



**For Immediate Release  
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## **United Way 2-1-1 Receives National Accreditation**

Cedar Rapids -- United Way of East Central Iowa's 2-1-1 service has received accreditation from the Alliance of Information and Referral Systems (AIRS), effective July 2010 to June 2015.

This recognition signals the successful completion of a three phase process which takes over two years. They become only the third 2-1-1 service based in Iowa to receive this distinction, joining Des Moines and the Quad Cities.

"Becoming AIRS accredited means people throughout our coverage area can feel confident that the service they receive is of the highest quality and the dedicated staff have demonstrated competencies in applying the Standards for Professional Information & Referral," said Chris Juett, 2-1-1 Program Manager.

Calls from throughout this region are handled by trained staffs at Hawkeye Area Community Action Program (HACAP) and Foundation.

United Way 2-1-1's free and confidential 24-hour hotline makes it simple to find information about vital community services. People in need of assistance can call 2-1-1 to get connected to resources for basic human needs, physical and mental health, employment support, help for older adults and persons with disabilities, support for children and families and much more.

In this area United Way of East Central Iowa coordinates 2-1-1 service, working in collaboration with Cedar Valley United Way, United Way of Johnson County, United Way of Mahaska County, United Way of Wapello County and Waverly-Shell Rock United Way. This brings 2-1-1 services to 834,000 residents living in 24 eastern and southeastern Iowa counties.

United Way 2-1-1 partners with Linn County, Benton County, Black Hawk County and Cedar County Emergency Management Agencies. This partnership allows 2-1-1 to be a resource to the community in the event of a disaster, such as a flood, tornado or an emergency at the Duane Arnold Energy Center.

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