

United Way of Dane County 211

Get Connected. Get Help.



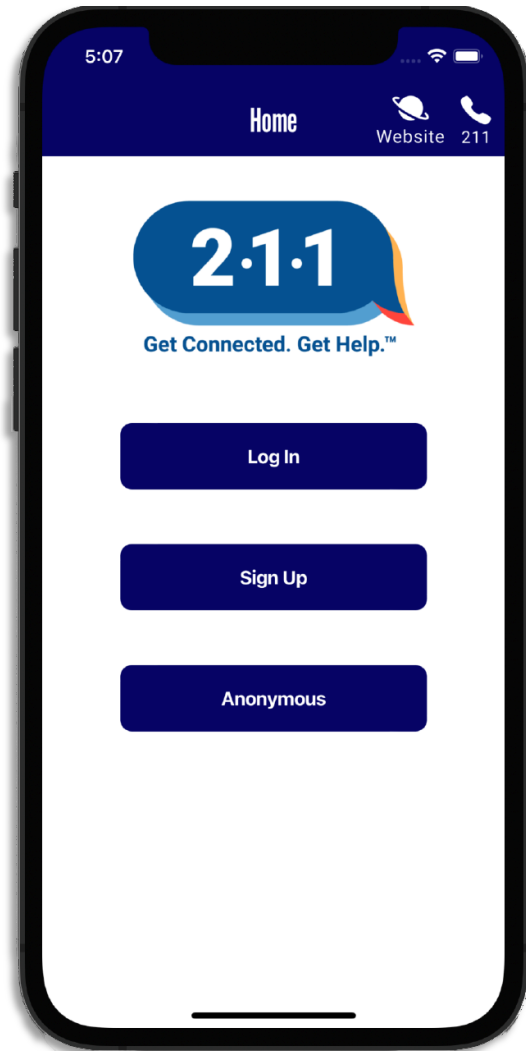
The Power of Many. Working for All.

211

**It's More Than
Most People Think**



Accessing 211 Services



- **CALL** 211, 24/7, 365 days a year
- **DOWNLOAD** the 211 Wisconsin App
- **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
- **TEXT** your *Zip Code* to *898-211*



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



211 Wisconsin



United Way of Dane County 211 Covers:

