

2022

2.1.1

Great Rivers 2-1-1
Get Connected. Get Help.

ANNUAL REPORT

Great Rivers 211



Table of Contents

1 *Who We Are*

2 *From the Director*

3 *2022: The Year in Review*

4 *Why People Contacted
Us in 2022*

5 *Community Needs through
the 211 Lens*

6 *What People are Saying
About Us...*

7 *Database Details*

8 *Partnerships and
Outreach*

9 *Where We Are Headed...*

10 *With Gratitude*

Who We Are

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

Great Rivers 211 is an AIRS accredited information and referral center supporting people living in Western Wisconsin, Southeastern Minnesota, and Northeastern Iowa.

Great Rivers 211 is a community service of Gundersen Health System.



gr211@gundersenhealth.org



From the Director...

Friends of Great Rivers 211,

As the director of Great Rivers 211, I am excited to present our 2022 Annual Report. The report provides an overview of what we have accomplished in the last year and where we are headed in 2023.

I am excited to share that I completed my first full year as Director of Great Rivers 211. I am incredibly thankful to Mary Mundt-Reckase, the director who originated this role and defined such a high standard of excellence. She set me up for success, and I cannot thank her enough.

I am so grateful to our many partners who helped me get my feet under me over the past year and a half. I have learned so much from the people on this team, community partners, and those we support. I aim to approach all we do with a servant's heart, love, and compassion for the people we serve and those we work alongside.

Daily, we connect with people struggling to make ends meet, find stable housing, and care for their families. We help; it's what we do. Please remember to fill your cup up, too.

With gratitude,



Do your little bits of good where you are; it's those little bits of good put together that overwhelm the world.

