

# Community Engagement Feedback Report

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As part of the 211 Nebraska Warmline Community Engagement Plan, a statewide survey was conducted to gather feedback from families, service providers, educators, healthcare professionals, nonprofit organizations, child welfare stakeholders, and community members. The purpose of the survey was to better understand community needs, identify opportunities for outreach and education, and ensure that the development and implementation of the Warmline reflects the voices of Nebraska communities. The survey was developed collaboratively by the 211 Nebraska Warmline and Nebraska Children and Families Foundation (NCF) and was available from April 1, 2026, through May 4, 2026. The survey was promoted through Community Collaboratives across Nebraska, United Way of the Midlands/211 networks, Warmline presentations, and the Warmline website.

A total of 614 respondents participated, representing communities throughout Nebraska. The results demonstrate strong support for the Warmline concept and provide valuable guidance for implementation. Survey findings confirm that Nebraska families and service providers see a significant need for a prevention-focused support system that helps individuals navigate challenges before they escalate into crisis.

The feedback collected provides a strong foundation for the Warmline pilot and reinforces the importance of creating a trusted, accessible, family-centered resource that strengthens connections to community supports and services.

The Community Engagement Survey was designed to:

- Increase community awareness of the Warmline initiative.
- Gather input on community needs and service gaps.
- Identify barriers that prevent individuals and families from seeking help.
- Inform outreach, education, and communication strategies.
- Guide implementation priorities for the Warmline pilot.
- Ensure the Warmline is responsive to the needs of Nebraska families and communities.

The survey successfully engaged stakeholders from diverse sectors and geographic regions, creating a broad and representative perspective on family support needs across Nebraska.

## Key Findings

### Strong Community Support for Early Intervention and Prevention

One of the most significant findings from the survey is the widespread support for a non-emergency support system that helps families access assistance before situations become crises. Respondents consistently identified challenges navigating fragmented systems of care and expressed a desire for a centralized, trusted resource that can connect individuals and families to appropriate services. The findings validate the Warmline's core purpose as an early intervention and prevention resource that strengthens family well-being and community resilience. Survey responses indicate that communities recognize the value of having a dedicated support line that offers guidance, navigation, and referrals without requiring a crisis situation.



### **Opportunity to Build Awareness and Understanding**

The survey revealed a substantial opportunity to educate communities about the Warmline and its role within Nebraska's support system. Among respondents, 405 indicated they were not aware that Nebraska was developing a statewide Warmline. Additionally, familiarity with the distinction between a Warmline and other support systems such as crisis hotlines, emergency response services, and child welfare reporting systems was limited.

Rather than being a challenge, this finding provides a clear direction for implementation. The results highlight the importance of launching a comprehensive communication and education campaign that explains:

- What the Warmline is.
- Who can use Warmline.
- When individuals should contact the Warmline.
- How the Warmline differs from 988, emergency services, and CPS reporting systems.
- What confidentiality protections exist.
- How the Warmline supports families through prevention and early intervention.

Community interest and engagement throughout the survey process suggest strong potential for increasing awareness once educational materials and outreach efforts are implemented.

### **Building Trust Through Family-Centered Support**

Survey participants identified several factors that prevent individuals and families from seeking help, including:

- Not knowing what resources are available.
- Fear of judgment or stigma.
- Lack of trust in systems.
- Concerns about involvement with child welfare or law enforcement.

These findings reinforce the importance of Warmline's family-centered approach. Respondents expressed a clear desire for supportive, compassionate, and non-judgmental assistance that empowers families while respecting their circumstances.

The survey supports implementation strategies that emphasize:

- Trauma-informed engagement.
- Transparency regarding mandatory reporting requirements.
- Respectful and culturally responsive communication.
- Relationship-building and trust-centered interactions.

These approaches align directly with the Warmline's mission of supporting families through prevention, connection, and empowerment.

### **Commitment to Accessibility and Equity**

Respondents emphasized the importance of ensuring that all Nebraska families can access Warmline services regardless of language, literacy level, disability status, or technology access.



The survey identified several opportunities to strengthen accessibility, including:

- Multilingual outreach materials.
- Plain-language communications.
- Disability accommodations.
- Alternative communication methods.
- Culturally responsive engagement strategies.