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

Population coverage: 900,000+
Population living in poverty: 93,000+



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

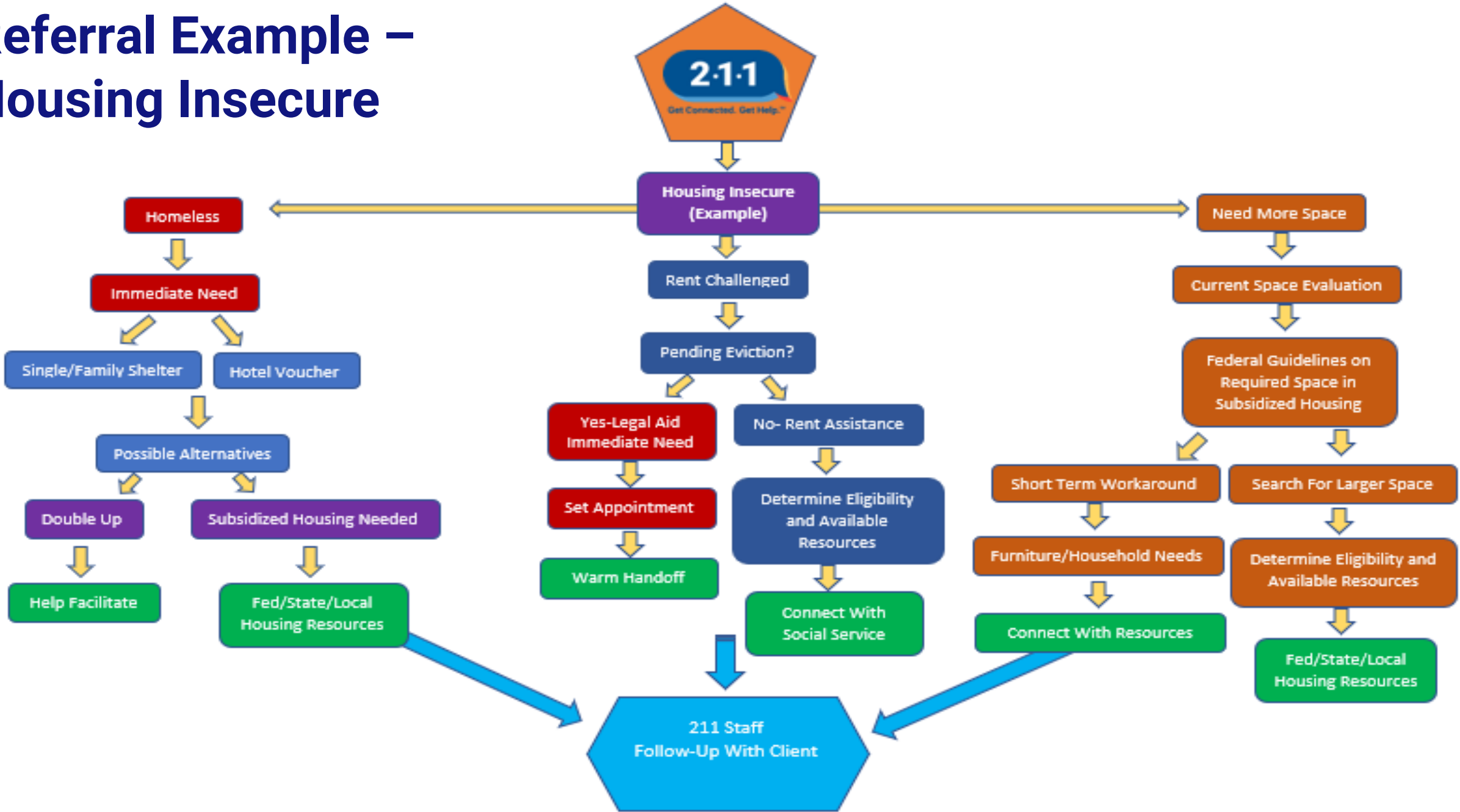
Warm Transfer ⚙️

Yes No Unselected

Program Opportunities/Warm Tra

Caller Needs:

Referral Example – Housing Insecure



Wisconsin Addiction and Recovery Hotline



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



In Wisconsin, Help is 3 Numbers Away



2·1·1



211 Sees the Community Need First

- Our most vulnerable families **feel the effects of challenging times first.**
- Government and community leaders understand **the value of 211 data in forecasting potential impacts on community resources and identifying unmet needs.**



211 & Disaster Response



United Way of Dane County 2023 Statistics Snapshot

2023 United Way 211 Service Area Report



Total referrals by top categories in the service area *

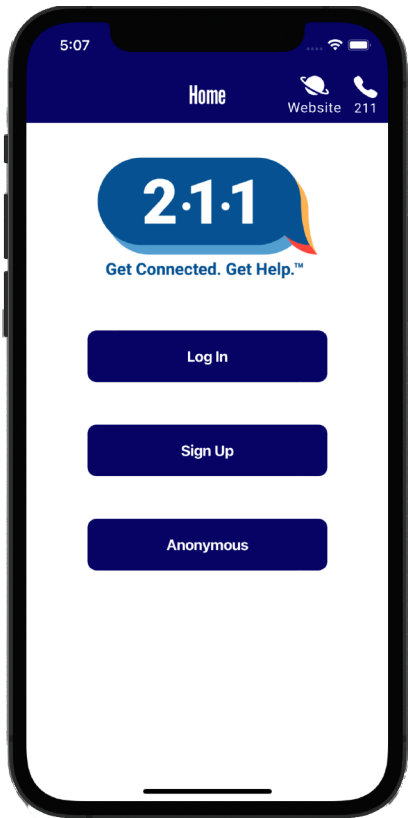


Top 5 Contacts by City

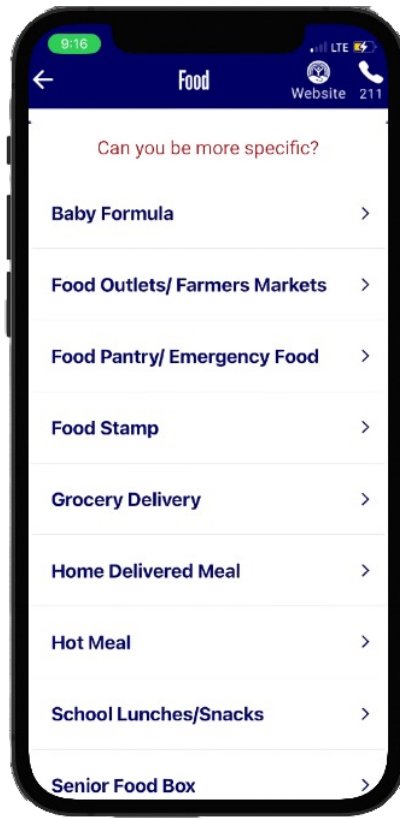
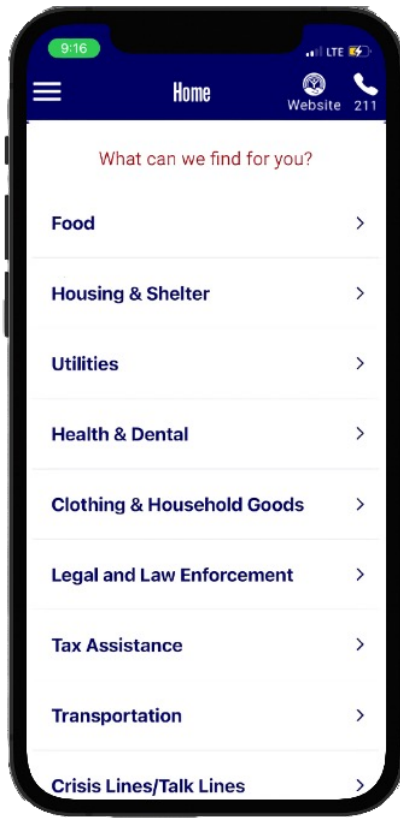
1. Madison 12,864 or 76%
2. Janesville 1,364 or 8%
3. Beloit 1,135 or 7%
4. Sun Prairie 1,031 or 6%
5. Fitchburg 540 or 3%



