

[Your Name]

[Address]

[City], Iowa [Zip code]

[Insert date]

The Honorable [insert legislators name]

[1007 E. Grand Ave.]

[Des Moines, Iowa 50319]

Dear Senator/Representative [insert last name]:

My name is [insert your name] and I reside at [insert your address] in [insert your city], Iowa.

I'm writing to ask you to support a state investment in 211 Iowa to allow 211 to continue to provide the quality service Iowans rely on.

211 Iowa is a free, comprehensive 24/7 resource and referral service that connects Iowans in all 99 counties with essential resources to meet their needs – no matter what those needs may be. This past year, our state government has called on 211 more than ever.

In March of 2020, 211 Iowa partnered with the Iowa Department of Public Health to become the official statewide COVID-19 hotline, allowing residents to call for answers on symptoms, treatment, and precautions to take. Mental health professionals were added in April of last year to better support Iowans cope with the stress and unknown that accompanied the virus. Since its start as the COVID-19 hotline, 211 call volumes have skyrocketed, with an 81 percent increase in 2020 over prior year. Most recently, 211 is now serving as our state's Vaccine Navigators, scheduling vaccine appointments for those who are eligible.

When the derecho struck this summer, 211 Iowa was ready to connect Iowans with emergency assistance, disaster recovery, and other community resources for shelter, food, and legal services. In addition, 211 partnered with the Iowa Utilities Board and Polk County to allow people to call for updates on service outage updates.

You can also use [ia.211.org](https://ia.211.org) to keep a pulse on the communities you serve. This site allows you to see the current needs are in the area, helping you and your community partners to determine if resources are available or needed to meet the needs of your constituents.

This free service is exclusively funded by a statewide coalition, including United Way of Central Iowa, through private philanthropic support.

Please send me a response letting me know if you plan to support state funding for 211 Iowa. My email address is [insert email address] if that provides a quicker and easier way for you to connect.

Thank you for your time and considering my request.

Sincerely,

[Insert your printed name below your signature]