

211 End of Year Report-Marathon County 2021



Marathon County

United Way's 211 is our community's information and referral service. We help eliminate barriers by connecting people with services. In 2021, United Way's 211 answered 5,193 requests for help from Marathon County residents, providing 11,881 referrals to community resources.



5,076

Phone calls contacting 211



40

Online chats requesting information



39

Text messages requesting information



30

Emails received requesting information

5

Other

MAKING AN IMPACT IN OUR COMMUNITY

Nikki and her family were under quarantine for COVID-19, and their family's income had taken a big hit. They needed assistance with food, diapers, utilities, and phone payments. She called 211 and spoke with a call specialist that provided her with resources to address all of her concerns. When 211 followed up with Nikki, she shared she had immediately gotten help with diapers and food and was working on getting help in the other areas. She was very grateful to 211 for the help.

Focus Areas



1792

COVID-19 Calls

167

Wisconsin
Addiction
Recovery
Helpline

Type of Inquiry

3,084

Information & Referral



1,892

Information Only

125

No Referral Given

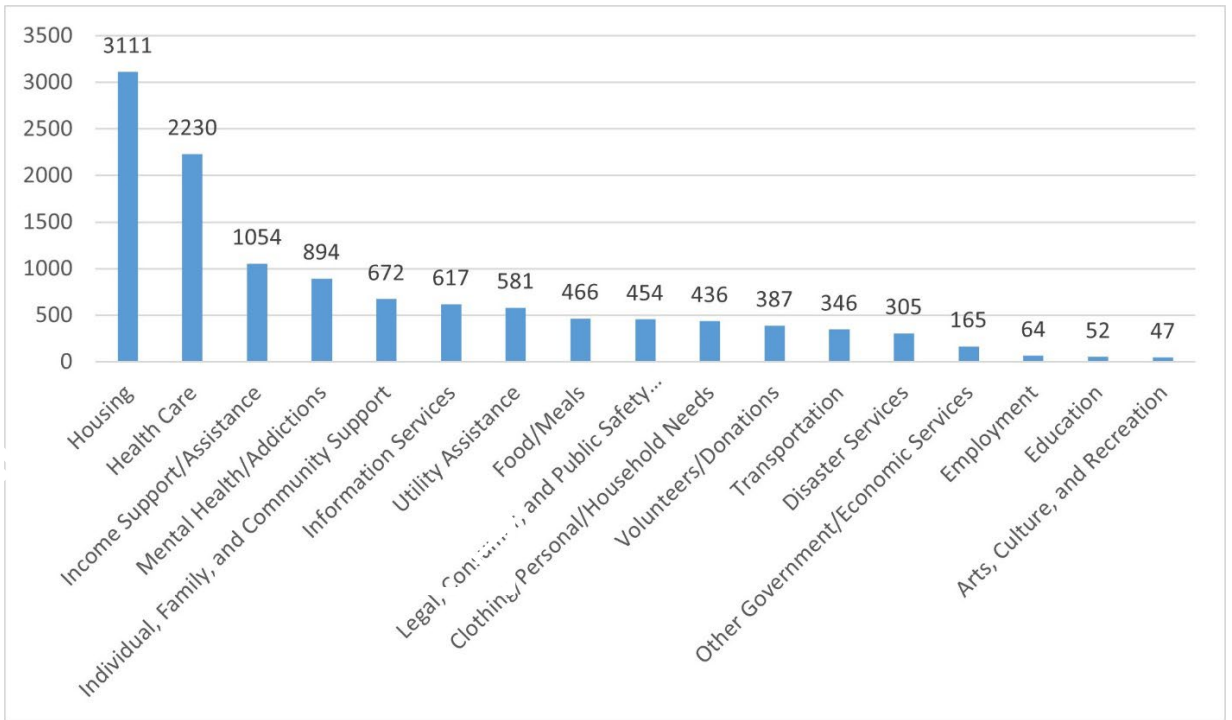
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Crisis

How do people learn about 211?

Repeat	74%
Word of Mouth	9.7%
Agency/Provider	9.6%
United Way	4%
PR Materials	0.8%
Internet	0.5%
Media	1%
Other	0.3%

Total Need Referrals 11,881



Unmet Needs 1,187

