

# 2.1.1

Get Connected. Get Help.™



United Way's 211 is our community's information and referral service. In 2022, 211 answered **14,904** requests for help from residents in eight counties, including Marathon, providing 29,179 referrals to community resources.

211 is available 24 hours, 7 days a week, 365 days a year, for anyone.

**24%** of referrals were for housing assistance.

**69 people** were in crisis.

**597** callers needed assistance from the WI Addiction & Recovery Helpline.

*Jake's wife had admitted to him she has a drinking problem and decided to stop drinking immediately. The next day when his wife was experiencing severe withdrawal symptoms, Jake called 211 for help. The 211 call specialist was able to connect Jake to an inpatient detox service that could take his wife in immediately. Upon follow-up, Jake shared that his wife was out of detox, still sober, and had a treatment plan in place. He was grateful to 211 for helping find immediate help for his wife.*

*"I called 211 when I didn't know where else to turn. Thank you for being kind and helpful."*

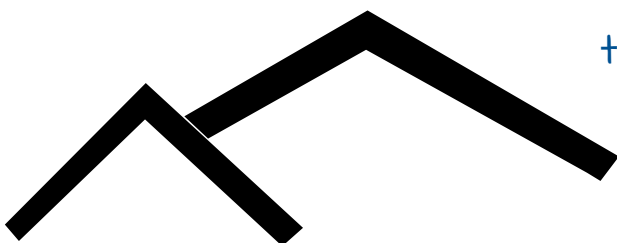
## BECAUSE OF THE WORK OF TASKFORCE MEMBERS...

**569** individuals accessed emergency shelters and transitional living programs.

**114** individuals were able to move into permanent housing.

**553** households received rent/mortgage assistance and were able to stay in their homes.

- 🏠 Implemented Outreach Case Management.
- 🏠 Advocated for 365 Day Shelter funding and Day Time Servicing. (First time in the Wausau Area.) An \$829,000 investment.



## HOUSING TASKFORCE

An initiative of United Way of Marathon County to partner with over 18 entities that focus on reducing the number of individuals experiencing homelessness, connecting those individuals to resources and permanent solutions, advocating for affordable housing solutions, and leveraging our partnerships to create sustainable change and solutions to the housing environment in Marathon County.