



# United Way 211

**United Way 211 is here to provide 24/7 live, local assistance to every person in our community who needs it. In times of crisis, navigating resources and solutions can be difficult – but we're here to help.**

From finding food to paying rent or connecting to addiction treatment (and so much more), 211 can help. Our specialists listen, offer comfort, hope and solutions in times of crisis. **211 hosts the most comprehensive health and human services database of curated agencies in Dane County,**

**and provides real-time, up-to-date information on needs.** In partnership with neighborhood, healthcare and technology partners, we're building toward a coordination and reporting system that ensures referrals and services are achieving expected results.

## **Here's how we invested in 211 in 2022 to impact our community:**



Investment: **\$570,926**



Agencies in database: **3,000+**

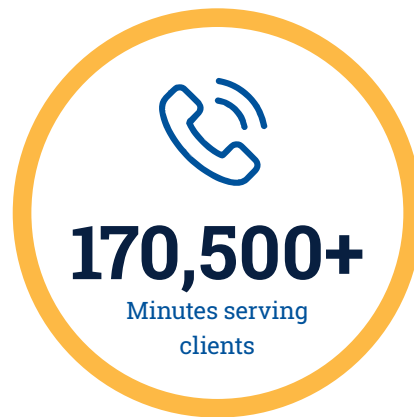


## Supporting Families in Times of Crisis

We know that when more families have what they need to succeed, our entire community is better positioned to thrive. Because family well-being leads to community well-being – and 211 is just one of the ways we get closer to that.

**When Aliah found herself struggling with her mental health after the birth of her first baby, she called 211.** Our staff referred her to our partners at **Access Community Health Center**, and she was given a safe space to share her struggles and how she believed her mental state impacted her ability

to produce enough breast milk. They introduced her to one of their lactation consultants and linked her to their behavioral support team to help address her mental health concerns. Within three weeks, Aliah reported an improvement in her mental health – and successful weight gain for her baby! **Now, Aliah is healthier and better positioned to care for her child, and her baby is one step closer to achieving the developmental milestones that will set him up for future success.**



### Top Agency Referrals

Porchlight: **24%**

Community Action Coalition for South Central Wisconsin: **16%**

Middlecamp Center of Vincentian Charity: **11%**

Dane County Department of Human Services: **11%**

The River Food Pantry: **8%**


The Salvation Army of Dane County: **7%**

Urban Triage: **6%**

Catholic Charities – The Beacon: **5%**

Energy Services: **5%**

### Top Referrals by Category



**11,399**  
Housing and Shelter



**5,812**  
Food



**4,699**  
Health Care



**4,150**  
Mental Health and Substance Use



**3,810**  
Utility Assistance



**2,433**  
Transportation



**1,994**  
Clothing, Personal and Household Supplies



**1,977**  
Individual, Family and Community Support