

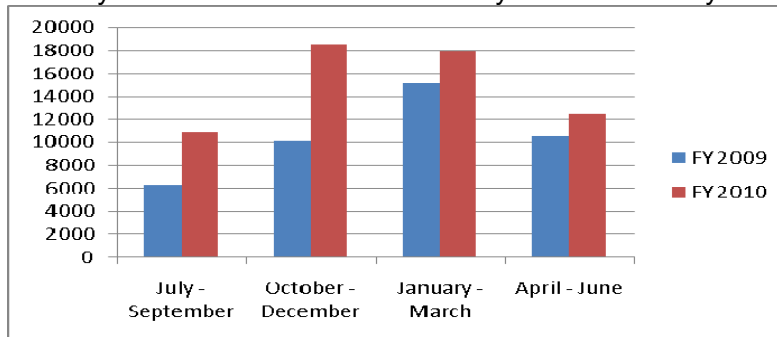


1030 Fifth Ave SE • Cedar Rapids, IA 52403
 319-398-5372 • 800-332-8182 • FAX 319-398-5381

Features and Benefits of 2-1-1

Local – FCFH-Iowa, Inc.

- 2-1-1 calls are answered 24/7.
- Bi-lingual services are available.
- 2-1-1 helps citizens navigate the complicated web of health and human service programs.
- Certified Information and Referral Specialists answer 2-1-1 calls.
- 2-1-1 is an Alliance of Information and Referral System (AIRS) Accredited 2-1-1 Center.
- 2-1-1 provides critical information to residents prior to, during and after a community crisis such as a flood, fire, attack or other local or national tragedy.
- 2-1-1 partners with four emergency management agencies and is working with others to create agreements to better serve community residents. (Black Hawk, Johnson, Jones and Linn counties).
- Between July 1, 2009 and June 30, 2010, there were 59,690 calls placed to the United Way 2-1-1 system from within the 24 county service delivery area.



- 2-1-1 uses these calls to provide important trend information to community agencies, funders and leaders to improve service to the community.

State

- Every county in Iowa is covered by one of eight 2-1-1 Centers.
- 2-1-1 Centers in Iowa are connected by a common statewide database and website.
- 2-1-1 Centers serving Iowa have access to a disaster telephone system that can be activated if a 2-1-1 Center's phone system is compromised due to a disaster.
- The 2-1-1 Centers have developed an Iowa/Nebraska AIRS Disaster Response Team
- In 2009, the Iowa Centers answered 131,717 calls.

National

- 2-1-1 reaches approximately 246 million people (82% of the total U.S. population) in 47 states, the District of Columbia and Puerto Rico.
- Due to the many disasters that have affected the United States in recent years, a national 2-1-1 Disaster Response Team has been developed and is ready for deployment.
- In 2009, 2-1-1 Centers in the United States answered more than 16.2 million calls.

In partnership 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