



Spring 2011

Great Rivers 2-1-1 is a 24-hour information & referral and crisis line service. The service is free and confidential.

For assistance dial 2-1-1 or (800) 362-8255 in WI, MN, IA and throughout the tri-state area. TTY: (866) 884-3620
 Language interpretation available
 Business calls: (608) 775-6339
 Fax number: (608) 775-4766
www.greatrivers211.org

Great Rivers 2-1-1 is a service of Gundersen Lutheran Health System and the United Way.

Counties served by Great Rivers 2-1-1

- | | |
|-------------|------------|
| Wisconsin | Minnesota |
| Buffalo | Fillmore |
| Chippewa | Houston |
| Crawford | Winona |
| Dunn | |
| Eau Claire | Iowa |
| Grant | Allamakee |
| Jackson | Clayton |
| La Crosse | Fayette |
| Monroe | Howard |
| Pepin | Winneshiek |
| Richland | |
| Trempealeau | |
| Vernon | |

Published semi-annually by Great Rivers 2-1-1 as a tool to assist human service personnel, community planners, elected officials, and other interested people in tracking new resources and in identifying and perhaps responding to unmet needs.

Tracing Needs

In the tri-state area

What's new?

Clara Fields Multicultural Literacy Program, La Crosse, Wis. & Winona, Minn. - provides a multicultural literacy preschool program; focuses on early intervention for children who are at risk, low-income or have special needs to maximize their potential for learning.

United Methodist Church Community Dinner, Onalaska, Wis. - provides a free community dinner once a month.

Veterans Support Groups, Mental Health Clinic, River Valley Integrated Health Center, Veterans Affairs Medical Center, La Crosse, Wis. - provides various support groups for veterans including a post-traumatic stress disorder group, a group for veterans returning from combat, a women's support group, groups for substance abuse issues and a nicotine dependence group.

Norwalk Mobile Food Pantry, Norwalk, Wis. - provides free food once a month to individuals and families in need.

Supporting Pets Over Troubled Times (S.P.O.T.T.), Sparta, Wis. - provides pet food for families in need.

S.O.U.L. Kitchen, Richland Center, Wis. - provides a free meal once a month, delivery is also available.

The Closet, Eau Claire, Wis. - provides free clothing for all ages, as available, to those in need.

Menomonie Community Gardens, Menomonie, Wis. - provides a community garden with plots to rent for individuals or groups; free for low-income people. Offers raised beds for people with physical disabilities.

Fruit of the Vine Food Pantry, Stanley, Wis. - provides a food pantry for families once a month; baby food, formula and diapers are sometimes available.

Mabel Food Shelf, Mabel, Minn. - provides non-perishable foods as well as milk, eggs, etc.; diapers as available.

Northeast Iowa Fibromyalgia Support Group, Waukon, Iowa - provides support for people who struggle with fibromyalgia, neuropathy and chronic fatigue syndrome and for their caregivers, family members and friends.

Mobile Food Pantry, Cresco, Iowa - food pantry with non-perishable foods, bakery goods and fresh produce; offered once per month.

Information and Referral Center 2010 Annual Call Report

Total Calls

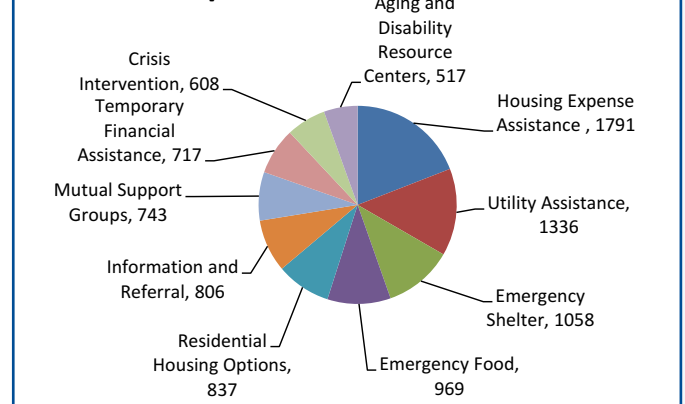
Great Rivers 2-1-1	26,311
After-hours contracts	5,603
Subtotal Great Rivers 2-1-1	31,914
Maternal and Child Health Hotline (MCH)	7,565
Wisconsin First Step (WFS)	1,820
Services Hotline for Women, Children and Families ..	47
Subtotal Public Health Hotlines	9,432
Grand total	41,346

Great Rivers 2-1-1 total calls (26,311)

Type of call

Information and referral	55% (14,555 calls)
Information	20% (5,217 calls)
Crisis	9% (2,240 calls)
Follow-up	2% (652 calls)
Crisis life threatening	2% (370 calls)