Spanish was identified as the most requested language for outreach materials, followed by:

- Arabic
- Karen
- Vietnamese
- French
- Somali
- Pashto

Respondents also highlighted the importance of:

- American Sign Language (ASL) accessibility.
- Videophone options.
- Captioned videos.
- Materials written at accessible reading levels.

These recommendations provide valuable guidance as the Warmline develops outreach materials and service delivery practices that reflect Nebraska's diverse communities.

### **Strong Interest in Navigation and Follow-Up Services**

Survey participants consistently identified navigation and ongoing support as highly valuable components of the Warmline model.

Respondents indicated strong support for services that:

- Connect individuals to community resources.
- Provide information and referrals.
- Assist with applications and enrollment processes.
- Offer warm handoffs to partner organizations.
- Follow up after referrals to ensure support was received.

These findings validate the Warmline's role as more than an information resource. Stakeholders envision the Warmline as a trusted navigator that helps individuals successfully connect with services and overcome barriers to accessing support.



### **Importance of Accurate and Localized Resource Information**

Community members emphasized the need for resource information that is accurate, current, and locally relevant. Respondents acknowledged the value of existing resource systems while identifying opportunities to strengthen information accuracy and rural applicability. Feedback highlighted the importance of maintaining strong community partnerships and continuously updating resource databases to ensure referrals reflect available services throughout Nebraska.

The survey reinforces the need for:

- Ongoing resource verification.
- Community partner engagement.
- Rural service mapping.
- Continuous database improvement.
- Localized referral options.

These recommendations align with the Warmline's commitment to providing high-quality navigation services and meaningful referrals.

### **Priority Areas of Support**

Survey respondents identified several areas where families may benefit most from Warmline services.

The highest-priority support needs included:

- Mental health concerns.
- Food, housing, and utility assistance.
- Parenting stress and child behavior concerns.
- Domestic violence and relationship conflict.
- Substance use concerns.
- Grief and trauma support.

These findings provide valuable guidance for staff training, resource development, and service delivery planning. By focusing on these priority areas, the Warmline can ensure staff are equipped to provide informed, compassionate support while connecting individuals to appropriate community resources.

### **Supporting a Coordinated System of Care**

Respondents expressed interest in understanding how the Warmline will work alongside existing services and support systems. The survey highlighted the importance of positioning the Warmline as a coordinated entry point within Nebraska's broader prevention and support network. Stakeholders emphasized the value of collaboration among community organizations, crisis response systems, healthcare providers, schools, and family-serving agencies.

This feedback reinforces the Warmline's role as a connector that helps individuals navigate existing resources while reducing confusion and duplication of services.



### **Strong Community Readiness and Partnership Opportunities**

Perhaps one of the most encouraging findings from the survey is the demonstrated readiness among community organizations to support Warmline's launch and long-term success. Many respondents indicated they would be willing to share information about the Warmline through:

- Newsletters
- Social media platforms
- Staff meetings
- Organizational communications
- Community outreach efforts

This enthusiasm creates a strong foundation for implementation and presents an opportunity to leverage existing community networks and trusted local organizations as outreach ambassadors. The willingness of stakeholders to participate in awareness-building efforts reflects broad community investment in the success of the Warmline and its mission to support Nebraska families.

The 211 Nebraska Warmline Community Engagement Survey provides valuable, community-informed guidance for the implementation of a statewide prevention and support system.

The survey findings demonstrate:

- Strong support for a non-emergency family support resource.
- Significant opportunities for outreach and education.
- Community interest in navigation, follow-up, and warm handoff services.
- The importance of accessibility, cultural responsiveness, and trust-building.
- A clear need for coordinated support systems that help families access resources before challenges escalate into crises.
- Strong readiness among community partners to support implementation and outreach efforts.

Most importantly, the survey confirms that Nebraska communities are eager for a trusted resource that helps individuals and families navigate challenges, connect to services, and strengthen well-being through prevention and early intervention.

As the Warmline pilot moves forward, these findings will serve as a roadmap for implementation, ensuring that services remain community-informed, family-centered, accessible, collaborative, and responsive to the evolving needs of Nebraska families.

The engagement process has provided not only valuable feedback but also a strong network of stakeholders committed to helping the Warmline succeed. This foundation positions the 211 Nebraska Warmline to become a critical component of Nebraska's prevention and support infrastructure, improving access to help and strengthening outcomes for children, families, and communities across the state.

