

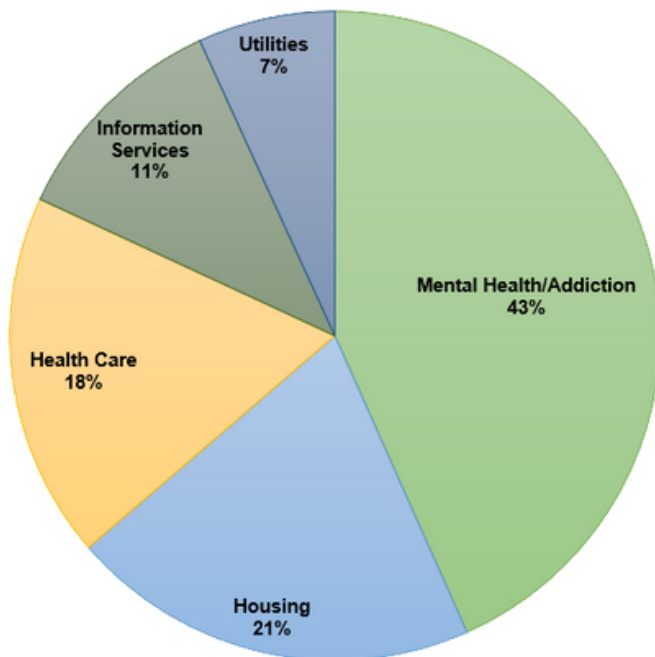
GREAT RIVERS 2-1-1: ANNUAL REPORT 2021

OUR MISSION

Great Rivers 2-1-1 seeks to enrich people's lives by providing information and referral, crisis line services, and by participating in community efforts that bring people and services together.

2021 COMMUNITY REPORT: Great Rivers 2-1-1 Impact

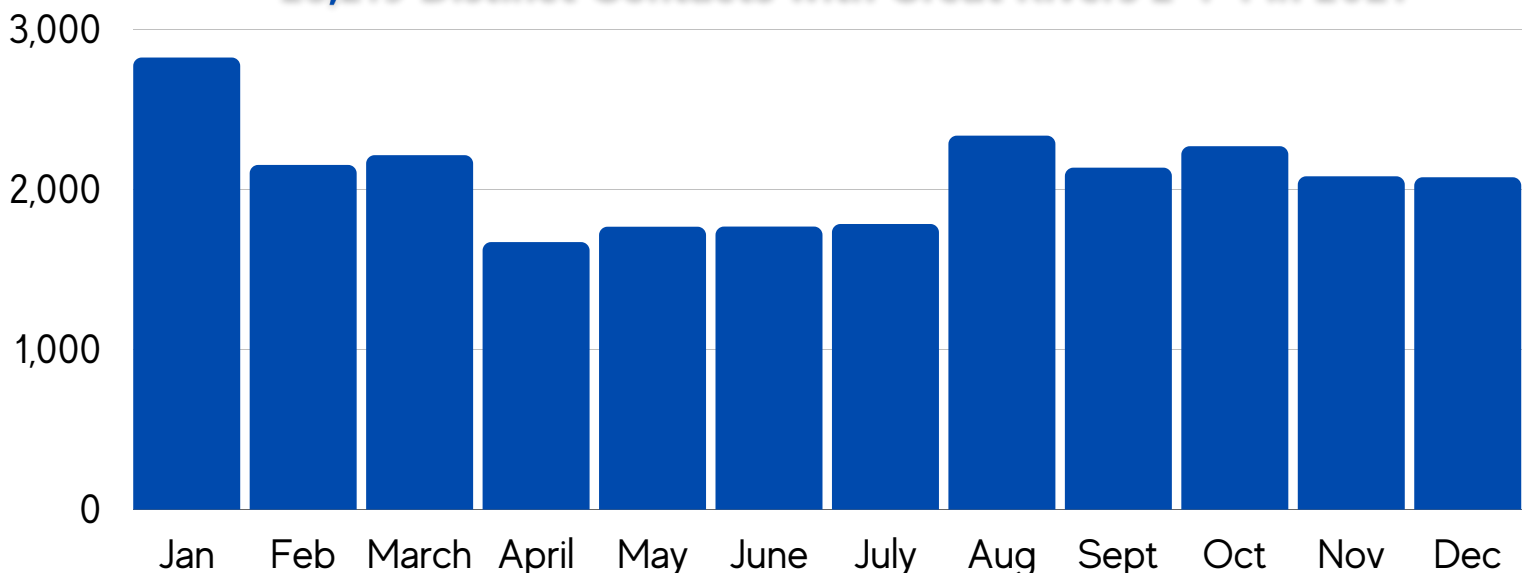
Top 5 Reasons People Contacted Great Rivers 2-1-1 in 2021



