

# United Way 211

Dane County's  
Community Information  
and Referral Services

2.1.1



# What is 211?

The most comprehensive health and human services database in Dane County

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# Talk to a local, live person 24 hours a day

- Connecting folks with resources that can help
- Trained professionals
- Comprehensive database of community resources
- Available in 300+ languages
- Services for deaf and hard of hearing

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# 211 Wisconsin



## United Way of Dane County 211 Covers:

- Dane
- Columbia
- Sauk
- Iowa
- La Fayette
- Green
- Rock

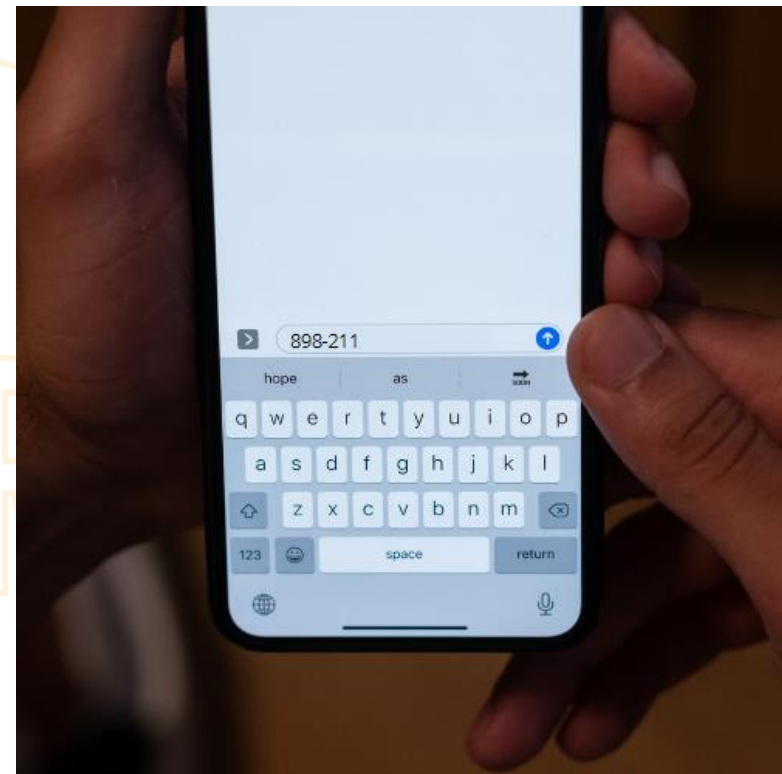
**Population coverage: 875,000+**  
**Population living in poverty: 93,000+**

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# Accessing 211 Services

- **Call 211, 24/7, 365 days a year**
- **Search 211's online database**
  - 100% of resources are available online
  - Access to the entire state's resources
  - Guided or advanced search options
  - [www.unitedwaydanecounty.org/get-help/2-1-1](http://www.unitedwaydanecounty.org/get-help/2-1-1)
- **Text your zip code to 898-211!**



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# Shared Resources

New Call

211 Search

Client Search

## Address Module - US Physical

Enter Zip Code here, then choose a row to auto-fill address fields below

City/ZIP Lookup

Enter a zip code, city, or county

City

County

State

Zip

Select a State ▲

Contact Type ⚙️ \*

Please select an option ▲

How did they contact you?

Please select an option ▲

Who is calling? ⚙️

Please select an option ▲

## Covid-19 Vaccine Equity Questions

PLEASE ask this question if the CLIENT is new or has not been asked before.  
Thank you!

"As part of our COVID-19 recovery efforts, we're sharing information about the COVID-19 vaccine. Do you have any questions about COVID vaccination that I can try and answer for you today?"