Bishop Desmond Tutu

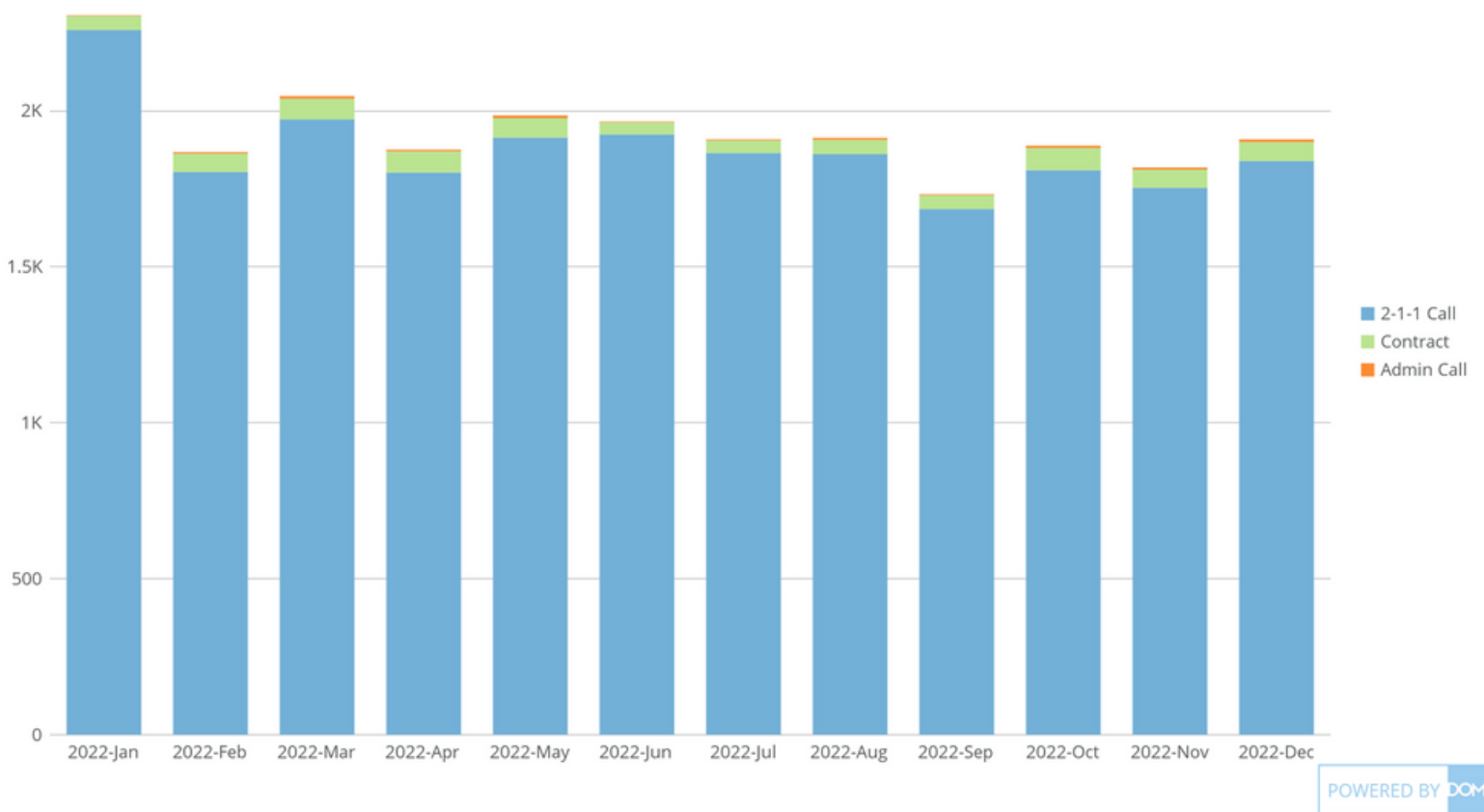


Carla “
Lundeen

I am so grateful to be a part of the Great Rivers 211 team. I know when people reach out to Great Rivers 211 they find a kind, compassionate person waiting to help. I am privileged to work with the people on this team knowing each person wants the best for those reaching out and will do everything they can to help!

2022: Year In Review

23,224 Distinct Interactions in 2022



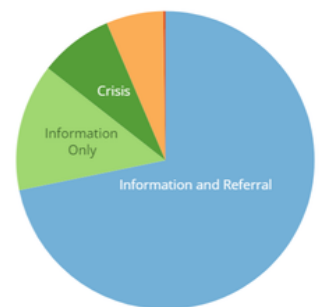
The Ways People Contacted Great Rivers 211 in 2022

