

Dial 211 from anywhere in Iowa and you will reach a highly trained information and referral specialist who will assess your needs and provide a list of available resources in your community.

Iowa 211 has a database of more than 13,000 resources to help you find the right services. Referrals are usually given over the phone or can be emailed or texted to you. Interpreter services are also available in 240+ languages.

Meet Jack:

Jack is a community college student living at home.

211 is available to 95 counties in Iowa, 24/7/365.

**Step 2:**

A 211 specialist helps Jack find financial assistance to pay their utility bill, plus connects him to an agency that helps patients navigate complicated hospital bills.

**Step 1:**

Jack's father injured his back and is unable to work. Concerned about paying hospital and utility bills, Jack is advised to call 211 for help.

211 Iowa received 5,546 requests for utilities payment assistance in 2025.

211 received 3,583 requests for transportation assistance in 2025.

Step 3:

When 211 follows up with Jack via text, he mentions that he cannot take his father to physical therapy appointments and continue attending classes.

Step 4:

WA 211 specialist arranges for his father to access free transportation to and from his appointments, so Jack can focus on attending class.

