

NEBRASKA COMMUNITIES RELY ON 211

THE 211 HELPLINE IS A FREE SERVICE THAT REFERS CALLERS TO NON-EMERGENCY HEALTH AND HUMAN SERVICES.

TOTAL CONTACTS



CALLERS' TOP 5 NEEDS



- 54% Housing
- 21% Utility Assistance
- 5% Employment
- 4% Healthcare
- 3% Food

CALL 2-1-1 OR TEXT 898211

402.444.6666 OR TOLL FREE 866.813.1731
AVAILABLE AT [NE211.ORG](https://ne211.org) OR [211IOWA.ORG](https://211iowa.org)
FREE IN THE APP STORE. [SEARCH 211 NE](#)



ABOUT 211

211 is your **FREE 3-DIGIT HELPLINE** for local support and resources. Nebraska and southwest Iowa maintain a comprehensive system that links to **THOUSANDS OF HEALTH and HUMAN SERVICE PROGRAMS, COMMUNITY SERVICES, DISASTER SERVICES and GOVERNMENT PROGRAMS.**

ACCESSIBLE 24/7

It's free, confidential and available 24/7. 211 **CAN ASSIST PEOPLE IN 150+ LANGUAGES** through the use of our Language Line translation services. Services are also **ACCESSIBLE** for **PEOPLE WITH DISABILITIES.**

PROFESSIONAL

When anyone needs help, a **TRAINED PROFESSIONAL** can clarify the situation and determine the best local options using an extensive, up-to-date database.

ADDITIONAL 211 INFO

New enhancements were added to the website to provide better service to users as well as Google Analytics to be able to track where users were looking for help, and the type of support needed.

With a concerted effort for **out-state outreach** – in spite of the near-shutdown related to the pandemic – resulted in a **23% increase** in calls outside Douglas, Sarpy, and Lancaster counties.

Other funders in this public-private partnership included **The Robert Daugherty Foundation, United Way Worldwide, Cox Communications, Lyft, CyncHealth, Childrens' Hospital, Metro Area Continuum of Care for the Homeless (MACCH),** and others.

2021 CALL & TEXT VOLUME

SENATE DISTRICT 1 - 25

Senate District	Call & Text Volume
NE-1	235
NE-2	713
NE-3	524
NE-4	108
NE-5	3,589
NE-6	2,777
NE-7	4,133
NE-8	1,415
NE-9	7,721
NE-10	5,442
NE-11	12,231
NE-12	1,850
NE-13	11,509
NE-14	359
NE-15	420
NE-16	270
NE-17	160
NE-18	2,621
NE-19	256
NE-20	2,990
NE-21	752
NE-22	191
NE-23	183
NE-24	179
NE-25	37

SENATE DISTRICT 26 - 50

Senate District	Call & Text Volume
NE-26	150
NE-27	118
NE-28	340
NE-29	1,159
NE-30	276
NE-31	395
NE-32	166
NE-33	246
NE-34	107
NE-35	625
NE-36	194
NE-37	154
NE-38	273
NE-39	427
NE-40	152
NE-41	155
NE-42	263
NE-43	214
NE-44	214
NE-45	1,360
NE-46	1,669
NE-47	266
NE-48	333
NE-49	373

WEBSITE & MOBILE USAGE

State funding has enabled us to offer even more ways for our neighbors to reach out for assistance, and we have seen an increase in individuals using our website and mobile app. As we continue to see growth in the many different ways people prefer to reach out; we will track and share that data.