Please select an option ▲

**Agent - If you select "Asked - and Yes - provided caller information and referrals", please be sure to add those referrals to the call.**

Calling on behalf of: ⚙️

Please select an option

How did you hear about 2-1-1? ⚙️

Please select an option

Preferred Language of Caller ⚙️

Fill in if not English

Please select an option

Warm Transfer

Warm Transfer ⚙️

Yes  No  Unselected

Program Opportunities/Warm Tra

Caller Needs:



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# 211 Addiction and Recovery

Wisconsin Addiction Recovery  
**Helpline**  
Call **2-1-1**

**The Wisconsin Addiction Recovery Helpline is a statewide resource for finding substance use treatment and recovery services.**

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# In Wisconsin, Help is 3 Numbers Away



Get Connected • Get Help™

**211** maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

**211** also can connect people with information and referrals for:

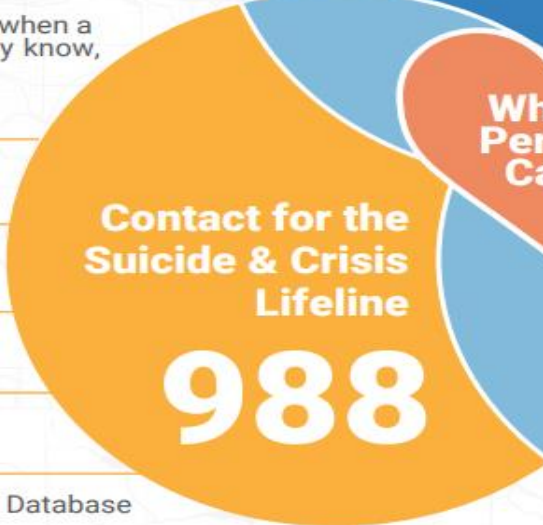
- Substance Use / Mental Health Resources
- Transportation
- Legal Services
- Counseling and Support Groups
- Disaster Aftercare



**988** provides support when a person, or someone they know, is experiencing a crisis:

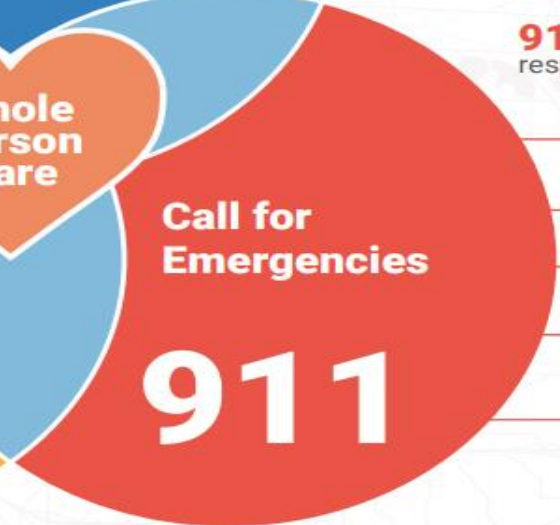
- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

Referrals as needed, utilizing 211 WI's Resource Database



**911** provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation



Whole Person Care





# 211 & Disaster Response



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# Social Determinants of Health



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# United Way 211 is the Community Needs Barometer

- 211 sees the **community need** first
- Dane County's **most vulnerable families** are first to feel the effects of challenging times
- Government and community leaders understand the **value of 211 data** in forecasting potential impacts on community resources



