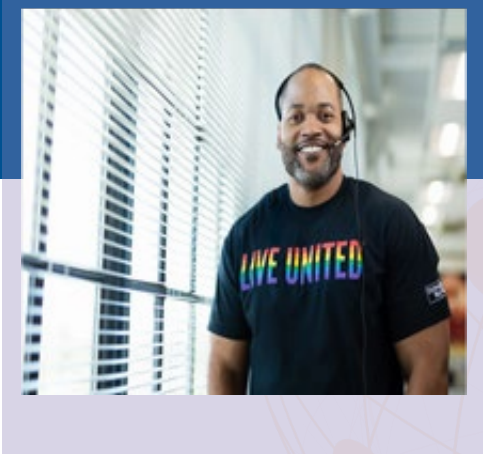
Emails received requesting information

70

Text messages requesting information

3

Other



MAKING AN IMPACT IN OUR COMMUNITY

Joanie worked at a group home and was attacked by one of the residents. Due to her injuries, she hasn't been able to work and was starting to fall behind on bills while waiting for worker's compensation benefits. In addition to financial help, she was also looking for a counselor to help with PTSD due to the incident and specifically needed a counseling agency that offered a sliding fee scale for payment. The 211 Call Specialist was able to provide resources for all of Joanie's needs, and upon follow up she shared that she had found a counselor from the referrals 211 provided, and had received some financial assistance as well.

Wisconsin Addiction Recovery Helpline



Type of Inquiry

5,976

Information & Referral

1,637

Information Only



201

No Referral Given

35

Crisis

How do people contact 211?

Phone: Available 24/7 by dialing 211, 715-848-2255, or 800-922-5590.

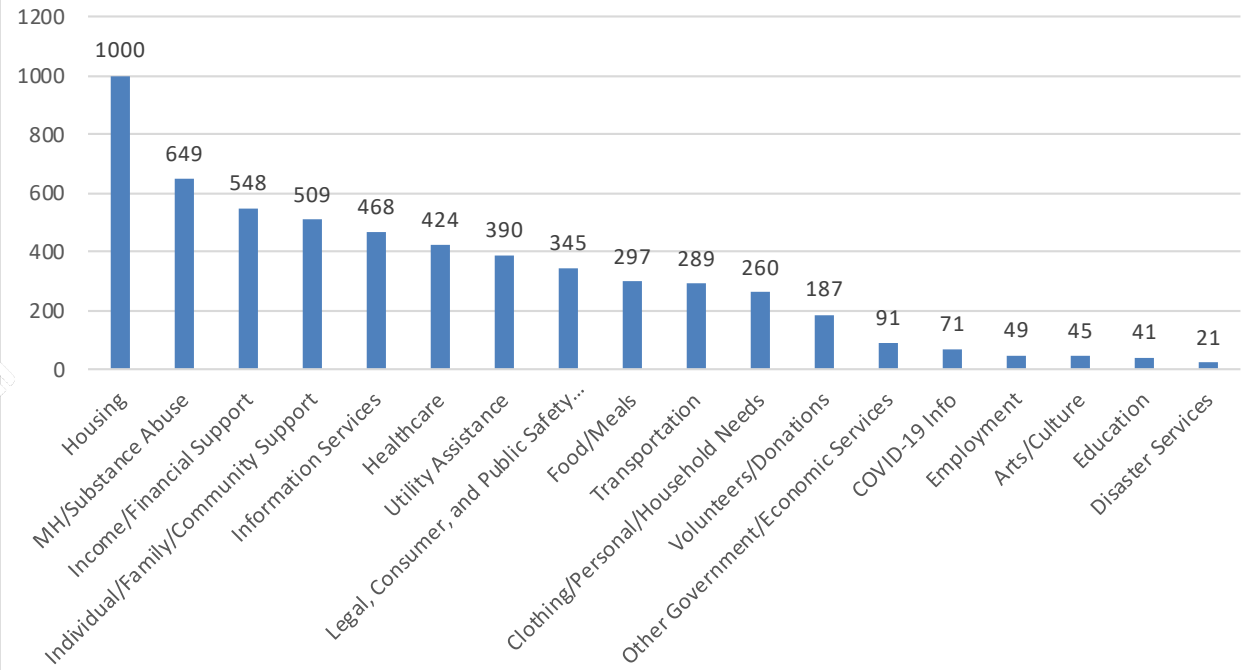
Text: Monday-Friday 8am-4pm, text your zip code to 898-211.

Email: Monday-Friday 8am-5pm, email askus@unitedwaymc.org.

Online: Web search available 24/7, Live Chat Monday-Friday 8am-12 Noon.

211 Wisconsin App: Available on the App Store for Android and Apple phones.

Total Referrals



Unmet Needs

