



Presenters:

Chris Juett, FCFH-Iowa, Inc.

What is 2-1-1?

2-1-1 is the national hotline number for free access to health and human services information. 2-1-1 is an easy-to-remember and universally recognizable number that connects individuals and families in need with the appropriate community-based organizations and government agencies.

- “911” for Human Services
- One call connects a person to information about all available human services



Types of Assistance

- **Emergency Preparedness/Recovery** (special needs registration, disaster information, road closures, clean up information)
- **Basic Human Needs Resources** (food banks, clothing closets, shelters, rent assistance, utility assistance)
- **Physical and Mental Health Resources** (health insurance programs, Medicaid/Medicare, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention)
- **Employment Supports** (financial assistance, job training, transportation assistance, education programs)
- **Support for Older Americans and Persons with Disabilities** (adult day care, congregate meals, Meals on Wheels, respite care, home health care, transportation, homemaker services)
- **Support for Children, Youth and Families** (childcare, after-school programs, family resource centers, summer camps, mentoring, tutoring, protective services)



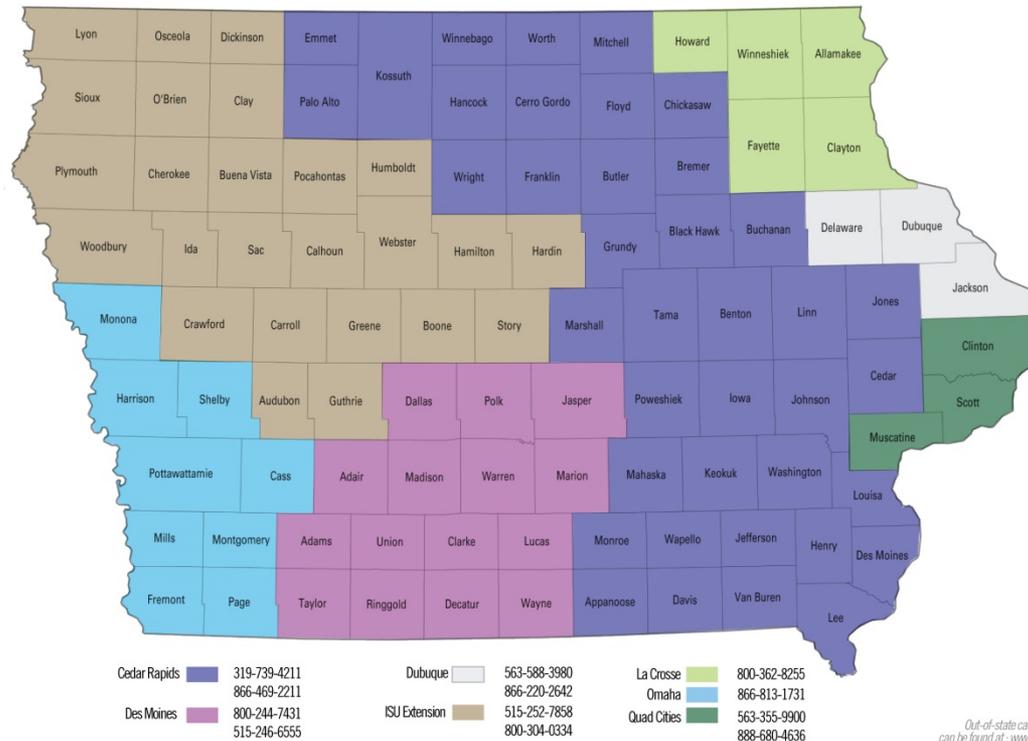
2-1-1 Across the USA

- 2-1-1 is a national number, it was assigned by the FCC in July 2000 to reach across the nation
- Currently, 2-1-1 is active in all 50 states, plus Washington D.C., Puerto Rico and Canada
- 39 states plus Washington D.C. and Puerto Rico have 100% coverage
- 2-1-1 serves approximately 92.6% of the US population

2-1-1 in Iowa

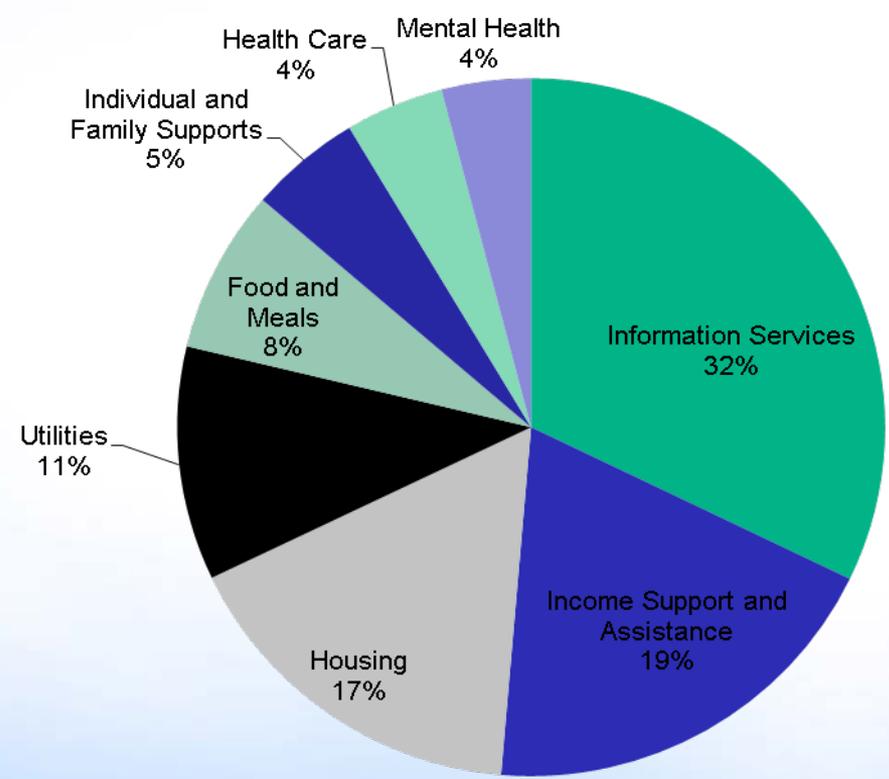
- There are seven 2-1-1 Centers that provide coverage to all 99 Iowa counties.

Call United Way 
2-1-1™ Iowa Call Centers
 Get Connected. Get Answers.



- 2-1-1 Centers answered 106,888 calls.
- Individuals visited the 2-1-1 websites 66,408 times.
- Calls and web visits accounted for 173,296 connections in 2014.

Problem Needs



- The service is intended to be a benefit:
 - To Users
 - To the Community
 - To Emergency Preparedness

Benefits to Users

- 2-1-1 is simple and easy to remember, and offers one point of contact.
- 2-1-1 calls are answered 24/7, with bi-lingual services available.
- 2-1-1 provides trained professionals to assist callers.



Benefits to the Community

- 2-1-1 helps citizens navigate the complicated web of health and human service programs.
- 2-1-1 provides an essential public service to the community by providing one central resource for all health and human services information and referral.
- 2-1-1 reduces government bureaucracy and provides control to local communities who know best how to assist their citizens.
- 2-1-1 is a useful planning tool to understand a community's changing needs.

2-1-1 and Coordinated Intake

- **Person Centered**
- **Fair and Equal Access**
- **Standardized Access and Assessment**
- **Inclusive**
- **Full Coverage**

United Way • AIRS 

2-1-1®

Get Connected. Get Answers.