



United Way 211

Community Information and Referral Service



Overview



- Today you should leave knowing:
 - General information about 211
 - Community needs data that 211 collects



THE BUILDING BLOCKS OF WELL-BEING

EDUCATION

Vision: All students succeed academically and graduate high school, prepared for higher education, career and community.



INCOME

Vision: More people are on pathways out of poverty.



HEALTH

Vision: A Dane County absent of racial health disparities.



2GEN (MULTIGENERATIONAL APPROACH)

Build family well-being by intentionally and simultaneously working with children under five and the adults in their lives together.



Formerly Incarcerated Individuals Face Even Bigger Challenges; We Can Help

- **Currently, Wisconsin's Recidivism Rate is 38%**
- One of the primary causes for reincarceration is the inability to find and maintain work, housing, food, transportation, and basic needs.
- Not knowing where to turn in times of insecurity leads people back to the behaviors that led to their incarceration.
- Preconceived notions about former offenders often leads to difficulty in finding employment, the building block to address all other insecurities.
- They are often not open about their needs and internalize struggles.
- Incarceration is not a warehousing problem, it is a social problem we must all engage in if we are to affect any lasting change.

What is 211?

Information & Referral Services



Talk to a local, live person 24/7/365



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



Accessing 211 Services

- Call, 24/7
- Search our online database
 - 100% of our resources are available online
 - Access to the entire state's resources
 - Guided or advanced search options

2.1.1

• Text your zip code to 898-211!



www.unitedwaydanecounty.org/get-help/2-1-1



What Can 211 Help With?



WE'RE HERE TO LISTEN.

WE'RE HERE TO HELP.