DID YOU KNOW?

Great Rivers 2-1-1
supported **1,555** crisis
contacts in 2021

25,219 Distinct Contacts with Great Rivers 2-1-1 in 2021



The Wisconsin Addiction Recovery Helpline



In 2021, Great Rivers 2-1-1 supported 3,622 people in Wisconsin to take their first steps in their addiction recovery journey.

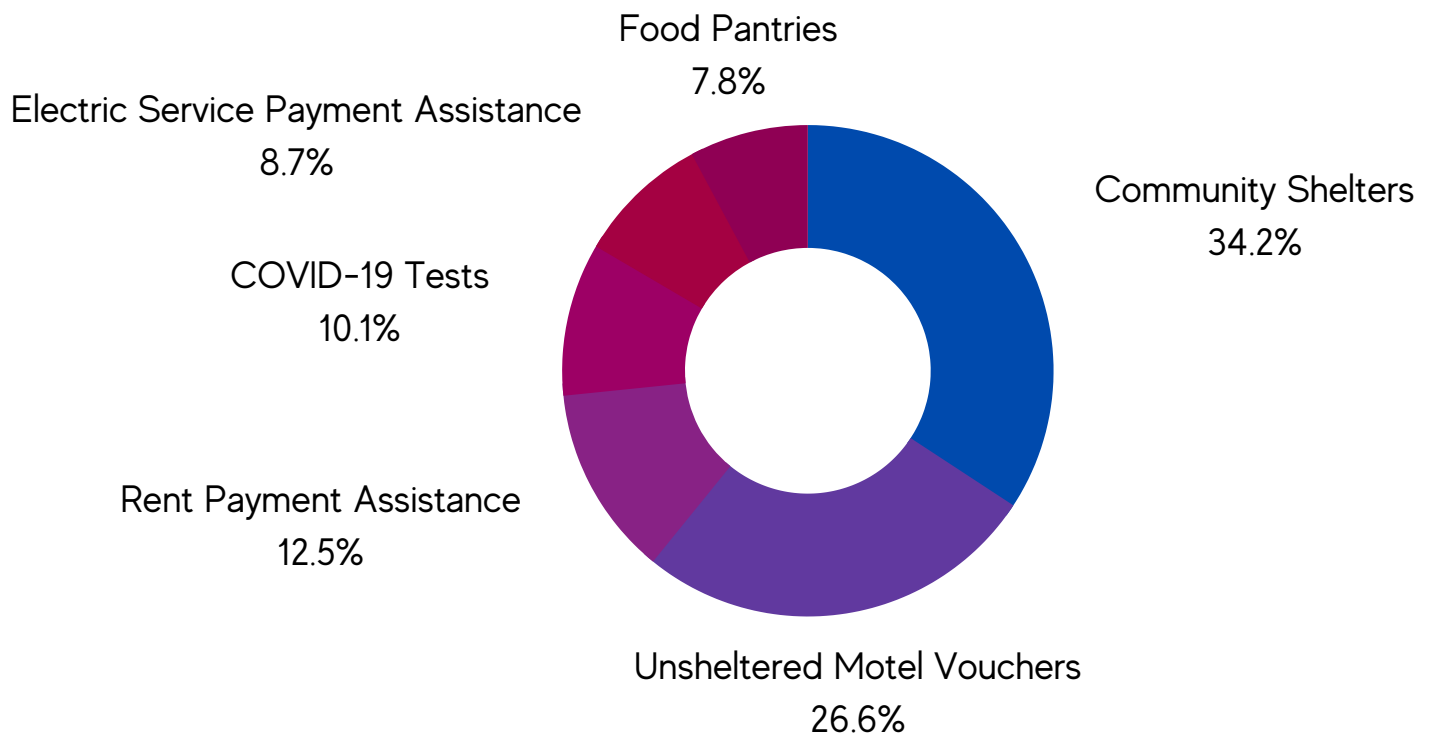


In 2021, Great Rivers 2-1-1 provided **8,137** distinct referrals related to COVID-19 needs.

