

# 211

Each year, thousands of calls across Iowa reveal a clear need among families facing challenges that fall outside the scope of child abuse or neglect, but still create real strain.

Common concerns include:

- Housing Instability
- Food Insecurity
- Caregiver Burnout
- Financial Stress
- Mental Health Concerns

211 Iowa helps fill that gap with early, trusted support.



## HOW WE HELP

The 211 Iowa Helpline serves as a single point of contact for families to receive information and/or referrals to resources/services to meet their needs. Families across Iowa can call 211 anytime to receive free, specialized support. This approach provides early access to community-based services that help prevent deeper system involvement and helps reduce family stress.

Families can call 2-1-1, text 898211 or email [211ccu@uwmidlands.org](mailto:211ccu@uwmidlands.org) 24/7/365 to:

- Ask questions about parenting, stress or basic needs
- Receive referrals to local resources like housing, food or mental health support
- Get help navigating next steps in a difficult situation

## HOW IT WORKS

Iowa HHS has direct access to 211 Iowa through a dedicated email. Once the family provides consent, your case manager securely shares your information with our team at [211ccu@uwmidlands.org](mailto:211ccu@uwmidlands.org).

- A 211 Navigator follows up to learn more and connect you with support
- Families are matched with the right services or resources in their communities
- A closed-loop referral ensures follow-up and connection
- If safety concerns arise, appropriate protocols are followed

**The Helpline is neutral, confidential and always focused on early support.**