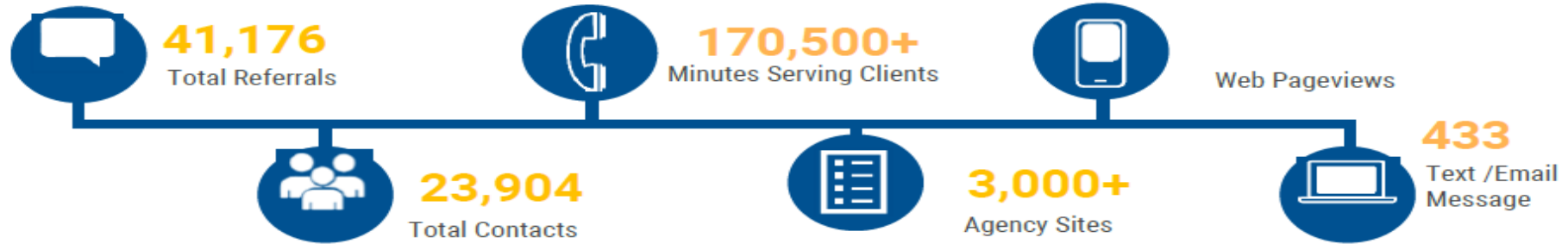
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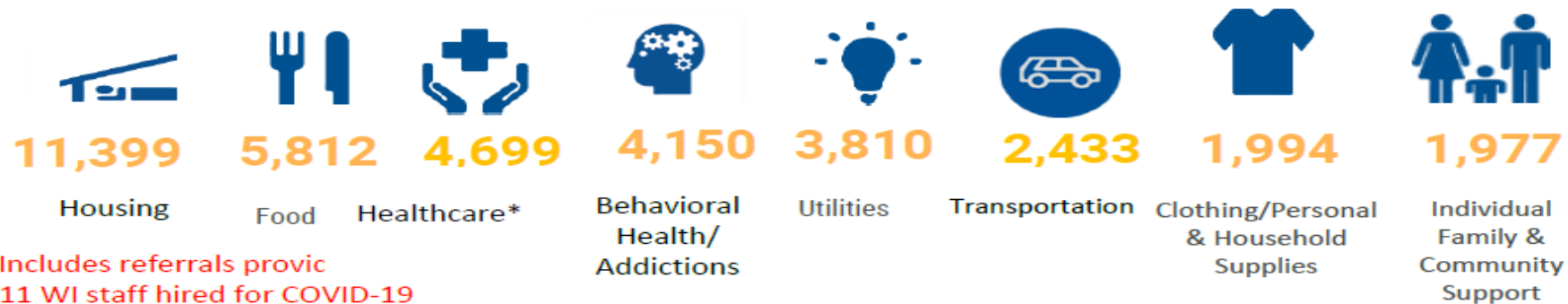


# 2022 United Way Service Area Report

## 2022 United Way 211 Service Area Report



### Total referrals by top categories in the service area



\*Includes referrals provic  
211 WI staff hired for COVID-19  
Helpline

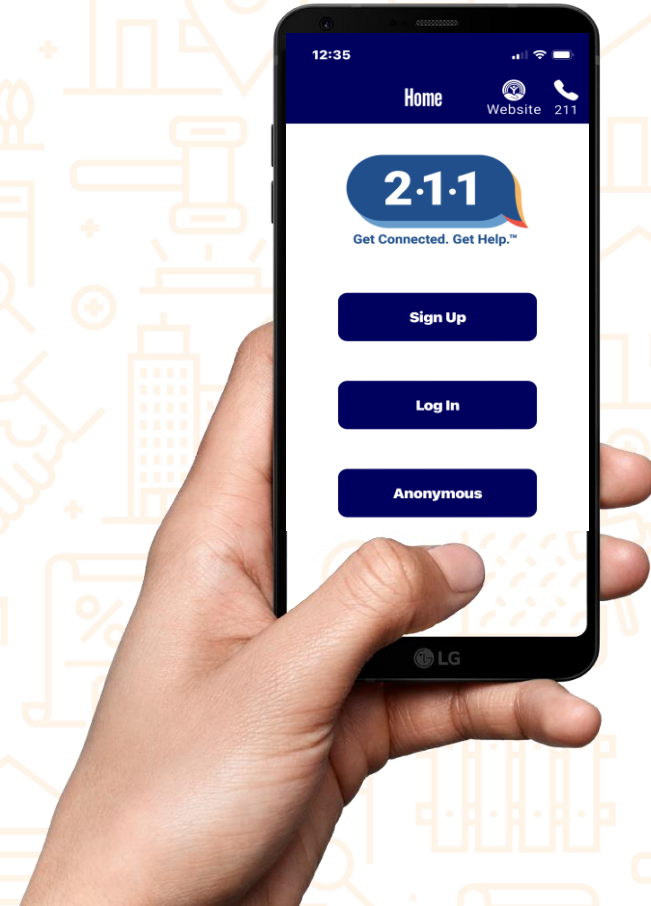
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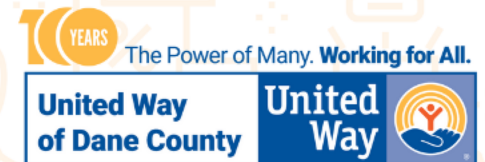
# The App



