



United Way of the Midlands' 211 Helpline

Day or Night, 24/7, They're Here for You

Every hour of every day, someone in our region is faced with a challenge and is in need of assistance.

The 211 Helpline, housed at United Way of the Midlands, is a free, comprehensive Information and Referral (I&R) service connecting people in need to thousands of health and human service programs, community services, disaster services and governmental programs. When people reach out to 211, Community Resource Specialists assess their situation and utilize an extensive, up-to-date database to find the best resource(s) to meet their needs.

How to Receive Assistance

To access the 211 Helpline resources, individuals can call 2-1-1, text their zip code to 898211 or download the 211 Nebraska/SW Iowa app available via the Apple or Android store. In addition, Nebraskans can visit ne211.org and Iowans can visit 211iowa.org.

The Helpline connects residents to housing assistance (rent, utility, deposit assistance), clothing, counseling, employment, financial assistance, food pantries and meal sites, health clinics, landlord and tenant issues, seasonal services (tax preparation, holiday assistance), shelters (homeless, victims of domestic violence or sexual assault) and transportation.

Thanks to funding awarded by the state of Nebraska, Community Resource Specialists are available 24/7. They can assist people in 150+ languages through the use of Language Line translation services. Services are also accessible for people with disabilities.

Expanding Services and Outreach

Ever since catastrophic flooding hit our region in spring 2019, calls to the 211 Helpline have been elevated – even more so due the COVID-19 pandemic. To assist more people in our community, 211 has strived to expand services, increase outreach and provide multiple points of access for individuals so that they can contact 211 using their preferred method and receive assistance easily, quickly and confidentially.

As part of these efforts, the Helpline recently launched a new app and its new website, www.ne211.org. The Helpline's awareness efforts have also led to new partnerships with Unite Nebraska and Help Me Grow Nebraska. Unite Nebraska is a coordinated care network of health and social care providers, sponsored by CyncHealth. Help Me Grow Nebraska is an initiative focused on vulnerable children 0-5 years of age and their families, led and funded by Children's Hospital, and in partnership with Munroe Meyer Institute and UNL's Center for Children, Families, and the Law.

In addition, the 211 Community Resource Specialists also recently moved into a new call center, sponsored by Daugherty Foundation and Google. Funding has also been provided by 211 Iowa partners and by COVID-19-related funding sources. The new call center has more spaces and equipment for the expanding 211 team.



The 211 Helpline's Impact

July 2020 - April 2021



163,656

Total number of contacts
an increase of 48% from the same time period prior year



102 counties served across Nebraska and southwest Iowa

TOP 4 AREAS OF NEED:



37%

HOUSING



27%

UTILITIES



9%

INCOME SUPPORT



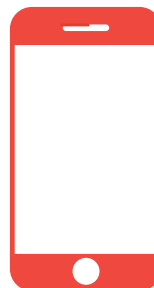
7%

HEALTH CARE



50.3K

Total numbers of web sessions



65%

Increase in texting communication



NE211.org • 211Iowa.org • Text: 898211



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