Call	22,706
Chat	287
Text	260
Email	7
Online	3



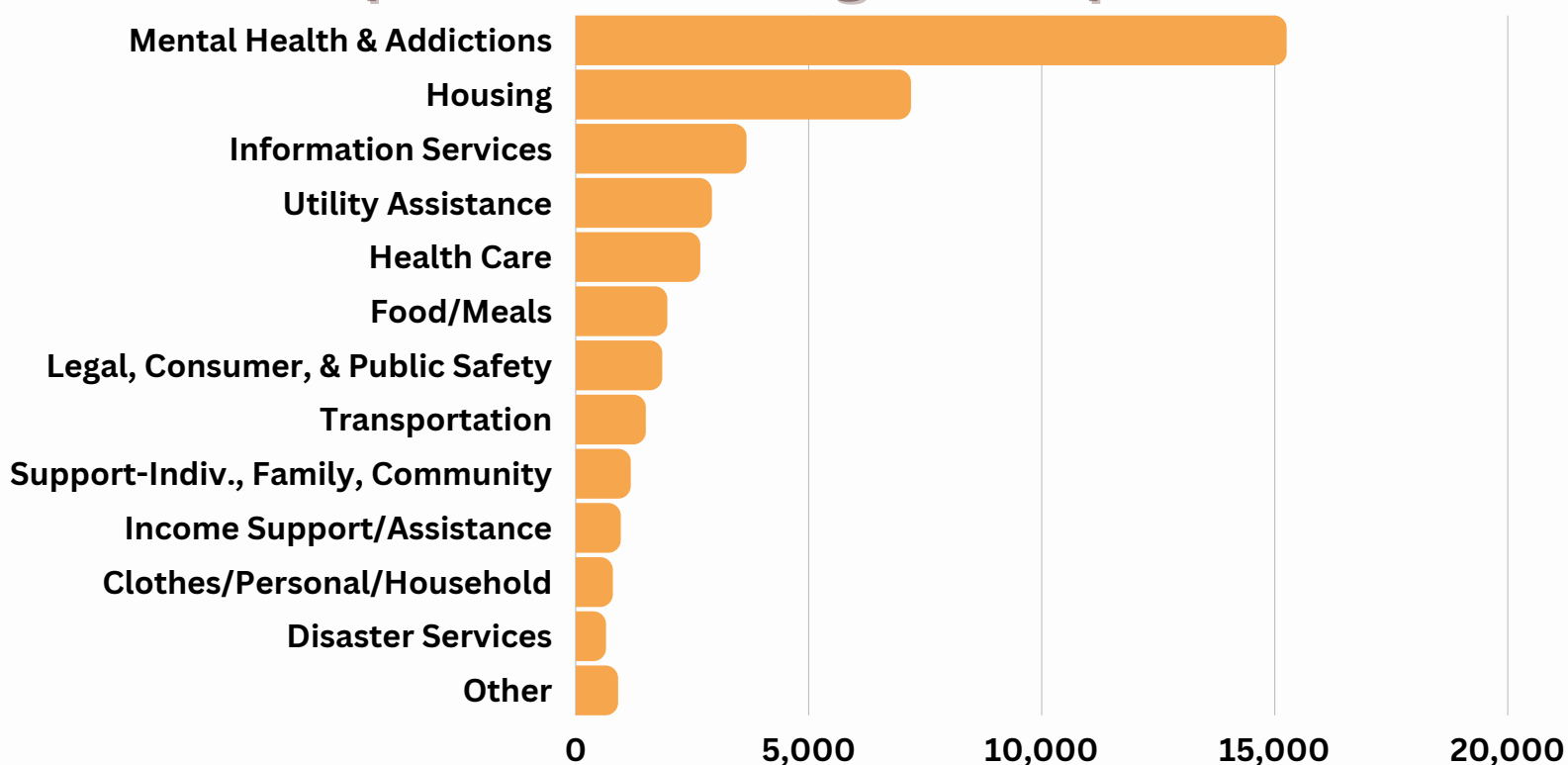
Types of Contacts in 2022

Information and Referral	16,733
Information Only	3,223
Crisis	1,862
No Referral Given	1,442



Why People Contacted Us in 2022

People were looking for help with...



People were Referred for...

Referral Need	Count
Individual Counseling	2405
Rent Payment Assistance	1961
Electric Service Payment Assistance	1945
Other 211 Systems & Services	1411
Food Pantries	1282

People Couldn't Find...

Unmet Need	Count
Community Shelters	304
Homeless Motel Vouchers	239
Electric Service Payment Assistance	149
Talklines/Warmlines	87
Rent Payment Assistance	82

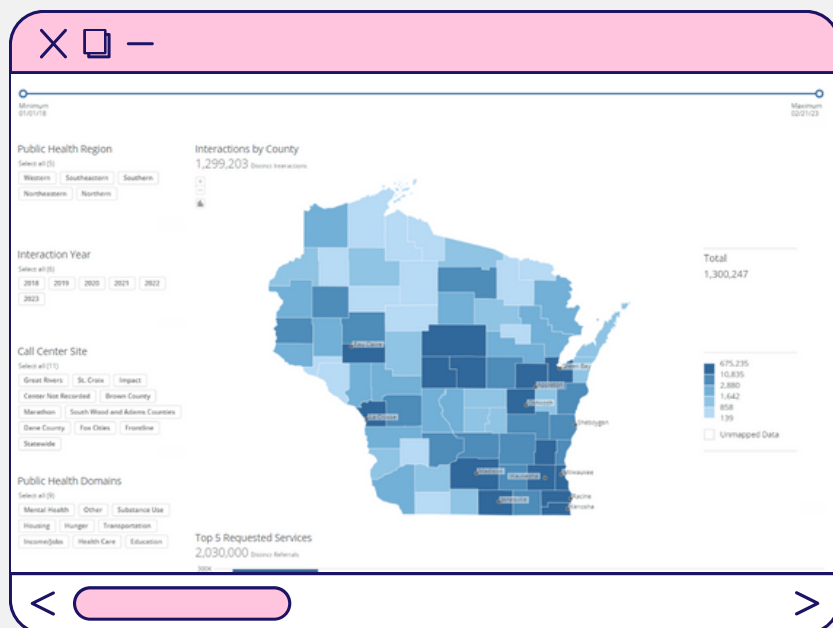
Community Needs through the 211 Lens

Wisconsin Social Determinants of Health Dashboard

Newly developed in 2022 using funding from the Wisconsin Information & Referral Exchange (WIRE), the 211 Community Dashboard highlights top needs, trends, and gaps in the service delivery system based on five years of longitudinal data collected by the 211 Wisconsin system.

The new dashboard tool is updated daily and is available on [211Wisconsin.org](https://211wisconsin.communityos.org/social-determinants-dashboard) at: <https://211wisconsin.communityos.org/social-determinants-dashboard>.

The dashboard allows users to explore 211 data by county, public health region, and specific category of health-related social needs (also known as Social Determinants of Health).