Get Connected. Get Help.™



## Help At Your Fingertips



# Most People Have A Smart Phone or Personal Electronic Device

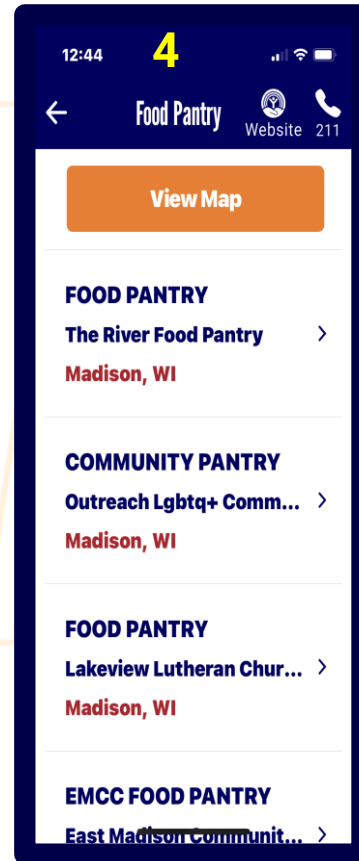
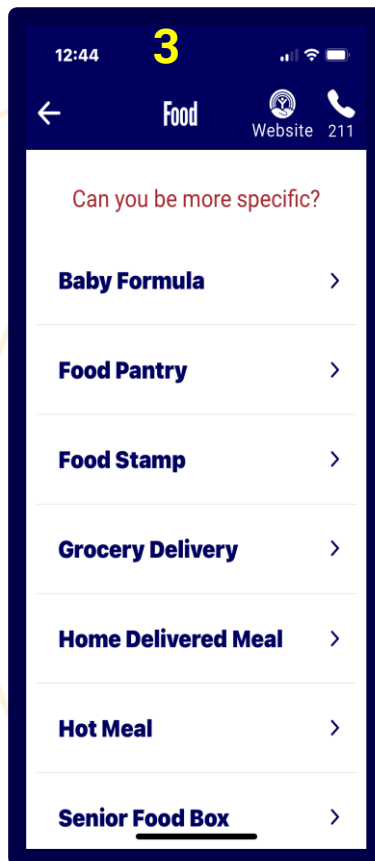
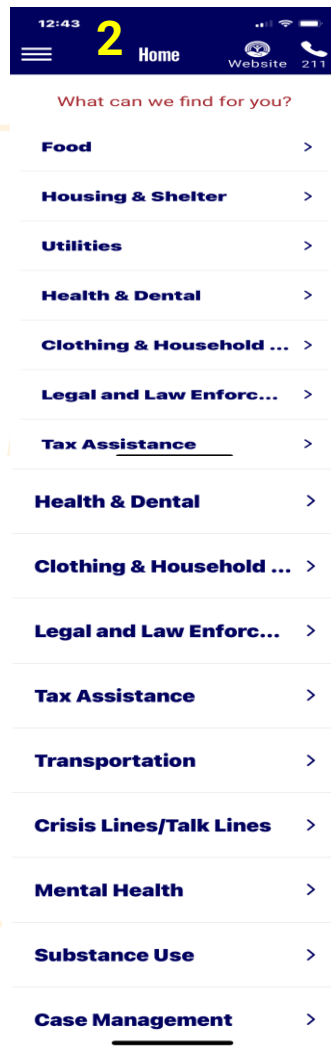
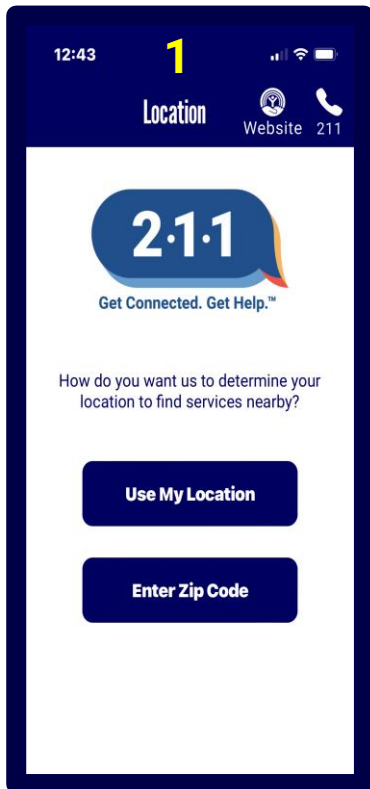
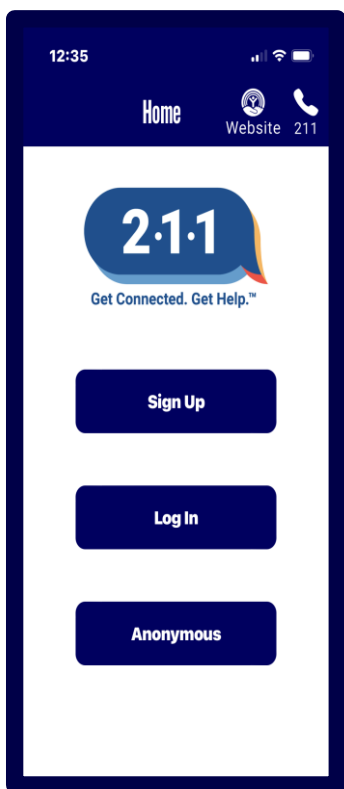


