

10861 Douglas Avenue • Urbandale, IA 50322
 515-727-0656 • • FAX 515-252-7828

What is 2-1-1?

2-1-1 is a free health and human service information and referral helpline. Calls are answered 24 hours a day, 7 days a week.

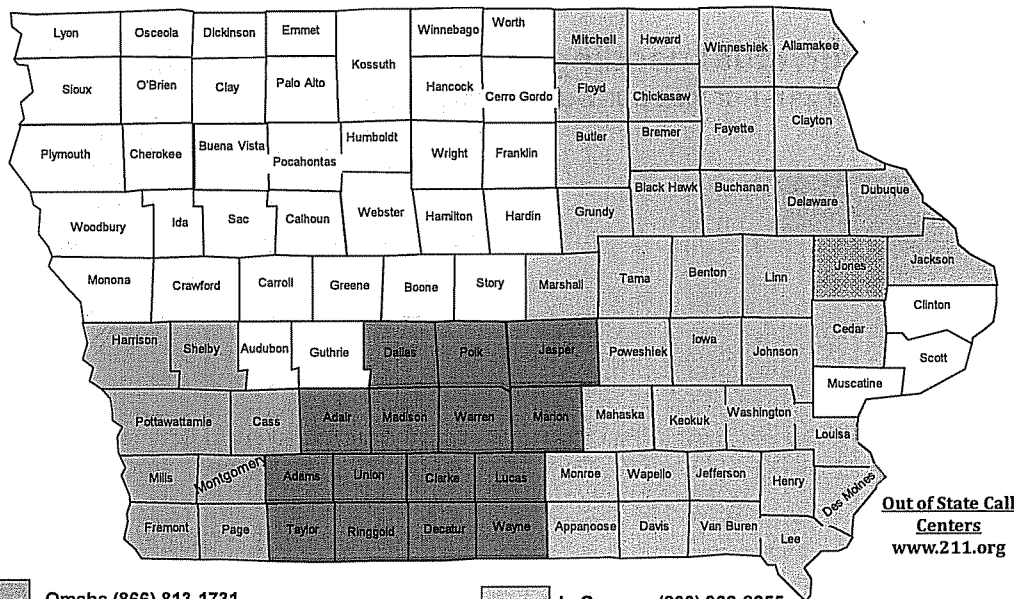
What does 2-1-1 look like in Iowa?

All residents of Iowa have access to a 2-1-1 Center. These centers have worked together to create a statewide information and referral database used to assist individuals calling 2-1-1.

Where do calls come from?

Iowa State University Extension and Outreach answers calls in thirty five counties in Northwest and Central Iowa

2-1-1 Iowa Call Centers



Out of State Call Centers
www.211.org

- Omaha (866) 813-1731
- LaCrosse (800) 362-8255
- ISU Extension (515) 252-7858 or (800) 304-0334
- Dubuque (563) 588-3215 or (866) 220-2642
- Des Moines (515) 246-6555
- Cedar Rapids (866) 469-2211 or (319) 739-4211
- Quad Cities (563) 355-9900 or (888) 680-4636

What types of information are available by calling United Way 2-1-1?

2-1-1 represents an easier way to find answers to a wide range of issues including (but not limited to):

- Clothing Closets
- Emergency Shelters
- Counseling
- Community Clinics
- Crisis Intervention
- Utility assistance
- Disability Services
- Rent assistance
- Food pantries
- Domestic Violence Programs
- Holiday Programs
- Donation Services/Options
- Back –to-School Programs
- Adult Basic Education
- Support Groups
- Substance Abuse Programs