

211 End of Year Report-Marathon County 2025

United Way's 211 is our community's information and referral service. We help eliminate barriers by connecting people with services. In 2025, United Way's 211 answered 4,614 requests for help from Marathon County residents, providing 11,063 referrals to community resources.



4,352

Phone calls
contacting 211

78

Online chats requesting
information

38

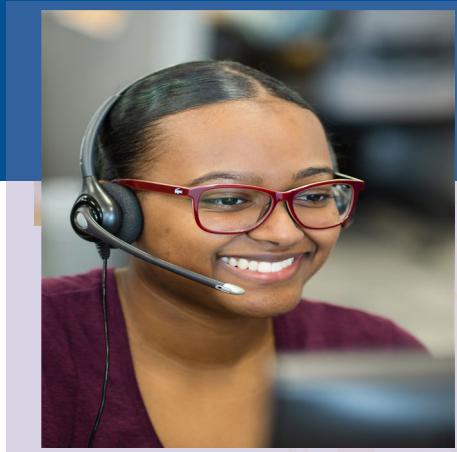
Emails received
requesting information

76

Text messages
requesting
information

70

Online, In-Person, and
Other Requests

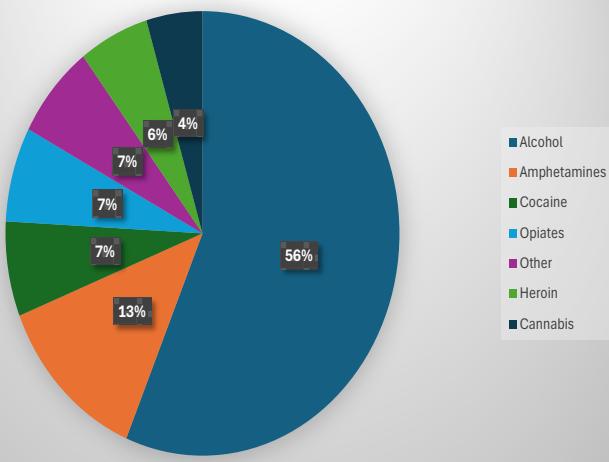


MAKING AN IMPACT IN OUR COMMUNITY

Cathy's brother was in an inpatient physical rehabilitation program. He was ready to be released, but couldn't be released until his home was wheelchair accessible. Cathy called United Way's 211 to find resources to help bring her brother home. A 211 Information Specialist referred her to agencies that offered financial assistance for making homes accessible. A couple weeks later, the Information Specialist spoke with Cathy in a follow-up call. She shared that one of the agencies had provided a temporary ramp while they worked with the family to get a permanent one installed.

Wisconsin Addiction Recovery Helpline

TOTAL CALLS: 87



Type of Inquiry

2,869

Information & Referral

1,624

Information Only



102

No Referral Given

19

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.

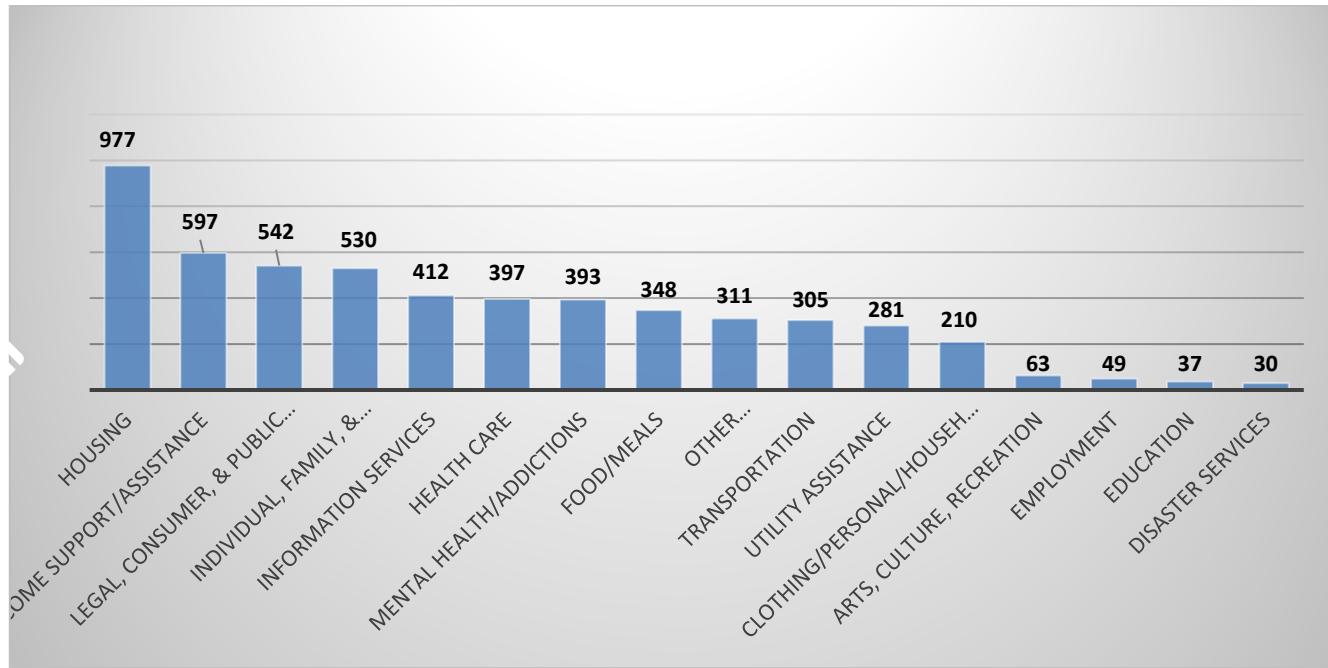
Email: Monday-Friday 8am-5pm, email

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