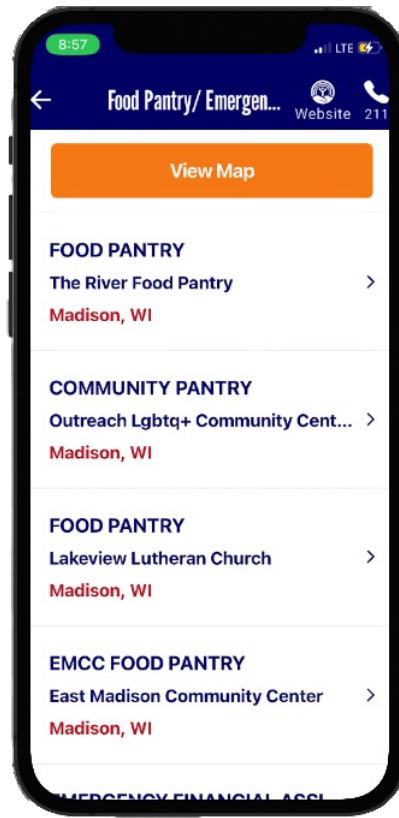
The 211 App - Putting Help In People's Hands



1



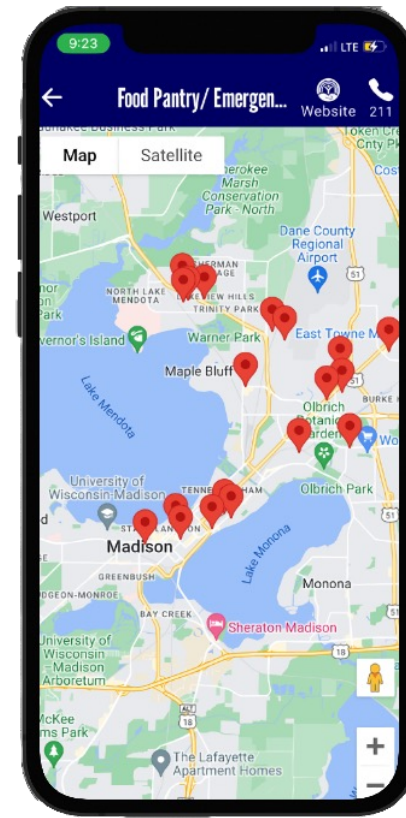
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3



