



211 NEBRASKA WARMLINE

Your first stop for family support

Each year, thousands of calls across Nebraska reveal a clear need among families facing challenges that fall outside the scope of child abuse or neglect, but still create real strain.

Common concerns include:

- Housing Instability
- Food Insecurity
- Caregiver Burnout
- Financial Stress
- Mental Health Concerns

The Warmline helps fill that gap with early, trusted support.



WHAT IS THE WARMLINE?

The 211 Nebraska Warmline serves as a single point of contact for Nebraska families to receive information and/or referrals to resources/services to meet their needs. Beginning July 1, families across Nebraska can call 211 anytime to receive free, specialized support. This approach provides early access to community-based services that help prevent deeper system involvement and helps reduce family stress.

Nebraska families can call, text or email 24/7/365 to:

- Ask questions about parenting, stress or basic needs
- Receive referrals to local resources like housing, food or mental health support
- Get help navigating next steps in a difficult situation

HOW IT WORKS

When a call is made to the Warmline:

- A trained specialist gathers information and listens with care
- Families are matched with the right services or supports in their communities
- A closed-loop referral ensures follow-up and connection
- If safety concerns arise, appropriate protocols are followed

The Warmline is neutral, confidential and always focused on early support.

LOOKING AHEAD

With this resource, Nebraska is investing in upstream support, helping families access what they need before a crisis.

We're proud to partner with DHHS and community providers statewide, to ensure every Nebraska family has a place to turn for help.

To learn more, visit uwm211.org/211newarmline

FILLING A CRITICAL GAP IN FAMILY CARE

Comparison of CFS program cases by factors and definition.

	Prevention / Warmline Referral	Alternative Response (AR)	Non-Court / In Home	Court / In Home	Court / Out of Home
Accepted Hotline Intake	No	Yes	Yes	Yes	Yes
Formal CFS Assessment Completed	No	Yes	Yes	Yes	Yes
Juvenile Court is Involved	No	No	No	Yes	Yes
Active Safety Threat is Present	No	No	No	No	Yes
Ongoing Services are Required to Ensure Continued Safety	No	No	Possibly	Yes	Yes
Voluntary Participation of the Family	Yes	Yes	Yes	No	No
Coordination of Services and Referrals	Community- Based Provider	DHHS CFS	DHHS CFS	DHHS CFS	DHHS CFS
Plan Used	Prevention Plan	AR Family Plan	Case Plan	Case Plan	Case Plan

In Partnership With