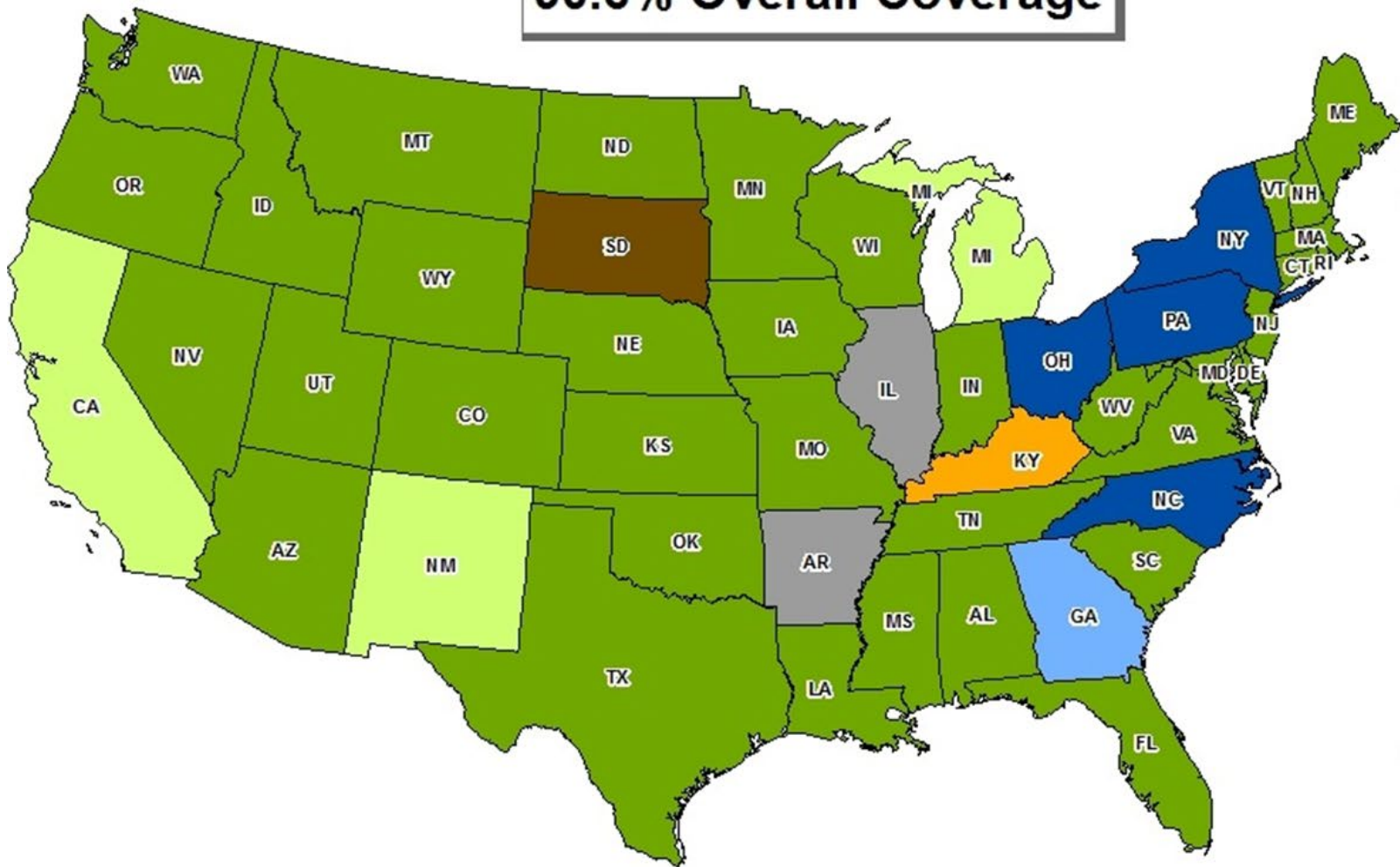
CALL 211





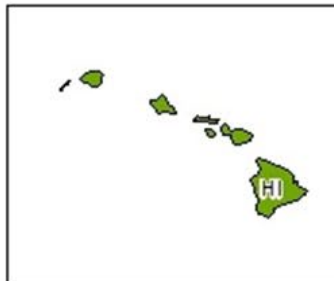
US Population Covered by 211

90.6% Overall Coverage



% 2-1-1 Coverage by State

- 100% Coverage
- More than 90% Coverage
- More than 80% Coverage
- More than 60% Coverage
- More than 40% Coverage
- More than 20% Coverage
- Less than 20% Coverage





211 Wisconsin



United Way of Dane County Covers:
Dane
Columbia
Sauk
Iowa
La Fayette
Green
Rock



Our population covered is about 875,000+ people, with about 93,000+ living in poverty.

