

211 ANNUAL REPORT

Marathon County: January - December 2020



United Way's 211 is our community's information and referral service. We help eliminate barriers by connecting people with services. In 2020, United Way's 211 answered 5,687 requests for help from Marathon County residents, providing 9,032 referrals to community resources.

Making an Impact in Our Community

Jamie is a pregnant single mother, and when the COVID-19 pandemic hit her daycare closed its doors. With no daycare for her toddler, Jamie was forced to quit her job. With no income to support herself and her child, Jamie contacted 211 and was able to get connected to resources that would help with basic needs until she is able to get back to work.



Contact Type



Call
5,556



Chat
57



Email
8



Mail
1



Text
47

Focus Areas

COVID-19 Calls	934
Wisconsin Addiction Recovery Helpline	55

Type of Inquiry

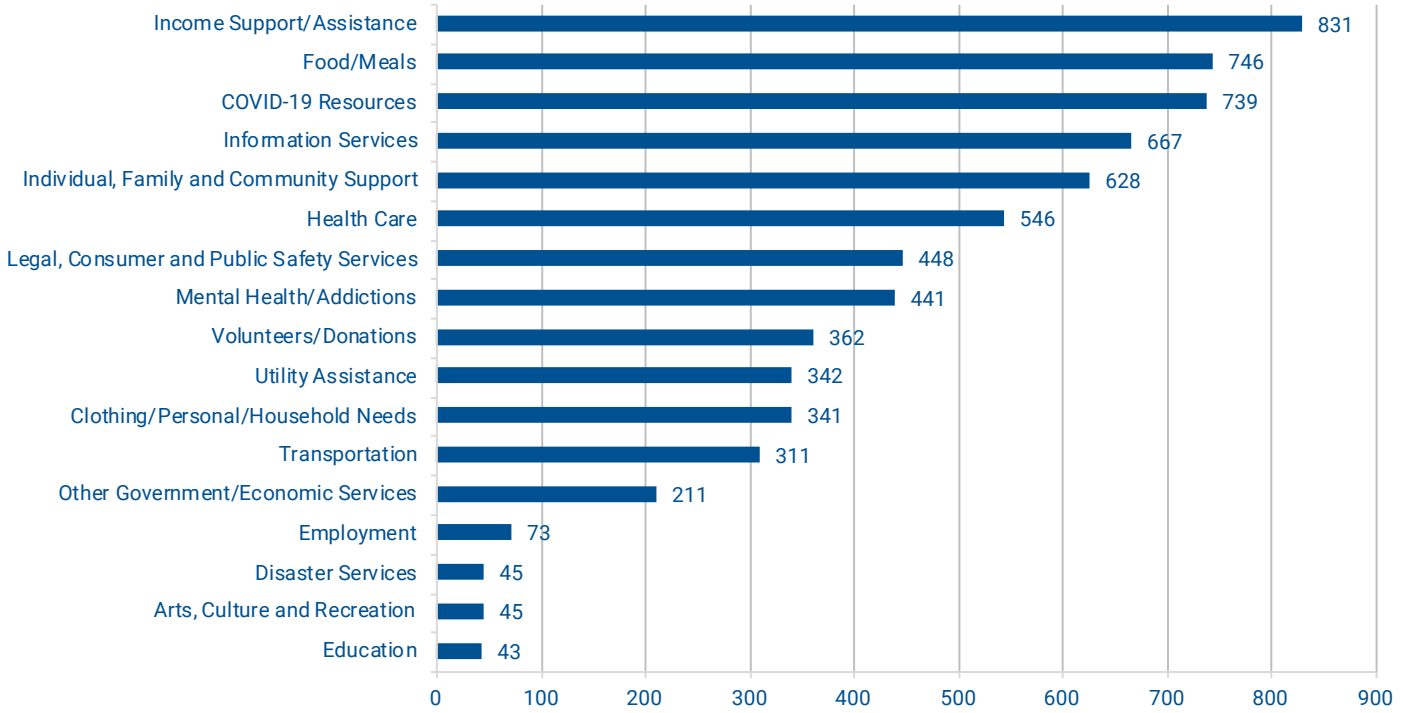
Information & Referral	3,328
Information Only	2,105
No Referral Given	168
Crisis	21

How do people learn about United Way's 211?