For Those That Do Not, We Will Be Deploying iPad Tablets as Kiosks to Locations Within the United Way of Dane County Service Area. Homeless Shelters, Community Centers, Senior Centers, Libraries, Domestic Violence Shelters and more.





# How Easy Is It To Use?



## THE RIVER FOOD PANTRY

Madison, WI

2201 DARWIN ROAD  
MADISON, WI 53704

[Get Directions](#)

**Description:** Hosts a food pantry. Services include free groceries and freshly prepared meals for pickup or delivery, online grocery orders, and mobile meals.

**Hours of Operation:** Tuesday 9:30am - 3pm, Wednesday 12pm - 6pm, Thursday 9:30am - 3pm, Friday 10am - 3pm

**Intake Procedure:** Curbside pickup only.

**Intake Requirements / Documents Required:** Registered customers: ID required each time you visit the Food Pantry. First time users: ID required to

**Hours of Operation:** Tuesday 9:30am - 3pm, Wednesday 12pm - 6pm, Thursday 9:30am - 3pm, Friday 10am - 3pm

**Intake Procedure:** Curbside pickup only.

**Intake Requirements / Documents Required:** Registered customers: ID required each time you visit the Food Pantry. First time users: ID required to start for the head of the household. An emailed link will be sent to fill out full registration for the full household. For assistance with the form, you can call 608-442-8815 ext. 0. Proof of address (such as a bill or other piece of mail) and a form of identification for each household member required on your next visit.

