

# 211 End of Year Report-Marathon County 2024

United Way's 211 is our community's information and referral service. We help eliminate barriers by connecting people with services. In 2024, United Way's 211 answered 4,134 requests for help from Marathon County residents, providing 10,025 referrals to community resources.



Marathon County

3,994

Phone calls contacting 211

49

Online chats requesting information

55

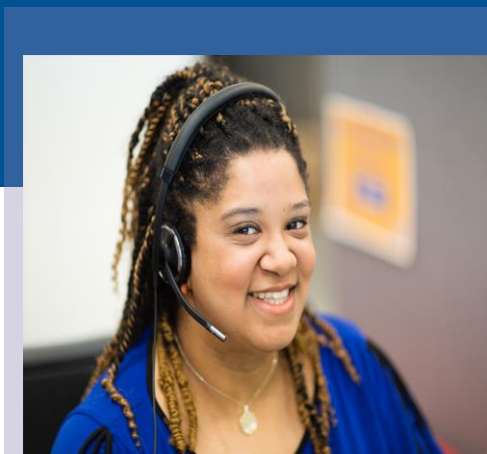
Text messages requesting information

28

Emails received requesting information

7

Other



## MAKING AN IMPACT IN OUR COMMUNITY

Allison and her husband are both employed, but have had a rough couple of months and were in need of assistance with rent, medical bills, and prescriptions. They had already applied for assistance from a few programs but were denied due to their income being too high. Allison reached out to 211 for assistance and was able to get information on a number of resources that would help meet their needs. Upon follow up, Allison shared that they had received the prescription help immediately and was in the process of receiving help with rent.

## Wisconsin Addiction Recovery Helpline

## Type of Inquiry

## How do people contact 211?

2,562

Information & Referral

1,486

Information Only

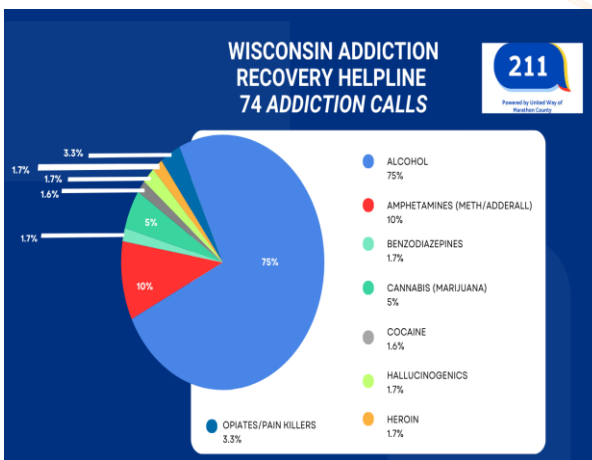


16

Crisis

70

No Referral Given



**Phone:** Available 24/7 by dialing 211, 715-848-2255, or 800-922-5590.

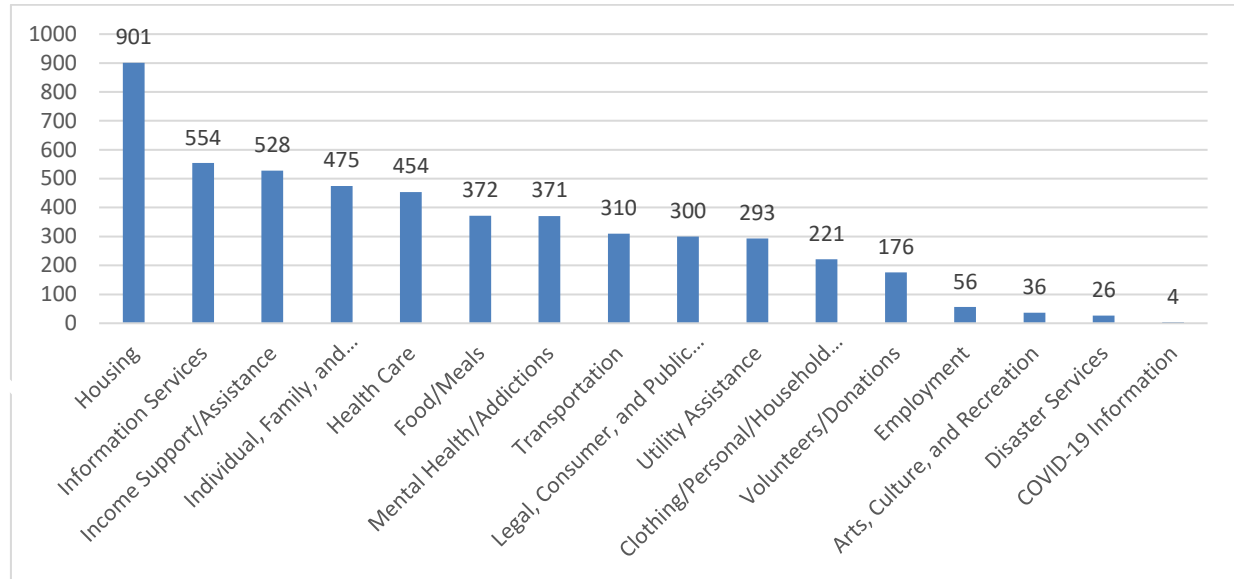
**Text:** Monday-Friday 8am-4pm, text your zip code to 898-211.

**Email:** Monday-Friday 8am-5pm, email [askus@unitedwaymc.org](mailto:askus@unitedwaymc.org).

**Online:** Web search available 24/7, Live Chat Monday-Friday 8am-12 Noon.

**211 Wisconsin App:** Available on the App Store for Android and Apple phones.

# Total Referrals



# Unmet Needs

