

IMPACT 211

Top Requests for Information and Assistance in 2021

Prepared for District 9
Supervisor Patti Logsdon

MILWAUKEE COUNTY

53130 | 53132 | 53228

Rank	Requests	Percent of Calls		Rank	Requests	Percent of Calls	
1	34,079	23.4%	Housing (subsidized rental, home repair, grants/loans)	3	219	14.5%	
2	27,923	19.2%	Mental Health Crisis Assistance	2	337	22.4%	
3	25,007	17.2%	Emergency Shelter (homelessness prevention and navigation)	7	107	7.1%	
4	18,871	13.0%	Health Care	1	435	28.9%	
5	16,995	11.7%	Utility Payment Assistance	4	185	12.3%	
6	16,106	11.1%	Specialized Hotlines & Government Information Lines	6	108	7.2%	
7	10,293	7.1%	Food (pantries, meal sites, infant formula)	8	104	6.9%	
8	8,809	6.1%	Individual, Family and Community Support (protective services, support groups, etc.)	9	88	5.8%	
9	6,882	4.7%	Clothing, Household and Personal Needs	12	34	2.3%	
10	6,764	4.6%	Legal Assistance and Consumer Protection	10	62	4.1%	
11	4,731	3.3%	Substance Use Disorder Assistance (detox, assessment, treatment, recovery support)	5	118	7.8%	
12	3,481	2.4%	Income Support (tax prep, social security assistance)	11	46	3.1%	
13	2,824	1.9%	Government Services (building inspection, trash pick-up)	16	11	.7%	
14	2,238	1.5%	Disaster Services	13	18	1.2%	
15	1,238	.9%	Transportation	14	17	1.1%	
16	1,166	.8%	Volunteer Opportunities and Donation Sites	15	15	1.0%	
17	799	.5%	Employment Services (job search, job readiness)	17	9	.6%	
18	301	.2%	Education	19	1	<.1%	
19	131	.1%	Arts, Culture and Recreation	18	2	.1%	
188,638			Calls: 145,531	1,916			Calls: 1,506

Theresa worked hard to get her college degree. She loved her job and was proud of her family. Sadly, her husband was diagnosed with ALS, also known as Lou Gehrig's disease. She cared for him until he passed away. Then COVID hit and she had to give up her job working in health care because Theresa has sarcoidosis, a disease that attacks the lungs. Her income dropped from \$3,000 to \$1,000 per month and she was forced to look for a cheaper apartment when her landlord filed for eviction. Many landlords in Milwaukee don't accept tenants with evictions on their records. Others will charge three month's rent up front which she couldn't afford. A friend told her IMPACT 211 might be able to help. She was connected with resources to overcome some of the obstacles in her way, like finding a non-discriminating landlord and affordable movers. "I'm living in a beautiful apartment and I tell everyone to call 211 now!" Theresa says.

