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FOR IMMEDIATE RELEASE

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United Way of Kenosha County Recognizes Vital Community Hotline on 211 Day

Just released data representing Kenosha area shows calls related to housing more than doubled compared to last year.

February 11, 2024 (Kenosha, WI) — Today, February 11th (2/11) is 211 Day – an annual observance celebrating the go-to, 24/7 three-digit (2-1-1) resource that helps millions of people in the U.S. and Canada – including those in Kenosha County – be connected to information about local resources and services. Last year, in Kenosha, 211 responded to 2,846 calls from people in need, helping individuals in the community access help for immediate or long-term challenges – resulting in roughly 4,000 referrals to local agencies and resources.

Of the data collected from 2023, compared to 2022, numbers show there was an increase in calls relating to housing in the Kenosha area. For example, in 2022, 439 calls to 211 were housing related, but in 2023, 989 calls were related to housing and shelter.

211 is a vital resource leveraged by Kenosha residents who need assistance during a crisis or with food, health care, mental health, insurance, stable housing, utility payment, veteran services, childcare and other related needs. In 2023, the service received 2,846 requests for resources, which included text, chat and website messages from people in Kenosha County.

“211 helps people, improves lives, and strengthens communities,” saidCarolynn Friesch, Chief Executive Officer at UWKC. “During 211 Day, we celebrate this service that has helped many community members right here in Kenosha. Looking at the data released from 211 helps us to gain a better understanding of our community’s current needs. From there, we work with our community partners to find more ways we can address these needs together.”

Established in 2000 by the Federal Communications Commission as the three-digit number to reach information and referral services for health, human, and social organizations, today 211 is a resource for help and hope in communities. Last year, the 211 network received 18 million requests and made a total of 19 million referrals for local services.

During 211 Day, United Way of Kenosha County encourages community members to:

- **Call, text, or chat 211** if they or someone they know needs help or is looking for local resources
- **Share 211** widely with their neighbors, family, and friends to connect others to help and supports
- **Advocate** to your local policymakers for the importance of and need to strengthen 211



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About 211

211 is a 24/7 free, confidential service offered in 180 languages that connects individuals to resources and services in their local communities by phone, text and on the web. Individuals in need or who are looking for information for someone else can call 211 from a cell phone or landline. For more information about 211, visit 211.org.

About UWKC

United Way of Kenosha County is committed to connecting diverse voices and maximizing resources to collectively strengthen and uplift Kenosha County. For 100 years, UWKC has unified voices and amplified impact with a vision of an equitable Kenosha County. Through partnerships and collaborations, UWKC both supports local initiatives with an annual community investment process and manages programs such as Readers are Leaders, Volunteer Income Tax Assistance, Day of Caring and more.