

# 2-1-1 CAN HELP

Who do you call when you need food for your family? Where can you turn when your electricity is shut off and you can't pay the bills? What do you do now that you're unemployed? What affordable housing options are available for your family?

Now more than ever, people are finding themselves in need of help because of the recent economic crisis and natural disasters.

**United Way 2-1-1** is an easy-to-remember telephone number that connects individuals and families to community resources and the services they need. When you dial 2-1-1, a trained professional will listen to your situation, access a comprehensive database of health and human services and then give you information about the most appropriate resources available. Since 2004, over 183,000 calls have been made to 2-1-1 for assistance.



# HELP STARTS HERE

United Way 2-1-1 serves the residents of 24 counties in Eastern and Southeastern Iowa and partners with Cedar Valley United Way, United Way of East Central Iowa, United Way of Johnson County, United Way of Mahaska County, United Way of Wapello County and Waverly-Shell Rock Area United Way.

[www.211iowa.org](http://www.211iowa.org)

**LIVE UNITED** 

Call United Way   
**2-1-1**™  
Get Connected. Get Answers.

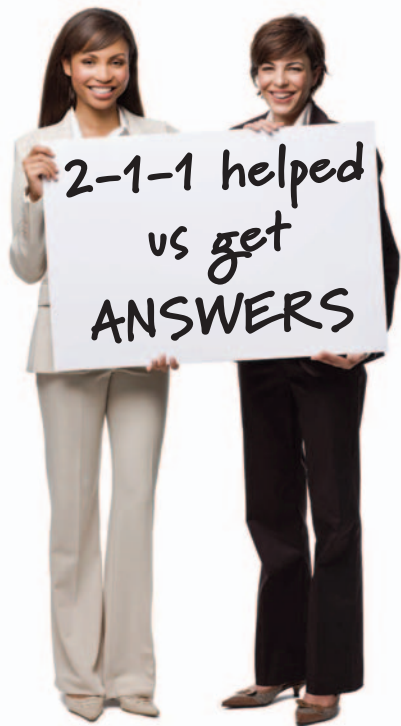


Help Starts Here

# HELP STARTS HERE!

UNITED WAY 2-1-1 is a free and confidential, information and referral service, ready to help 24 hours a day, seven days a week.

To find help!  
Dial 2-1-1 or toll-free  
1.866.469.2211  
From a cell phone,  
or pay phone, dial  
319.739.4211.



## CALL

UNITED WAY 2-1-1  
for help connecting to:

- affordable housing
- childcare
- clothing
- counseling
- crisis intervention
- disability services
- drug and alcohol programs
- shelters
- energy assistance
- financial assistance
- food
- home health care
- Meals on Wheels
- Medicaid/Medicare
- shelter
- senior services
- support groups
- tax support
- transportation assistance
- and much more...

**“When you dial 2-1-1, I’m here to help. As a trained professional, I provide information about available resources to people just like you, who don’t know where to turn for help.”**

United Way 2-1-1 offers connections to resources that help individuals and families get on their feet to maintain independence and self-sufficiency. This is how we **LIVE UNITED**, by linking people to the help they need—one call at a time.

# CRISIS HELP

During the floods of 2008, United Way 2-1-1 responded immediately to assist those who needed help. Between June and October 2008, United Way 2-1-1 answered over 28,000 disaster related calls. 2-1-1 connected community members to disaster assistance, information and referral, financial assistance, emergency shelter and food information. United Way 2-1-1 plays a vital role in disaster relief, recovery and rebuilding.



*Rose Mary started calling United Way 2-1-1 about one week after the crest of the Cedar River in Cedar Rapids. She needed help with permits as they were mucking out her family’s flood affected properties and to clarify who to call to resolve*

*conflicting instructions. She called again for help on July 4, 2008 when the occupancy tag at one of the properties was changed — a holiday and still help was available. “Nine times out of ten I knew what needed to be done; I just didn’t know who to call so I called 2-1-1,” said Rose Mary. “The individuals who answered the telephone were calm, knowledgeable and friendly. This is a great service!”*

**FREE • CONFIDENTIAL • 24-HOURS A DAY • EVERY DAY • MULTILINGUAL/TTY**