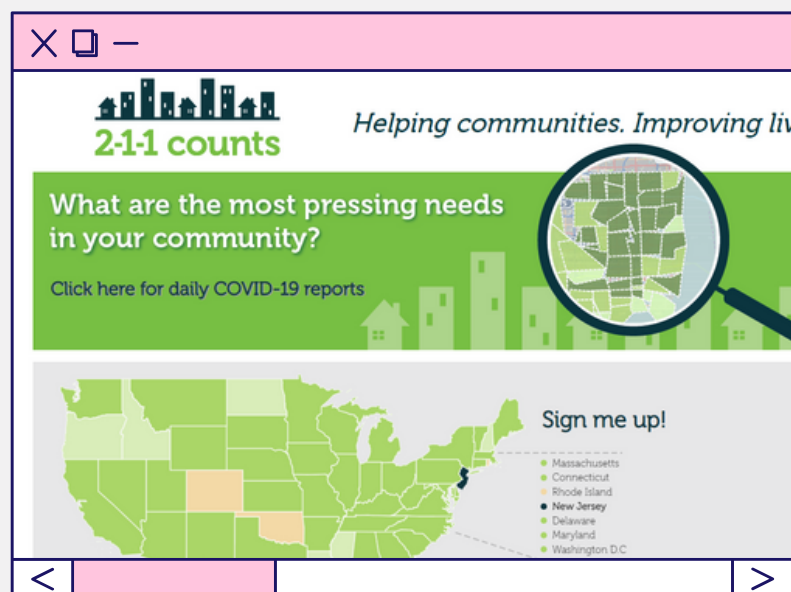


211 Counts

2-1-1 Counts is the first tool to provide real-time, searchable, and visual data presentations from 2-1-1 call centers nationwide.

Using 2-1-1 Counts, you'll find a snapshot of community-specific needs displayed by ZIP code, region, or call center as recently as yesterday, enabling you to check trends, make comparisons, and share information effortlessly.

Visit: <https://211counts.org/home/index>



What People are Saying About Us...

"211 has always been helpful to me throughout the years, always. Get great answers and assistance and help. Above all, people are always kind and caring, and friendly no matter if they can solve the issue or not. They are kind, and they are resourceful and that's what I experienced tonight...."



"This is the first time I've ever called 211 and the lady was really nice and helped me a lot. My first experience with 211 was good, excellent. I'd call again."

Just wanted to thank you again for scheduling another appointment to have a phone call with me. I appreciate all the effort and resources that you provided and the support that you've given me.



"My goal is to go to bed every night, having made the world a better place than when I woke up. I want to be the voice that helps change someone's outlook on life. The voice that gives someone hope in a challenging time. I am grateful for the opportunity to serve my community."

Sarah N, Community Resource Specialist

"The representative was very courteous, professional, knowledgeable, patient, and kind. She was verbally articulate, and she resolved the issue in a very professional and prompt and courteous manner. "

I've called twice and they've been very helpful. I'm new to this procedure trying to help someone. So, yes, they were very helpful. Thank you.

I feel that the operator that helped me - she did a marvelous job. And I just thank you for letting her be a part of helping me out; to be of good service. So, thank her very much for doing that.

Help and Hope Start Here

Database Details

*"I am so proud to work with a group of individuals who are passionate about helping others get connected to resources and devoted to maintaining the database."
Ru, Referral Database Coordinator*

Great Rivers 211 database curators maintain a comprehensive, searchable online resource database with over 5,280 services, 2370 sites, and 1736 agencies 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 consistently maintain information in collaboration with other 211 centers in Wisconsin, Minnesota, and Iowa and use the 211 LA County Taxonomy of Human Services to code services in a shared database.



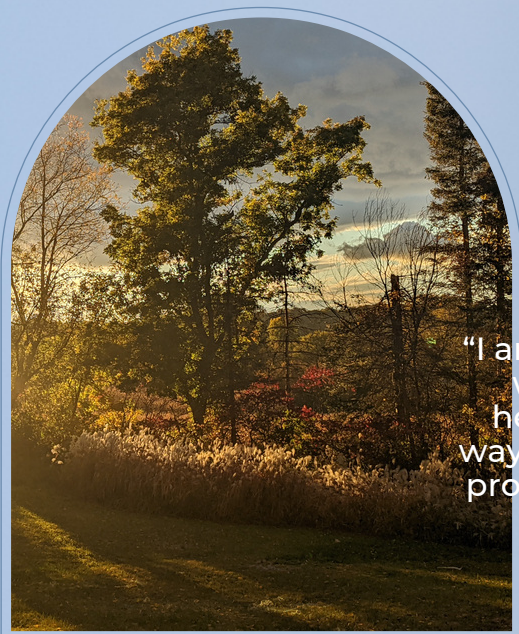
*Kindness begins with
the understanding
that we all struggle
~Charles Glassman*

*Sarah W.,
Community Resource
Specialist, Database*



"I am proud to be a part of the amazing work 211 does for our community, helping individuals in BIG and small ways to navigate this world ... and in the process (hopefully) making their lives a little easier."

