



Vol. 1 - 2015

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 Health System and the United Way.

Counties served by Great Rivers 2-1-1

Wisconsin

Buffalo
 Chippewa
 Crawford
 Dunn
 Eau Claire
 Grant
 Jackson
 La Crosse
 Monroe
 Pepin
 Richland
 Trempealeau
 Vernon

Minnesota

Fillmore
 Houston
 Winona

Iowa

Allamakee
 Clayton
 Fayette
 Howard
 Winneshiek

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?

Community meals - New Beginnings, La Crosse — Provides a community meal on Wednesday evenings and time for games. Serves La Crosse County.

Adolescent Girls Group for Depression and Anxiety (Anxiety Support Group), La Crosse — Provides a talk therapy group to support girls ages 13 through 19 who are dealing with depression and anxiety. Helps the group better understand their feelings and concerns, teaching better coping methods and problem-solving skills.

Driftless Recovery Services, La Crosse — Provides a private therapy mental health practice offering family, group and individual counseling settings and mental health evaluation services for ages 13 and up. Appointments are available within 24 hours. Walk-in appointments are available. Serves La Crosse, Monroe and Vernon counties.

Able House Adult Family Home, Richland Center — Provides an adult family home for up to four individuals; serves as an alternative to nursing home, providing meals, daily living, personal care, social and recreational activities and transportation. Serves ambulatory, semi-ambulatory, or non-ambulatory men and women; people with developmental disabilities, physical disabilities, traumatic brain injury; early stages of Alzheimer's. Serves Richland County.

Stages of Change, Black River Falls — Provides domestic violence services, support groups for women who are victims of domestic violence. Also runs a domestic violence offender 27 week class for men who are domestic violence offenders. Primarily serves Jackson county and surrounding area.



Parkinson's Support Group, Chippewa Falls — Provides information, education, and support for persons with Parkinson's disease, caregivers, family members and interested persons. Serves Chippewa and Eau Claire counties.

The Foster Closet, Menomonie — Provides emergency clothing and other needed items for children of all ages entering the foster care system. Items may include school clothing, winter coats and boots, baby clothing, toys and other items. Serves Dunn, Chippewa and Eau Claire counties.

The Men's Exchange, Winona — Provides men's consignment shop that offers a variety of items including clothing, used tools, sporting goods, camping and hunting equipment. Serves Winona and surrounding area.

Waukon Community Meals, Waukon — Free community meal once a month. Serves Waukon area.

Iowa ALS Association, Des Moines, Iowa — Assists people with ALS (Lou Gehrig's Disease), their families and friends and providers. Care coordinators offer home visits for education, emotional support, assistance with identifying equipment and home modification to increase functional independence. Provides information regarding healthcare options and healthcare coverage. Can help identify resources to reduce the financial strain on families. Serves Winneshiek, Allamakee, Clayton, Fayette and Howard counties.

Expecting the unexpected: Information and referral calls



More than 90 percent of the United States is covered by 2-1-1 programs and all share the basic mission of providing comprehensive community information and referral for the areas they serve. A frequent question staff hear, whether we're talking to a first-time caller or to a group out in the community, is: "What kinds of information do you have?" Actually, it's a wide variety:

- Any free school supplies program available?
- What are the swimming pool hours at the local public pools?
- Who would I call to get safe canning practices to put up some of summer's garden?
- I'd like to be a volunteer driver for a mobile meals program in my area.
- When does daylight savings time begin and end this year?



What often surprises people most about the information from Great Rivers 2-1-1 is the breadth of what is available. While we consider it broadly to be health and human services kinds of referrals, in fact, there is a whole range of useful information and services few would expect us to have listed:

- How do I get a list of licensed and certified child care providers?
- Where are the farmer's markets in my county?

- When is Applefest (in LaCrescent Minn.) and what activities are offered?
- Are there 2-1-1s in other states? Anything like 2-1-1 in Arizona?
- How do I sign up for free tax assistance?

Other questions people call us with that we have "answers" to for the 21 counties that we serve include:

- Is there a parent "warm line" (peer support) for my area?
- Who can I call for free or low-cost devices to help with low vision?
- Are there any volunteer opportunities for mentoring in a literacy program?
- I'd like to go fishing but need handicap accessible spots; how do I get a list?
- Any volunteer assistance and advice for small business start-ups in my area?



