

# IOWA COMMUNITIES RELY ON

211 IOWA IS A FREE SERVICE THAT REFERS CALLERS TO NON-EMERGENCY HEALTH AND HUMAN SERVICES.

## TOTAL CONTACTS IN 2021

 **105,000+**

## CALLERS TOP 5 NEEDS

211 is a trusted information and referral service that can help every Iowan get connected to resources available in their community.

| CATEGORY             | 5k | 10k | 20k | 30k | 40k | NUMBER OF CONTACTS |
|----------------------|----|-----|-----|-----|-----|--------------------|
| Healthcare           | —  | —   | —   | —   | ○   | 31,097             |
| Housing              | —  | —   | —   | ○   | —   | 27,522             |
| Income/Financial     | —  | ○   | —   | —   | —   | 13,653             |
| Utilities Assistance | —  | ○   | —   | —   | —   | 10,758             |
| Food/Meals           | ○  | —   | —   | —   | —   | 6,654              |

## WAYS TO GET CONNECTED WITH 211

Call **2.1.1**,  
or toll free  
**866.244.7431**

Text your  
zip code to  
**898211**

Download  
the free **211**  
**Iowa app**

Visit our  
website at  
**211iowa.org**

### ACCESSIBLE

Iowans can receive free help at any time on any day throughout the year. Get connected to resources through 211 by phone, text, app, or website. A language line is available to translate 150 languages.

### RESPONSIVE

211 quickly connects residents with thousands of available health and human service programs, community services, disaster services, and government programs.

### PROFESSIONAL

A trained professional listens to understand the situation and determine the best local options available using an extensive, up-to-date database.

“My wife was potentially exposed to COVID-19 at work. My experience calling our doctor’s office was frustrating. I remembered hearing about 211 and decided to call. The representative provided us with the CDC’s guidelines for exposure, which was the exact information we needed to make our plan. She was attentive, thoughtful, and concerned. We appreciated the information she provided and, most importantly, her empathy.”



Scan the QR code to get access to the app.

Download the free 211 Iowa app to your smart phone or tablet to find resources that meet your needs.