*Brenda L, Community Resource
Specialist*



Partnerships and Outreach

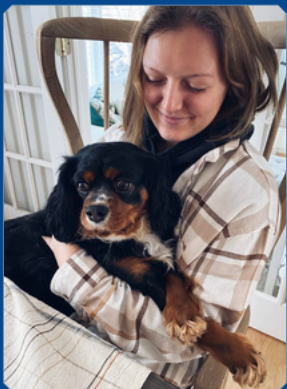
Agencies contracted with Great Rivers 211 in 2022 to provide after-hours support, ensuring these vital programs are available 24/7

- United Way of Marathon County (211 Marathon County), including the service area for United Way of Brown County
- 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

Social Determinants of Health Gundersen Health System

Great Rivers 211 continues to partner with Gundersen Health System (GHS) and FindHelp, a social care network, on improving social determinants of health (SDOH) factors for GHS patients.

Great Rivers 211 shares new and updated resources from our database with the FindHelp platform, which helps to support GHS' CommunityLink site. FindHelp also supports Great Rivers 211 by sharing back resources that may be new or need updates in the 211 database.



"There is a Zulu proverb, Ubuntu, that essentially says 'to be human is to recognize the humanity of others.' Staff at 211 are some of the most caring and empathetic people I have had the privilege to know and work alongside. It is our passion to recognize the humanity in others no matter their life circumstances."

Hallie, Community Resource Specialist

Community Outreach

In 2022, Great Rivers 211 attended outreach events to promote our services and support.

- Multiple TV and radio interviews on 211, suicide awareness, and mental health
- 211 Day event - Facebook Live
- Presentations to county agencies, community coalitions, healthcare partners, and businesses
- FindHelp Summit presentation - partnerships between FindHelp and 211 to support SDOH needs
- Gundersen's Hmong Women's Wellness Event
- Mental Health Wellness Fair (Independent Living Resources)
- Century Foods Wellness Fair in Sparta
- Disability Pride Fest in La Crosse
- Love Chippewa Event & Health Fair
- Veteran's Bonanza in La Crosse

Where We Are Headed...

Great Rivers 211 will continue to explore partnerships with other community-based organizations (CBOs) and healthcare partners. Additionally, we are steadfast in our commitment to providing reliable, confidential information and referral and supportive listening services, exceeding industry standards for call handling and database management.

In 2022, we explored opportunities to support people who are unsheltered and the amazing CBOs supporting them. In 2023, we look forward to growing and enhancing programming based on what we learned in 2022.

We examined trends and patterns of need in our communities, looking for ways that Great Rivers 211 can contribute to solutions. One project we are committed to for 2023 is to rejuvenate and expand the Carrier Alert program.

The Carrier Alert program, initiated in the Great Rivers 211 service region in 1984, is a collaboration between Great Rivers 211 and postal carriers to help people live longer and better in their homes. In short, when someone enrolls in the program, a special sticker is placed on their mailbox. If mail starts to accumulate, their postal carrier will reach out to Great Rivers 211 to check in on the person. If our team cannot reach the person, we reach out to the emergency contacts selected by the person to check on their well-being. We will call for a welfare check if we cannot reach their emergency contacts.

At Great Rivers 211, we seek opportunities to serve our communities better and collaborate with like-minded organizations and healthcare partners. We appreciate opportunities to dig into the root causes and core issues of problems and work together to develop innovative solutions. If you have ideas on ways we could contribute to solutions in our communities, please email us at gr211@gundersenhealth.org or call Carla Lundeen, Director, at 608-775-6335.



"I do this work because I was once in a place where I didn't know where to go for resources. After learning about the work 211 does, I wanted to be a part of that. I wanted to spread the word about it so that others knew where to go to get the help they needed.

It's personal for me and I take each call personally, reminding myself that these are my fellow community members and that we are making an impact in their lives every day."

Morgan, Community Resource Specialist

With Gratitude



Great Rivers 211 strives to be a valued community agency, partnering with people to pursue healthier lives. Through its professional staff and platforms, Great Rivers 211 engages in community efforts to bring people and services together.

But, we can only accomplish our mission and vision with the financial support of our community partners.

We are so grateful for the support of these partners, both financially and professionally.

- Gundersen Health System
- Great Rivers United Way
- Eau Claire County Human Services
- La Crosse County Human Services

We're here to make good things happen for other people. We do that.. and it all works!

~Sam Parker~

Scan the QR Code to visit our Great Rivers 211 website

