

## Get Connected. Get Answers.

Brown County United Way 2-1-1 is a free information and referral helpline and website serving a 3-county region in Wisconsin: Brown, Door & Kewaunee.



## Meeting Our Region's Needs

### Get Connected



Connect to essential health and human services in our community:

- Available (phone, text and online) 24 hours a day, seven days a week
- Free & confidential to users
- Multilingual assistance



**5588**

people in our service area contacted 2-1-1

### Get Answers



Dial 2-1-1 for help. The answers you're looking for are just three digits away:

- **Basic human needs** including food and clothing, shelters, housing, utility assistance.
- **Disaster Response and Recovery** 2-1-1 works with the emergency management team during a disaster to offer support and place for dissemination of information.
- **Employment supports** including counseling, support groups, drug and alcohol treatment, health insurance programs and hospitals.
- **Children, Youth & Family Supports** including after school programs, family resource centers, recreation programs and mentoring services.



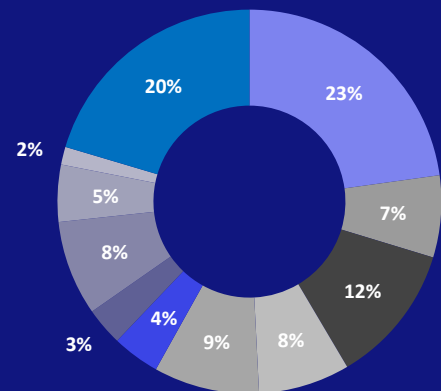
**1200**

available resources



**2,256,912**

Online statewide website page views



### Percentage of Calls

Housing & Shelter 23%	Healthcare 8%
Utilities 12%	Food 7%
Food & Clothing 10%	Transportation 5%
Mental Health & Addictions 9%	Disaster 2%
Government & Legal 8%	Other 20%

### How to Connect



- Call 2-1-1 or 1-866-469-2211, and trained staff will access a statewide resource database to provide information on services and referrals to programs aligned with callers' specific needs.
- Visit [www.get211.org](http://www.get211.org) to access our online database.
- Text zip code to 898211 (M-F:8am-4 pm)

# Creating Connections



## Locally

- The 2-1-1 database in Brown County is a Collaboration between the Aging & Disability Resource Center of Brown County, Crisis Center of Family Services & HELP of Door County.

## Regionally

- Brown County United Way 2-1-1 provides support For 3 counties in the State.
- Launch of Network of Care for Behavioral Health website to better serve our community's behavioral health needs. This initiative is a collaboration between Northeast Wisconsin Mental Health Connection and Connections for Mental Wellness in partnership with United Way Fox Cities and Brown County United Way's 2-1-1.

## Statewide

- One of seven 2-1-1 centers in Wisconsin.
- Launch of Wisconsin Addiction Recovery Helpline supported by the Wisconsin Department of Health Services (DHS). Powered by 2-1-1, the hotline is available statewide 24 hours a day, seven days a week to support to connect people with resources to overcome a dependence on opioids or other substances.

## Nationwide

- Brown County United Way 2-1-1 is part of a national association supporting information and referral services that provides coverage to 94.2% of the US population.
- Received certification and membership from the Association of Information & Referral Services (AIRS). AIRS brings regulations and guidelines to maintain consistency nationwide.

## Success story

2-1-1 makes a difference in the lives of callers every day of the year.

A single mother of two children, contacted Brown County 2-1-1 because she needed help paying her rent and was expecting to be served with an eviction notice soon. She had recently lost her job. She received information on rent assistance and food pantries, to try to relieve some of the financial burden. The caller shared that she had received help with one month's rent and this help made her feel like she could make things work. She was very grateful for the help and was glad to know the 2-1-1 service was there if she ever needed help again.

Many thanks to the Aging & Disability Resource Center, the Crisis Center of Family Services and HELP of Door County for partnering with us on the 2-1-1 database. Thanks also to all the community partners who either host 2-1-1 PLUS sites and/or display 2-1-1 information at their locations.