

Tracking Needs

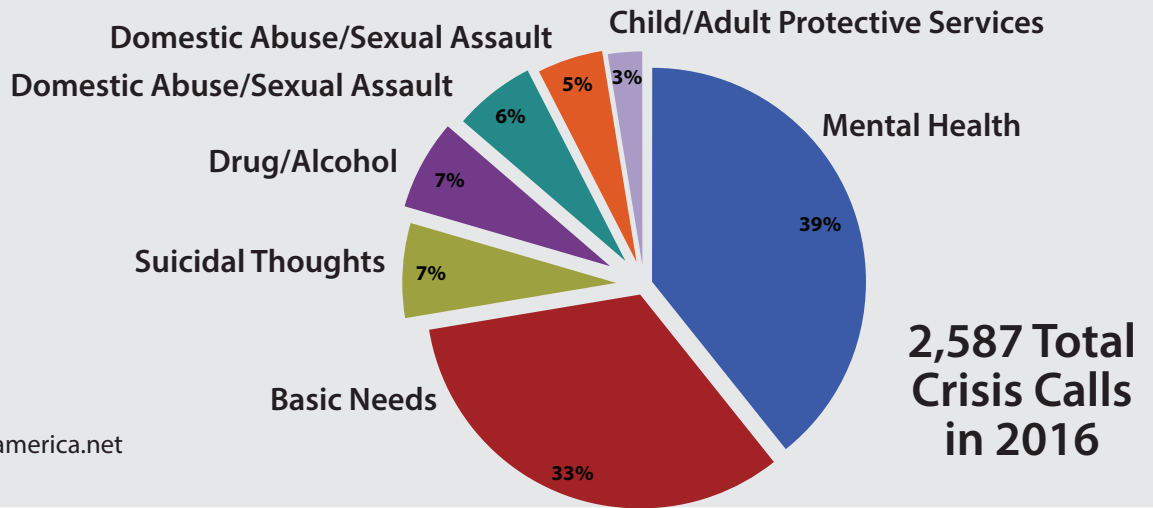
A quarterly snapshot of changing needs in the Tri-State area



An information, referral and crisis line service provided by Gundersen Health System and United Way. Dial 2-1-1 or (800) 362-8255 for 24/7 assistance. Search and chat online at www.greatrivers211.org

Categories of Crisis Calls

All data taken from 1/1/2016 – 12/31/2016



18.53% of American adults disclosed living with a mental illness in 2016. Four states had an increase in the number of adults with a mental illness while no states reported a decrease.*

*According to mentalhealthamerica.net

Top Three Crisis Call Categories Outcomes

Mental Health

20% of callers receive mental health referrals
17.5% of callers speak to county crisis in person intervention or an emergency room

Basic Need Top Referrals

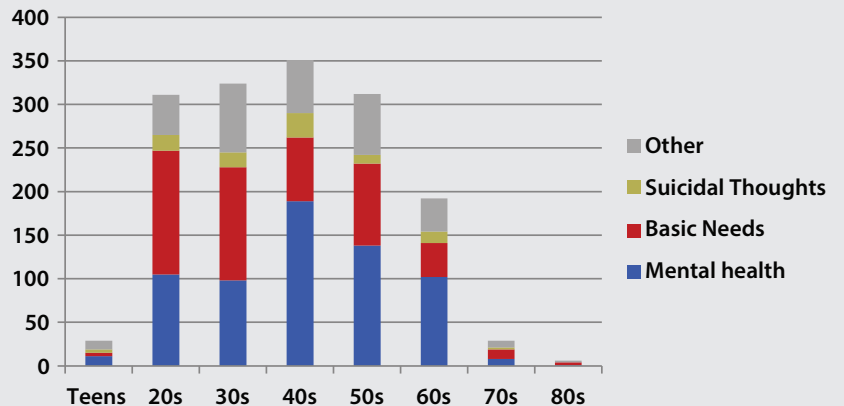
18% Electric service payment assistance
16% Community Shelters
13% Homeless Motel Vouchers
12% Rent Payment Assistance

Suicidal Thoughts

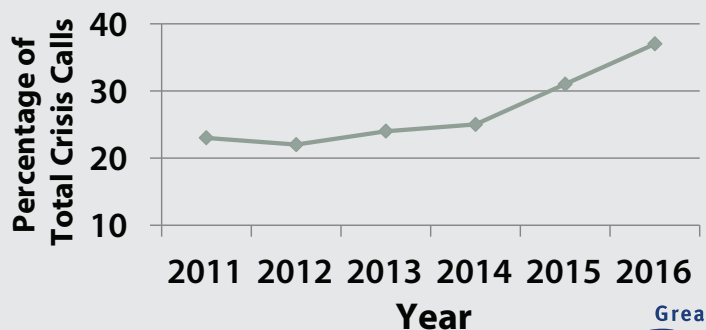
35% of calls involve law enforcement
30% involve county crisis in person intervention or an emergency room

Great Rivers 2-1-1 uses the Columbia-Suicide Severity Rating Scale to assess for suicide risk

Age of Crisis Callers



Trends in Mental Health Crisis Calls



Gender of Callers

Female – 63.78% Male – 36.10% Transgender – 0.12%

