

Know someone who needs support but don't know how to help? Encourage them to call 2-1-1.

Just like calling 9-1-1 in an emergency, 2-1-1 is a three-digit helpline that connects anyone with local support and resources. Professionals are trained to quickly assess a caller's needs and identify the best solution.

2-1-1 is free, confidential, and available any time.

Callers can find information including:

- Rent assistance
- Food pantries
- Affordable housing
- Utility assistance
- Health and mental health resources
- Child care and after-school programs
- Elderly care
- Job training programs
- Legal services
- Crisis intervention
- Disability services
- Volunteer opportunities
- AND MORE

In times of disaster, 2-1-1 gives accurate and timely information, as well as referrals to disaster recovery services. 2-1-1 also identifies gaps in health and human services and helps our community with resource planning.

Learn more about 2-1-1 at
www.unitedwaydm.org/2-1-1

Is there a cost for dialing 2-1-1?

Calling 2-1-1 from a landline is free. Most cell phone carriers have made 2-1-1 calling available to their customers. Organizations and hospitals have to incorporate 2-1-1 into their phone system, or you can dial 515-246-6555 to reach 2-1-1.

Who is listed in the 2-1-1 Iowa Database?

To be listed, nonprofits and government agencies must meet set criteria, and provide free or subsidized health and human services to Iowa residents. For-profit organizations providing a unique service may be included.

What if a caller doesn't speak English?

2-1-1 call centers have access to a Language Line that provides interpretation services in 170+ languages at any time.

Will the call be confidential?

All information provided is confidential. A call specialist will ask for a ZIP code to locate services closest to the home of the person in need. The specialist may ask for additional information, but a caller is never required to share identifying information.

Can I access 2-1-1 anywhere?

2-1-1 is available nationwide. Visit 211.org and search by ZIP code, city or state. Or call 2-1-1 and ask your local representative to find the number for 2-1-1 in another area. In Iowa, visit www.211iowa.org or text your ZIP code to 898211.

How can I take action to support 2-1-1?

- Share with those who need support and other agencies.
- Share information about your service with 2-1-1.
- Ask for a presentation or materials on 2-1-1 for staff or clients.
- Call 2-1-1 for support when you need it.