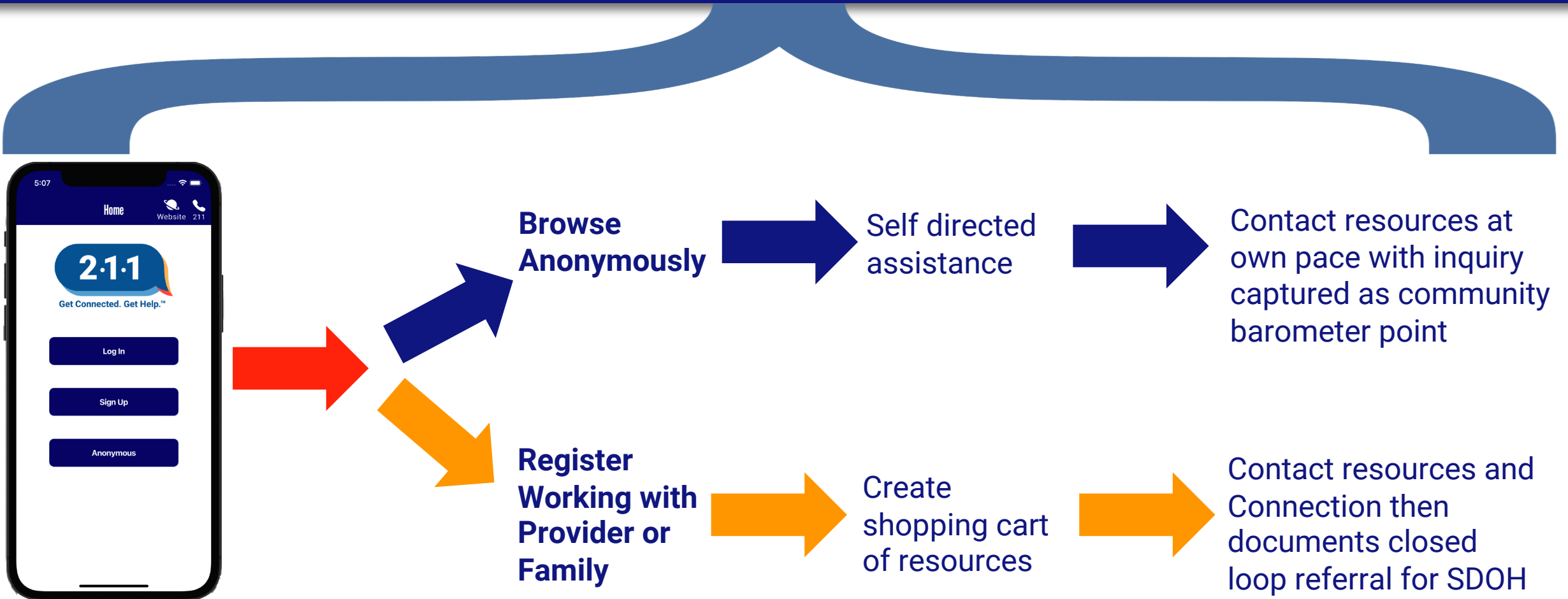
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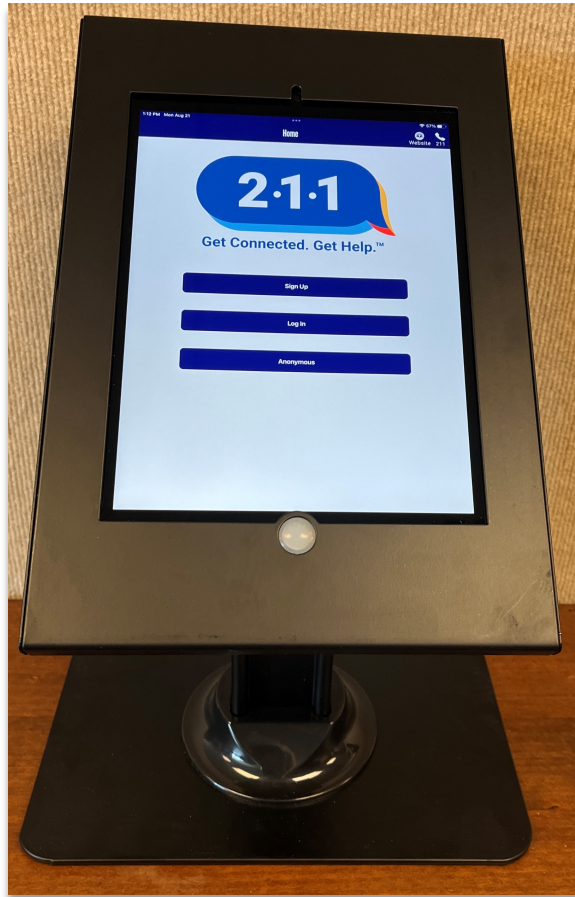
Our goal: Easy to use | Intuitive | Help in 4 clicks



Resource Access The Way People Want It



Most People Have A Smart Phone or Personal Electronic Device



Help Wherever People Need It



- **Available 24 hours a day, 365 days a year**
- **Wisconsin is 100% covered**



Questions?



Thank You!

Mike Holly

Program Manager, 211

Michael.Holly@uwdc.org

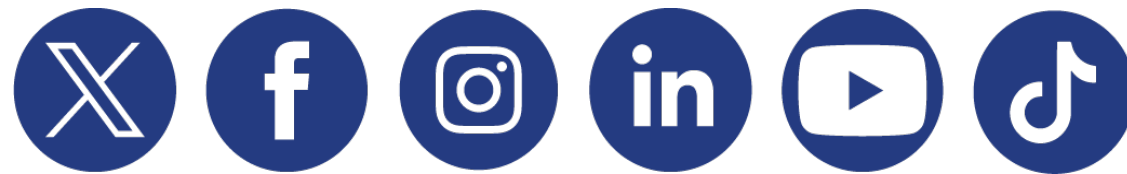
Office: (608) 246-5499

www.unitedwaydanecounty.org

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Download the 211 Wisconsin App!

GET HELP NOW!

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DOWNLOAD THE 211 WISCONSIN APP TODAY!

211 Wisconsin

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Download on the App Store

