



# 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 in Dane County and provides real-time, up-to-date information on needs.



Five years ago, Lydia had trouble finding housing she could afford. Not sure where to turn, she called 211 and our specialist connected her to the resources she needed. Lydia found stable housing and was able to deal with some of the trauma she'd experienced in her previous living situation. Thanks to that support, Lydia has spent the last few years focused on what matters most – bettering her life for herself and her kids. She worked hard to receive her GED and is now a full-time student at Madison College!

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*We are so fortunate to be one of the partner agencies housing one of the new 211 kiosks. With it being so user-friendly, a wide range of individuals with varying technology backgrounds will be able to use it. Additionally, it allows a bit of discretion for users by bypassing the need to ask for help in-person, which is a barrier in itself.*

*– Arturo Ambriz, Executive Director, Lussier Community Education Center*

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# 211 Activities in 2023:



**47,546**  
Referrals to  
community resources



**160,000+**  
minutes  
serving clients



**1,486**  
211 Wisconsin  
App visitors



**14,750**  
Housing



**7,954**  
Food



**4,042**  
Utilities



**4,027**  
Behavioral  
Health/  
Addictions



**2,472**  
Individual  
Family and  
Community  
Support



**2,337**  
Transportation



**2,327**  
Clothing/  
Personal and  
Household  
Supplies



**2,261**  
Healthcare

**23,695** *Dane County Neighbors  
Supported in 2023*

## 211 Wisconsin App – Community Resources at Your Fingertips

In October of 2023, we announced the launch of our new 211 Wisconsin App! This app was developed by us at United Way of Dane County to broaden awareness of and access to services in our community. The app can be downloaded to your mobile device or, for those who do not have access to a mobile device, we've placed kiosks around the county to help make sure 211 services are accessible for everyone.

