

# IOWA COMMUNITIES RELY ON 211



211 is a trusted information and referral service that meets your community's needs.

## PROFESSIONAL

When anyone needs help, a trained professional can clarify the situation and determine the best local options using an extensive, up-to-date database.

## ACCESSIBLE 24/7

Residents can receive help 24 hours, seven days a week by phone, text message, or website. A language line translates 150 languages.

## RESPONSIVE ACROSS IOWA

211 is the link between residents and thousands of social service programs.

 **76,484**  
PHONE CALLS  
IN 2019

 **80,870**  
REFERRALS  
TO RESOURCES

**4,449** AGENCIES PROVIDING  
RESOURCES

## CALLERS' TOP 5 NEEDS

**20.5%** Income Support/Assistance

**16.5%** Utility Assistance

**15.5%** Housing

**5%** Food/Meals

**5%** Family/Community Support

**3%** Health Care

"Susie, an elderly woman, from Pacific Junction, Iowa called 211 after her home was flooded. She needed help cleaning out her home of debris so she dialed 211. She was referred to the Crisis Cleanup Hotline, American Red Cross and given information on how to apply for the Individual Disaster Assistance Program. She was happy that 211 was there in her time of need."

"Johnny lived on his farm in Thurman, Iowa. During the flood he lost everything including his livestock. He knew that he would most likely not be able to return to his home so he dialed 211 to see what resources we had to offer for financial assistance. He was given information on how to apply for the Individual Disaster Assistance Program. He thanked us for the resource we were able to give him."



# WHAT YOU CAN DO

To learn how your residents use 211, visit [211Iowa.org](http://211Iowa.org) and click on 211 COUNTS to identify your community's needs and gaps in services.

Support 211 as the trusted resource to connect your constituents to local services, especially at times of crisis.

## ABOUT 211

211 is a free, one-stop source of information for people looking for services. Iowa maintains a comprehensive system that links to thousands of health and human service programs, community services, disaster services, and government programs.

## Anyone can call 24/7 to determine the best options for local services, including:

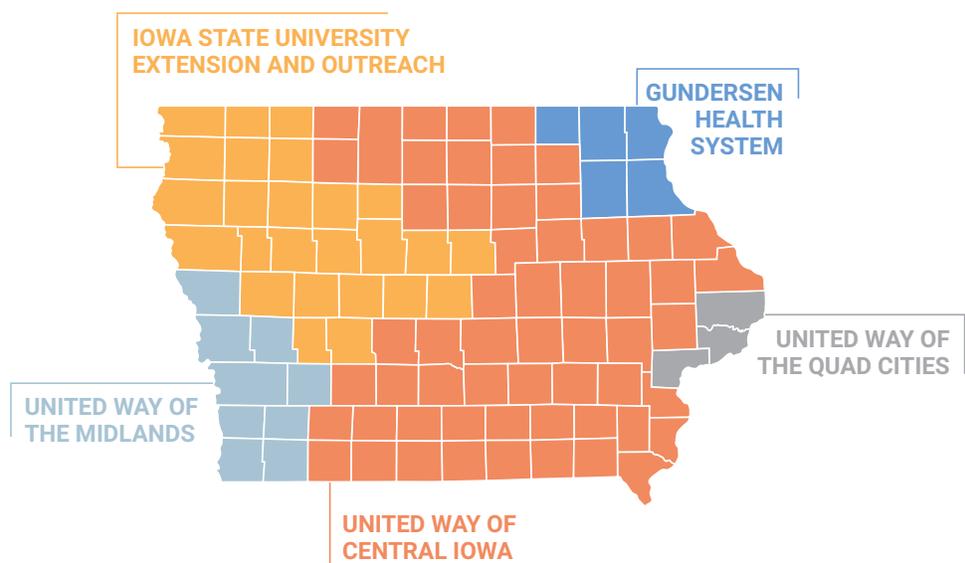
- **Basic needs:** food, clothing, shelter, rent and utility assistance
- **Physical and mental health:** health insurance programs, maternal health care, crisis intervention, counseling, substance abuse treatment
- **Employment supports:** financial assistance, job training, educational programs
- **Support for older Americans and persons with disabilities:** adult day care, aging and disability resource centers, respite care, transportation
- **Support for children, youth, and families:** child care, holiday assistance, recreation programs, summer meal programs, protective services
- **Volunteer opportunities and donation services**

During the July 1, 2018, flood that filled her parents' Polk County home and left them in danger of an explosion from their gas tank, Brandee Blankenship was taking care of her 6-year-old niece as her sister went through a mental health crisis.

Throughout the next few days, 211 would become Brandee's resource for needs such as clean-up and debris removal. Over several weeks, 211 also helped Brandee navigate the complex and terrifying system of getting her sister help, while supporting her niece through a child abuse investigation of her sister's ex-boyfriend. Brandee estimates she called 211 at least 10 times during this period, and eventually gained full-time custody of her niece.

*"People need 211. It could be your co-worker, your own child. It could be you. Just know there's a place that can help."*

- Brandee, program officer at the Principal Foundation



Five regional centers work collaboratively with communities to respond to local needs and to create a network across the state.