Just across the river from southeast Minnesota and northeast Iowa, we are in a unique position geographically to serve eight counties in that region as well as 13 counties in western Wisconsin. We have resources for all three states; our database has more than 4,200 agencies offering more than 20,000 services including national, state and local government offices.

Do you have the number for the Iowa Attorney General's Office? Can I get a number to contact my legislator? Is there a free directory assistance number to get numbers for private businesses? How do I get on the Do Not Call List? Where is the community holiday meal? How do I sign up to volunteer?

Simply dial 2-1-1 to reach us, 24 hours a day, to get the help you need. Or visit our website, www.greatrivers211.org, to search for resources. Or, try our new online chat option.



Call statistics for second half of 2014

RENT/HOUSING

Rent payment/deposit assistance	455	Domestic violence shelters	85
Homeless shelter	310	Public housing	45
Homeless motel vouchers	171	Transitional housing	60
Low-income, subsidized private housing	121	Cold weather shelters/warming centers	50
Housing authorities	124		

FOOD

Food pantries	370	Home delivered meals	31
Soup kitchens/community meals	78	Food vouchers	21

UTILITIES/HEAT

Electric service payment assistance	395	Gas service payment assistance	51
Heating fuel payment assistance	48		

TRANSPORTATION

Gas money	128	Disability-related transportation	31
Medical transportation	118	5-1-1 transportation info/clearinghouse	17
Bus fare assistance	48		

LEGAL

General legal aid	54	Lawyer referral services	31
Legal counseling	92	Legal representation	38

LANDLORD/TENANT

Landlord tenant dispute resolution	15	Landlord tenant rights info/counseling	66
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ADDITIONAL CATEGORIES/REFERRALS

Homeless financial assistance	28	Individual counseling	141
Undesignated financial assistance	134	Domestic violence hotline	70
Referrals for in-person crisis intervention	280		



SEASONAL

Holiday gifts/toys	71	Winter clothing	34
Holiday meals	61		

GOVERNMENT PROGRAMS

Adult protective intervention	27	Comprehensive job assistance centers	33
Aging and Disability Resource Center	310	Women, Infants and Children	
Food stamp application	135	Nutrition Program (WIC)	30
Medicaid application	90	Unemployment Compensation	12
Child abuse reporting	64	Temporary assistance for needy families	36
Social Security	78		

OTHER

Mental health hotlines	153	Drug dependency support groups	18
Alcohol dependency support groups	49	Community clinics	43
Mental health—related support groups	50		

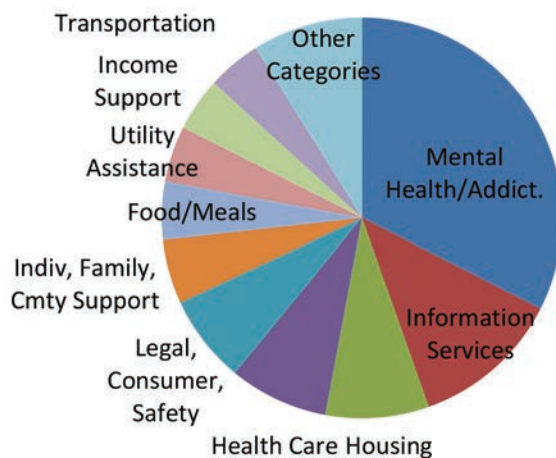
UNMET NEEDS

The top requests for unmet needs are in the categories of basic needs and holiday assistance. An unmet need may occur even though a service exists in the area; people may be unable to access services, for example, if they have already used the service or are ineligible at this time.

The following are the top unmet needs for the last half of 2014:

Community (homeless) shelters/ homeless motel vouchers	71	Electric/heating payment assistance	21
Rent payment assistance	14	Water service payment assistance	20
Gas money	21	Holiday gifts/toys	14

2014 Annual 211 Calls Categorized by Problem Need Areas



For additional breakdown of our annual statistics, see our website at www.greatrivers211.org. Under “About Us” section, choose “Statistics for 2014.”

