



UNITED WAY OF DANE COUNTY

211 SERVICE AREA REPORT

GET CONNECTED. GET HELP.

211 Activities 2023



47,546
Total Referrals



23,695
Total Contacts



1,486
App Visitors



500+
Additional Chat/Text/
Email Messages

Total Referrals by Top Categories in the Service Area


14,750
Housing


7,954
Food


4,042
Utilities


4,027
Behavioral
Health/
Addictions


2,472
Individual
Family and
Community
Support


2,337
Transportation


2,327
Clothing/
Personal and
Household
Supplies


2,261
Healthcare

Top 5 Contacts by City

1. Madison 12,864
2. Janesville 1,364
3. Beloit 1,135
4. Sun Prairie 1,031
5. Fitchburg 540

Top 10 Agency Referrals in Dane County

1. Porchlight Inc. 3,152
2. Dane County Human Services 2,417
3. Middlecamp Center of Vincentian Charity 1,666
4. The River 1,170
5. Community Action Coalition 1,138
6. Neighborhood House Community Center 945
7. Tenant Resource Center 871
8. Saint John's Lutheran Church 816
9. The Salvation Army of Dane County 719
10. Wayforward Resources 714

By supporting 211, you're solving community problems and creating lasting, generational change across Dane County.



Visit unitedwaydanecounty.org/211 to learn more.



The Power of Many. Working for All.



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2023 Summary of Needs in Dane County

(Compared to 2022 and 2021)

Highest number of referrals for Dane County residents in 2023 *(compared to 2022)*

Food pantries 5,312 (3,907)

Rent and security deposit 4,473 (3,231)

Electric payment assistance 2,099 (1,851)

Housing search assistance 1,819 (1,452)

Community Shelters 1,314 (1,503)

In Dane County, the total food pantry referrals increased 36% compared to 2022 and 70% compared to 2021 because of the termination of the pandemic FoodShare benefits.

The total number of referrals for rent and security deposit in 2023 was very similar to 2021, when the additional rent assistance program was launched (WERA statewide, CORE in Dane County) while the referrals increased 38% compared to 2022.

211 has also seen a 25% increase in need of housing search assistance. Callers were reporting that their rent was increasing, or the landlords were not renewing their leases.

Highest number of referrals for Dane County residents in 2023 *(compared to 2021)*

Food pantries 5,312 (3,109)

Rent and security deposit 4,473 (4,580)

Electric payment assistance 2,099 (1,106)

Housing search assistance 1,819 (1,405)

Community Shelters 1,314 (1,337)

The total housing referrals in the service area increased 30% (14,750 vs 11,399) while referrals in the food category increased 37% (7,954 vs 5,812) in 2023 compared to 2022. There was a 50% decline in the total number of the healthcare referrals in 2023 (2,261 vs 4,699) compared to 2022 receiving less COVID-19 related calls (vaccines, test sites).

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Top Unmet Needs

- Rent payment assistance
- Homeless motel vouchers
- Electric service payment assistance
- Community shelters
- Gas money

Caller Satisfaction Survey

- 89.3% of the callers participating in a satisfaction survey rated 211 great or good
- 97.65% of the callers reported that 211 was friendly and professional
- 95.3% of the callers said that 211 was able to answer their questions
- 99.4% of the callers would recommend 211 to their families and friends

Caller Feedback

"211 is very friendly, caring and understanding. The person I talked to helped me with additional resources I did not even think to ask for when I called and offered a follow up call to find out how I was doing."

"I'm a homeless single dad and wanted to find out where I can take my children for a Thanksgiving dinner. I received several referrals about places I can go to, and I even received a text message with the addresses."

"The program is amazing. I really appreciate that I am able to access resources in the area for myself, and the people around me. Thank you."

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NEED HELP?

GIVE HELP!

DOWNLOAD THE 211 WISCONSIN APP.

Get Connected. Get Help. The 211 Wisconsin App provides 24/7 local help to every person in our community. From finding food to paying rent (and more), you'll find the help you need on the 211 app.



DOWNLOAD TODAY!

211 Wisconsin



DONATE TODAY.

By supporting 211, you're solving community problems and creating lasting, generational change across Dane County. At United Way, we make the most of every dollar through our network of caring connection — amplifying your impact to ensure more services are available for our neighbors.

Visit unitedwaydanecounty.org to donate today!



SCAN THIS CODE TO VISIT [UNITEDWAYDANECOUNTY.ORG/211](https://unitedwaydanecounty.org/211) TO DOWNLOAD THE APP AND LEARN MORE.



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