



211 Iowa coalition launches a free app to connect Iowans to help

Des Moines, IA (June 18, 2019) – A coalition of 211 Iowa partners has developed a free 211 Iowa app to provide up-to-date information on local health and human services for anyone in Iowa seeking help.

“The 211 Iowa app is a great way to find credible, current information about services in your area,” said Elisabeth Buck, president of United Way of Central Iowa. “This is a free resource for our community, so more individuals can access the help they need for things like food, rent assistance, employment training, family services, and more.”

The 211 app provides access to more than 12,000 programs in Iowa. Once downloaded from an app store onto a smartphone, a user can enter their location and then search for services based on their needs by category. Each category will bring up a list of programs in their area.

The 211 Iowa app was created in partnership with six organizations who manage 211 call centers in Iowa, stakeholders who represent health care providers, and with funding from the Iowa Healthcare Collaborative, Prairie Meadows, the State Innovation Model of Iowa, and UnityPoint Health-Des Moines.

“It’s not always easy to know where to send someone for help,” said Chris McCarthy, project manager for The Center for Healthy Communities at UnityPoint Health-Des Moines. “This app is a reliable resource that can especially help health care providers and other service providers address factors that impact the health and well-being of those they serve.”

211 is available nationwide and can also be accessed by dialing 2-1-1 from any phone, by visiting 211iowa.org or by texting your ZIP code to 898211. Help navigators are available any time of day and trained to assist individuals in connecting to local services. An interpretation service supports more than 150 languages.

For an instructional video about how to use the app and for information to share with others, visit 211app.org.

About 211

211 provides expert, caring help nationwide. No matter the situation, 211 specialists listen, identify underlying problems, and connect people in need with resources and services in their community. 211 is free and available 24 hours a day, seven days a week. A coalition of six organizations that run 211 call centers in Iowa and Nebraska manage the 211 Iowa website and work together to develop additional resources. Learn more at 211iowa.org.

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