211 Addiction and Recovery

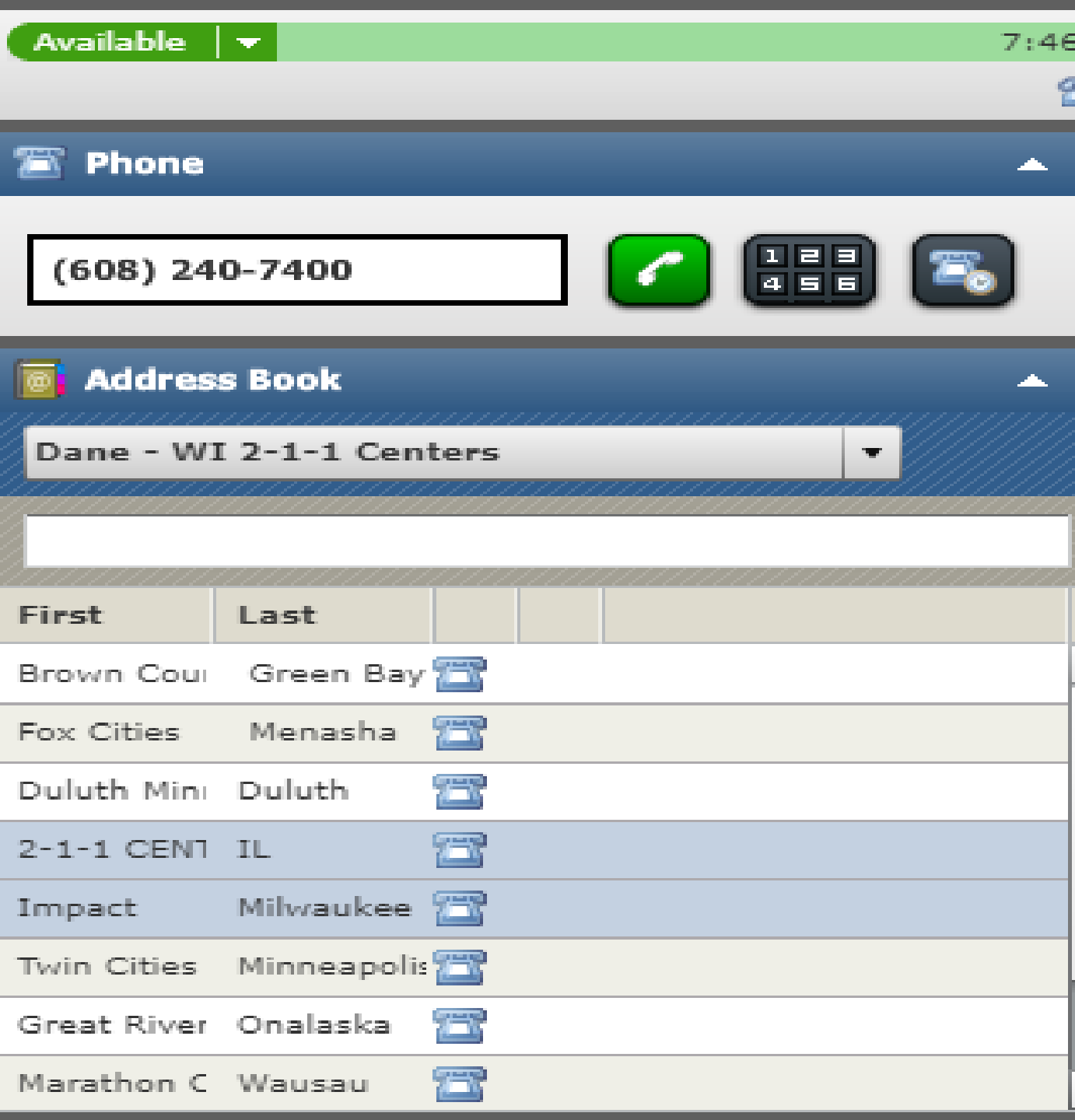
Wisconsin Addiction Recovery

Helpline

Call 2-1-1



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



Shared Telephony Across 2-1-1 Systems

- Transfer directly to queue
- Warm Transfer
- Disaster skills



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

Contact Type *

Please select an option

How did they contact you?

Please select an option

Who is calling?

Please select an option

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

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.

Warm Transfer

Warm Transfer

Yes No Unselected

Program Opportunities/Warm Tra

Caller Needs:

211

GET CONNECTED.



