UNITED WAY 211

Every community member can be connected to and supported in navigating resources and solutions, any time they need it, making it easier for people to find and access resources that meet their unique needs through United Way of Dane County 211.

211 is here to provide 24/7 live, local help to every person in our community who needs it. From finding food to paying rent or connecting to addiction treatment, 211 can help. Our 211 specialists listen, offer comfort, hope and solutions in times of crisis. 211 hosts the most comprehensive health and human services database in Dane County and provides real-time, up-to-date information on needs. In partnership with neighborhood, healthcare and technology partners, we are building toward a coordination and reporting system that ensures referrals and services are achieving expected results.

United Way of Dane County identifies local issues and invests in solutions designed to increase family well-being. In collaboration with our volunteers, community partners and statewide 211 network, we connect people to resources, track data and advocate for policy to drive systems change.

Here's how we invested in 211 in 2021 to impact our community:

- **Investment:** $549,656
- **Agencies in database:** 3,000+
- **Webpage views:** 4,000+
- **Text messages:** 512
- **Program Volunteers:** 39

47,126 REFERRALS TO COMMUNITY RESOURCES
217,000+ MINUTES SERVING CLIENTS
34,625 TOTAL CONTACTS

TOP REFERRALS BY CATEGORY

- **12,484** Healthcare
- **11,207** Housing and Shelter
- **3,850** Food
- **3,441** Mental Health and Substance Use
- **2,347** Individual, Family and Community Support
- **2,147** Utility Assistance
- **2,160** Legal Assistance
- **1,828** Transportation

For more information, please contact Ed Wall at ed.wall@uwdc.org • (608) 246-4372 • www.unitedwaydanecounty.org
WHEN THE WORLD STOPPED, WE DIDN’T

Beginning in March, 2020, 211 partnered with the Wisconsin Department of Health Services to provide 24/7 access and answer callers’ questions related to COVID-19. We answered calls statewide about the spread and prevention of the virus, symptoms of the disease, local government orders and mandates, quarantine guidelines, travel bans and available testing and vaccination sites.

The pandemic also brought drastic changes to the service landscape and we ensured that our resource database reflected these nuanced and frequent changes. Services closed or changed to accommodate new social distancing guidelines and we added new resources for pandemic-related hardships, acquiring PPE and virtual education support. Within the first few months, our trained resource managers updated nearly every agency in our database to reflect these changes.

SUPPORTING FAMILIES IN TIMES OF CRISIS

An older adult called 211 when she found out her daughter had lost her job. 211 staff listened and assessed the range of needs, providing rental assistance resources as well as utility payment help.

They also explained how her daughter could apply for benefits like unemployment, food share and BadgerCare. At the end of the call, the mother noted that while her daughter may have found this information herself, she was just so grateful to hear a human voice. The pandemic kept her alone at home and a sympathetic ear was what she really needed.

TOP AGENCY REFERRALS (47,126 TOTAL)

1. WI Department of Health Services: 32%
2. Porchlight: 18%
3. Tenant Resource Center: 11%
4. Dane County Department of Human Services: 10%
5. St. Vincent de Paul Society: 8%
6. Community Action Coalition for South Central Wisconsin: 5%
7. Catholic Charities, Diocese of Madison: 5%
8. River Food Pantry: 4%
9. St. John’s Lutheran Church: 4%
10. Energy Services: 3%

PUBLIC POLICY PRIORITIES

Support public policies that build and invest in United Way of Dane County 211, our community’s most comprehensive health and human services information and referral resource.