This compares with **20,974** distinct referrals for COVID-19 needs in 2020.

That is an almost **40% drop** in the number of callers requesting assistance related to COVID-19.

Top Unmet Needs in 2021



Tracking unmet needs helps us learn about the communities we serve and find solutions in collaboration with community partners.



Information Database

Great Rivers 2-1-1 database curators maintain a comprehensive searchable online resource database with over 4,977 active services available at your fingertips.

Comprehensive means that a broad range of services are collected, including food, housing, shelter, transportation, utility assistance, financial assistance, support groups, mental health services, addiction services, health and human services programs, disaster, volunteer services, parenting support services, and many more.

Database curators maintain information in collaboration with other 2-1-1 centers in Wisconsin, Minnesota, and Iowa and use the 2-1-1 LA County Taxonomy of Human Services for consistency in coding services for a shared database.

"Very knowledgeable person who answered the phone, very nice vocal tone. Very friendly, very nice, very helpful. She had some other things in mind that would be helpful that I hadn't thought of.... Really nice to hear a friendly voice the way things have been going lately. Thanks so much for what you do."



Caller Comments

"I am so grateful for 2-1-1. I've been calling you for years because I don't have technology to look up on the internet when I need phone numbers and things like that. But, yes, you are always just as lovely and as helpful as anyone could expect - more than I could expect - and I thank you so much."

"The lady who helped me was very informative and very knowledgeable and very kind and very thorough and I appreciated her help."



Nationally Accredited Information & Referral Center

Great Rivers 2-1-1 provides 24 hour services, 365 days/year for 21 counties in WI, MN, and IA. Helping, caring professionals provide efficient quality service by phone call, text, chat, and email.

Searchable database: www.greatrivers211.org

Agencies contracting with Great Rivers 2-1-1 to provide after-hours support, ensuring these vital programs are available 24/7:

- United Way of Marathon County (2-1-1 Marathon County)
- United Way of Brown County (Brown County 2-1-1)
- Brighter Tomorrows
- SEMCAC Energy Assistance Program
- Gundersen Health System Programs
 - Resolve Through Sharing
 - Crime Victim Services
 - Employee Assistance Program
 - Domestic Violence and Sexual Assault Program



Caller Comments

"2-1-1 is very good to me. They know me, thick and thin; they have heard when I was very low and very happy. This program has helped me greatly. Please keep up the good work. They are very friendly and they're very caring. Keep up the good work 2-1-1."

"I just called 2-1-1 for a friend, and you guys are really great, informative, and knowledgeable, and I am passing this resource on to a woman in need. Thank you very much."

"I was very impressed and very happy to speak with your specialist, and I was very pleased to know that this service is available to me. It was very, very nice. And I am grateful for the information that she was able to give me. Thank you very much."

Great Rivers 2-1-1 Service Region and Contacts

Chat:

<https://www.greatrivers211.org/gr211/>

Search Online:

<https://www.greatrivers211.org/gr211/>

Email: gr211@gundersenhealth.org

Contact Great Rivers 2-1-1 for Information & Referral and Crisis Line services and to relay updates for the 2-1-1 referral database

Call: 2-1-1 or (800) 362-8255

Text: Your ZIP code to 898-211



Line Services Contact

Amy Kuester, Line Supervisor
alkueste@gundersenhealth.org
(608) 775-1251

Referral Database Contact

Barbara McPeak, Database Coordinator
bjmcpeak@gundersenhealth.org
(608) 775-6328

General Contact

Carla Lundeen, Agency Director
cflundee@gundersenhealth.org
(608) 775-6335



A Community Service of Gundersen Health System

GUNDERSEN
HEALTH SYSTEM®