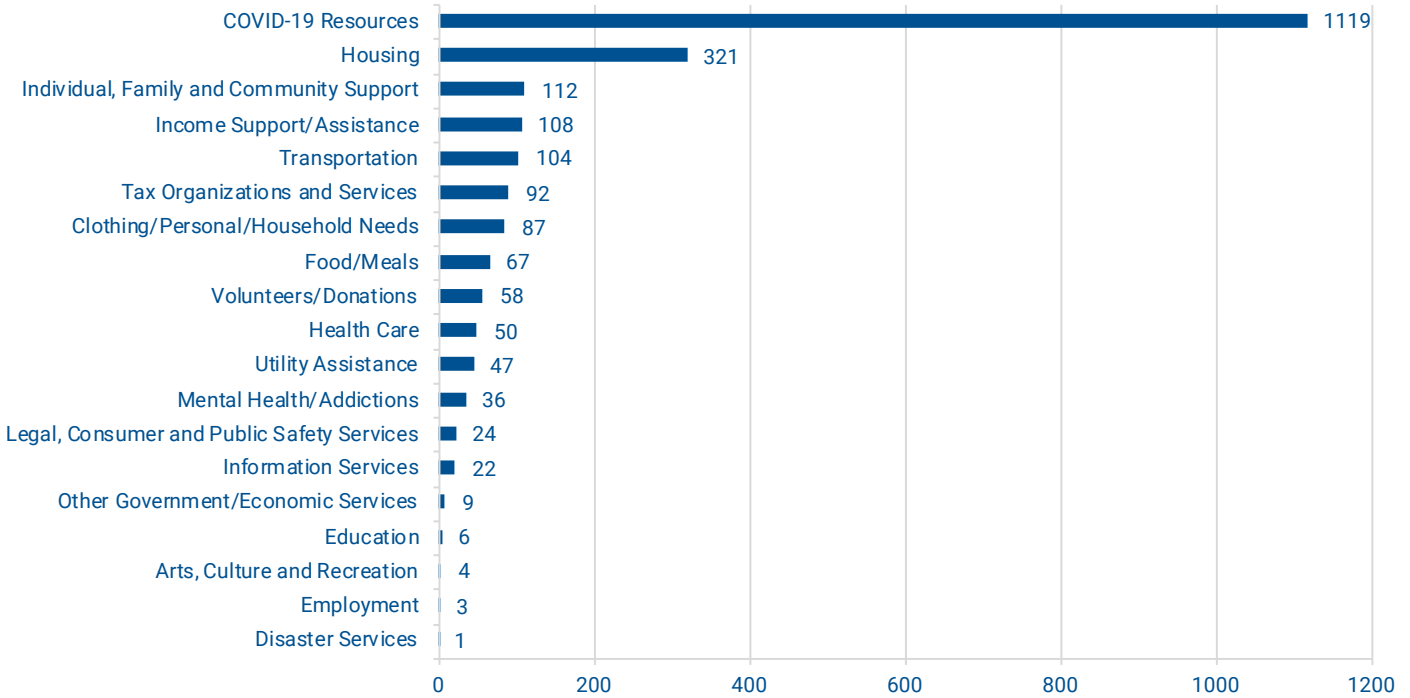
Repeat	76%
Word of Mouth	10%
Agency/Provider	9.5%
United Way	3%
PR Materials	0.6%
Internet	0.5%
Media	0.4%
Other	0.1%

Total Contacts: 5,687

Total Needs Referrals: 9,032



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