Top 10 Referrals Made in 2010



Crisis calls

Life threatening crisis		Other crisis	
Child abuse	50	Basic needs crisis	883
Domestic violence	84	Developmental crisis	18
Drug/alcohol crisis	162	Life transitions crisis	100
Runaway	26	Mental health emergency	699
Self-mutilation	56	Other traumatic stress	258
Sexual assault	18	Total	1,958
Suicide	311		
Vulnerable adult	9		
Total	716		

Current events

Flood damage reports	183 calls
Tax assistance	151 calls
Disaster	85 calls
July flooding/Milwaukee 2-1-1	54 calls
2008 flood recovery	43 calls
H ₁ N ₁ flu calls	22 calls
Winter weather emergency	19 calls

Runaway Bridge Program – Providing hotline and shelter services to youth in Monroe, Vernon and La Crosse Counties.

Great Rivers 2-1-1 took 886 calls regarding youth in 2010 (calls are from parents or youth themselves).

Website statistics - greatrivers211.org

Hits – 180,751
Visits – 76,101



Great Rivers 2-1-1 Call Statistics—2nd half 2010

Total number of calls

Information & referral	.6,451
Information	.3,055
Crisis	.1,214
Follow-up	.387

Basic need referrals made

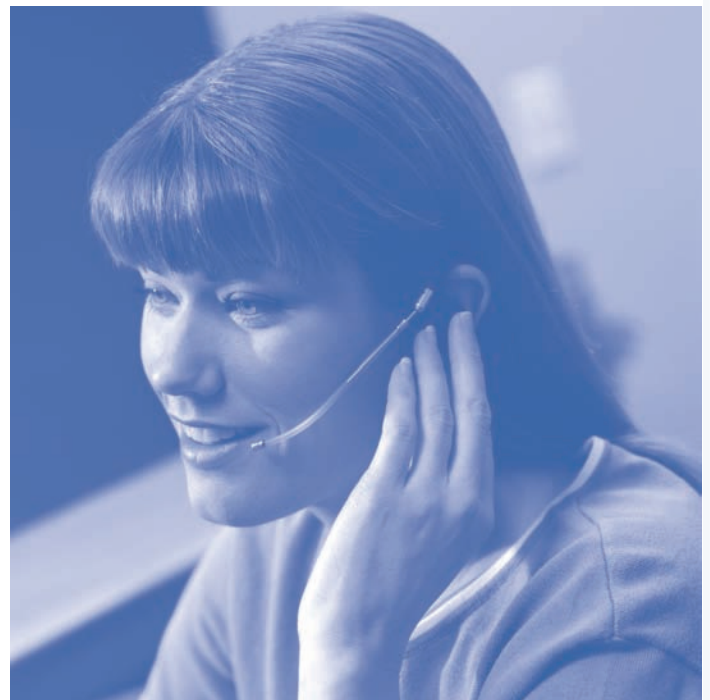
Housing expense assistance	.808
Utility assistance	.665
Food pantries	.457
Transportation <i>(includes transportation expense assistance)</i>	.453
Emergency shelter <i>(includes domestic violence and runaway)</i>	.441
Temporary financial assistance	.359
Low-income subsidized housing	.330
Landlord tenant assistance	.167
Clothing/diapers	.131
Household goods <i>(includes furniture)</i>	.107
General legal aid	.98

Government program referrals made

Food Share (Food Stamps)	.144
Medical assistance	.94
WIC (Women, Infant and Children)	
Nutrition Program	.32
Social Security	.31
Childcare subsidies	.14

Unmet Needs

Community shelters	.10
Holiday gifts/toys	.7
Undesignated temporary financial assistance	.6
Homeless motel vouchers	.4
Rent payment assistance	.3
Health related support groups	.3
Anger management classes	.2
Animal shelters	.2
Gas money	.2
Sexual assault/incest support groups	.2
Food pantries	.1
Emergency housing	.1
Dental bill payment assistance	.1
Depression resources	.1
Automobile repair	.1
Furnace maintenance repair	.1
Mental health related support groups	.1
Inpatient substance abuse treatment	.1
Moving expense assistance	.1
Medical information lines	.1
Money management	.78
Dental care	.74
Community (free/low cost) clinics	.73
Prescription expense assistance	.34





Mental health and the young

Rarely does a day go by that Great Rivers 2-1-1 does not receive a call from someone affected by mental health issues. Sometimes callers are looking for help for themselves, but often the caller is a family member worried about what is happening to a loved one.