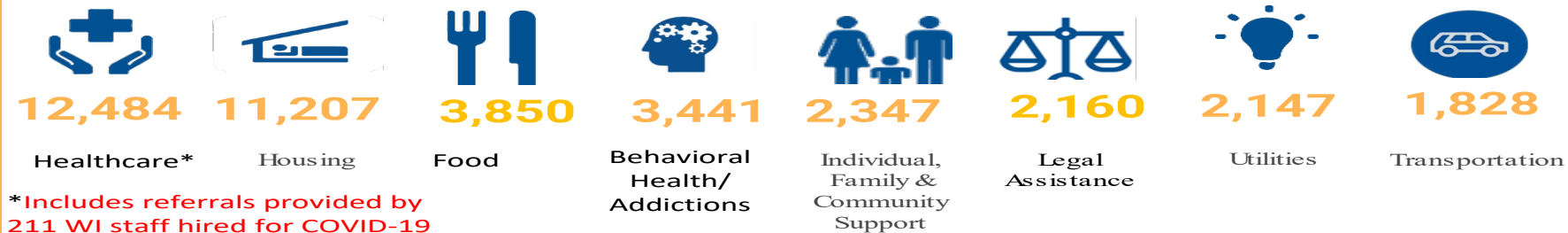
2021 United Way 211 Service Area Report



United Way Dane County

2021 Statistics

Top referrals by category in the service area



*Includes referrals provided by 211 WI staff hired for COVID-19 Helpline

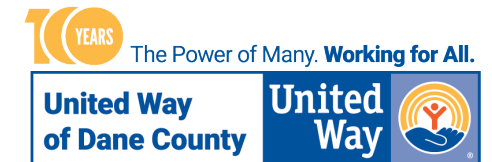
Top 5 Contacts by City

1. Madison 75%
2. Janesville 9%
3. Beloit 7%
4. Sun Prairie 6%
5. Middleton 3%

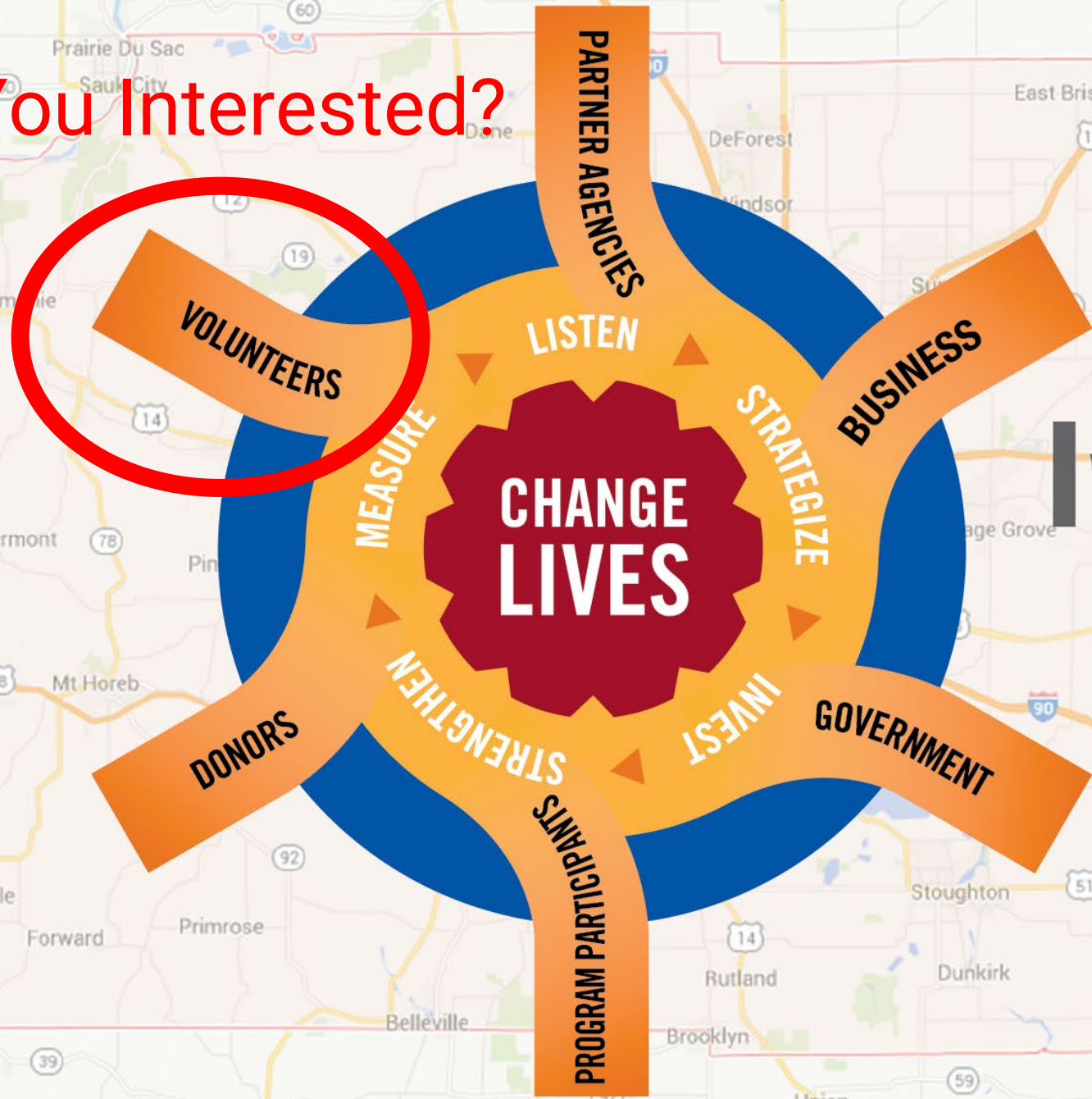
Top 10 Agency Referrals in Dane County

1. WI Department of Health Services: 32%
2. Porchlight, Inc: 18%
3. Tenant Resource Center: 11%
4. Dane County Human Services: 10%
5. Saint Vincent de Paul: 8%
6. Community Action Coalition: 5%
7. Catholic Charities – The Beacon: 5%
8. The River: 4%
9. Saint John’s Emergency Outreach: 4%
10. Energy Services, Inc: 3%

Additionally to resources related to COVID-19 (test sites, vaccines, general information on the disease), we provided the highest number of referrals to agencies that responded to rent needs (Porchlight, Dane County Human Services, Tenant Resource Center and Community Action Coalition).



Are You Interested?



The
Intersection
where the
community meets

Questions

Thank You For Everything You Do



Ed Wall
Director

Office: 608-246-4372

Cell: 608-219-5006

Agi Redei
Program Manager
Office: 608-246-5494