**Cost:** None

**Eligibility Requirements:** Dane County residents in need of food

**Area Served:** Dane County

[More Details](#)

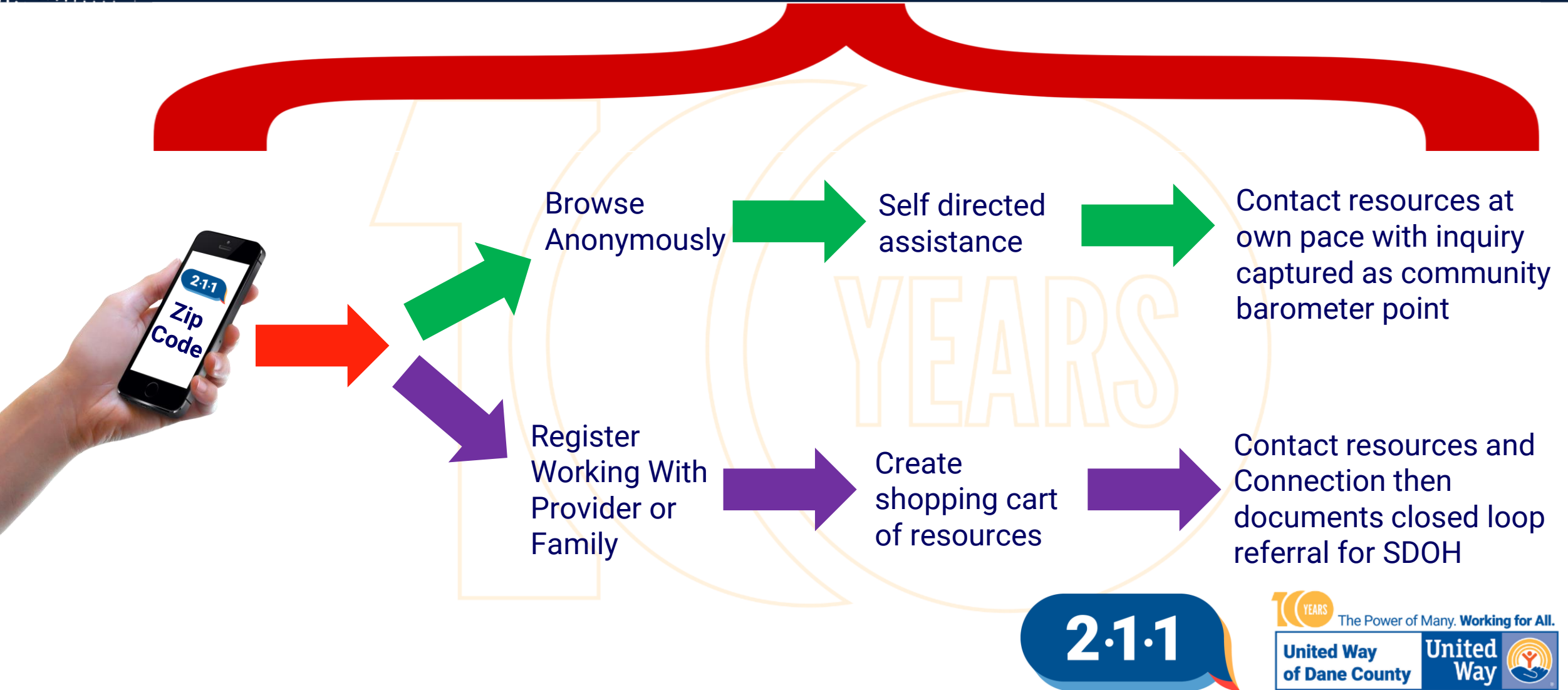


**\*\* \* Our Objective Was To Have People Find A List of Resources Within 4 Clicks**





# Data Feeds The Community Dashboard





# Help Wherever You Need It, When Your Need it



**All 211 centers work in the same database.**





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100 YEARS The Power of Many. Working for All.  
United Way of Dane County United Way 



# Thank You

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**[www.unitedwaydanecounty.org](http://www.unitedwaydanecounty.org)**

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