While we tend to think of adults when it comes to mental health issues, mental health disorders most commonly start in early life. The National Institute of Mental Health (NIMH) reports that youth, in fact, are disproportionately affected by mental disorders. According to a national survey that NIMH conducted, 20 percent of U.S. youth are affected by some type of mental disorder during their lifetime to the extent that they have difficulty functioning. Surveys of adults support that mental health disorders most commonly start in early life with one-half of all lifetime cases of mental illness beginning by age 14 and three quarters beginning by age 24. (Source: The National Alliance on Mental Illness/NAMI)



Increasingly, the emotional and social development during children's early years is considered a foundation for their healthy growth into adulthood. Greater awareness of the profound growth that occurs during early childhood from infancy on means a greater emphasis on maternal and family health including mental health. Availability of support for maternal health including, for example,

perinatal and postpartum depression and new parent support helps ensure healthy outcomes for pregnancies, for children and families.

The role of trauma and its effect on children is another area given more attention by the mental health field. As we might expect, it is the experience of multiple traumatic events that puts children most at risk. Preschoolers who had experienced multiple traumatic events were 16 times more likely to have attention problems and 21 times more likely to be overly emotionally reactive and/or to show symptoms of depression and anxiety than children who had not had such experiences.

Despite its prevalence, 79 percent of children with mental health disorders do not receive mental health care and the implications for communities are far-reaching. Over 50 percent of students age 14 and older with a mental health disorder drop out of high school, which is the highest dropout rate of any disability group. Seventy percent of youth in the juvenile justice system have at least one mental health disorder with at least 20 percent experiencing significant functional impairment from a serious mental illness. (Source: NAMI) Disparities based on race, ethnicity and income, for example, also come into play. According to the Bazelon Center for Mental Health Law, African American youth are more likely to be sent to the juvenile justice system for behavioral problems than placed in psychiatric care. Eighty-eight percent of Latino children do not receive needed mental health care. Uninsured children have a higher rate of unmet mental health needs than children with public or private insurance.

Such numbers suggest the special challenges for the young and their critical need for services: early screenings, timely interventions and connecting children and their families to appropriate programs and ongoing support. The section that follows suggests some of the resources available for children and youth dealing with mental health issues.





An example of some of the local, state and national mental health resources Great Rivers 2-1-1 can offer callers:

Types of Services

- Community mental health clinics, assessment and case management services
- Walk-in and mobile mental health crisis intervention services
- Mental health hotlines
- County community support teams
- Support groups for mental health issues (also see NAMI listing below)
- Perinatal and postpartum depression resources
- Centers for Independent Living
- Rural mental health services
- Aging and Disability Resource Centers (ADRC)
- Suicide prevention programs
- Children and Youth with Special Health Care Needs – regional centers for parents and providers for children with special needs

- Veterans, and families of veterans, hotlines and mental health resources
- Mental health drop-in centers
- Mental health halfway houses
- Day treatment programs

Specific agencies and programs

- WI Alliance for Infant Mental Health
- MN Association for Children’s Mental Health
- IA Perinatal Depression Project
- National Alliance on Mental Illness (NAMI) support groups and other services
- National Institute for Mental Health (NIMH)
- Substance Abuse and Mental Health Services Administration (SAMHSA)

Transitions

A vulnerable time for young adults who are dealing with mental health issues can occur when they age out of services for which they were once eligible. At times, making this transition requires getting additional help. Advocacy and support organizations exist whose mission is to improve

access to services and continuity of care as the person progresses into adulthood and throughout life. Above is a list of some of the mental health resources available through Great Rivers 2-1-1; we encourage callers to contact us for these and additional programs.

Seasonal Information

In addition to the kinds of calls Great Rivers 2-1-1 receives year round for support groups, housing resources, elected officials and humane societies, to name a few, we also get calls related to the particular season of the year.

Last winter, additional calls came in for information on holiday programs/events and for fuel assistance and weatherization. The last couple of months, we have seen many requests for free tax assistance and help with tax questions. Sometimes, calls come in directly related to weather, like spring flooding. We help callers who may be dealing with flood conditions and in need of an emergency shelter in their area, or those who have questions about how to report damages or receive help with clean-up and recovery.

Other calls in the spring can include how to reach the Digger’s Hotline or the local community gardens or farmers’ markets. Neighborhood clean-up programs, fun walks/runs, parades, festivals and cultural activities are just some of the requests 2-1-1 receives in the spring and summer. We also share information about outdoor activities such as park and recreation programs, even swimming pool hours (yes, we list them!) and summer camps, including programs for children and adults with special needs.

Great Rivers 2-1-1 is ready to link you to a wide variety of activities, resources and events throughout the year.

