



# 211 Nebraska Warmline

## Community Stakeholder Survey Results

*Helping us build a warmline that works for every Nebraska community*

211 Nebraska in collaboration with United Way of the Midlands, Nebraska Children and Families Foundation, Boys Town, and Findhelp is developing a statewide Warmline. The Warmline is a free resource people can call or text when they need support, guidance, or help connecting to services before a situation becomes a crisis.

211 Nebraska operates 24 hours a day, seven days a week, and 365 days per year. The contact center offers referral assistance in more than 240 languages, and teletypewriter (TTY) is available for individuals who are hearing impaired, ensuring Nebraskan families can reach help when they need it.

A warmline is different from a hotline. A hotline responds to emergencies. A warmline is for moments when someone is struggling but not in immediate danger — when they just need a connection to the right resource. The 211 Nebraska Warmline will serve as a call triage point, helping individuals navigate to the most appropriate level of support. Warmline staff will connect callers to crisis services, community navigators, and community partners.

### **Purpose**

The purpose of this report is to present the findings from a survey hosted by Nebraska Children and Families Foundation. The survey was distributed through the Bring Up Nebraska Prevention Network and community collaboratives, targeting both community members and service providers. The primary objectives of the survey were to assess awareness and readiness, identify barriers and needs for connecting people to community resources, and gather stakeholder input to guide Warmline design.

### **Scope**

The scope of this report includes a summary of the survey results from 614 respondents from April 1 to May 5, 2026. The report offers insights into stakeholders' awareness, current resource connections, perceived barriers to seeking help, and the types of support, referrals, and outreach needed for the Warmline to best serve communities across Nebraska. While the report will not provide an in-depth analysis, it aims to offer valuable feedback that may help 211 Nebraska and its partners as they design and implement the Warmline.

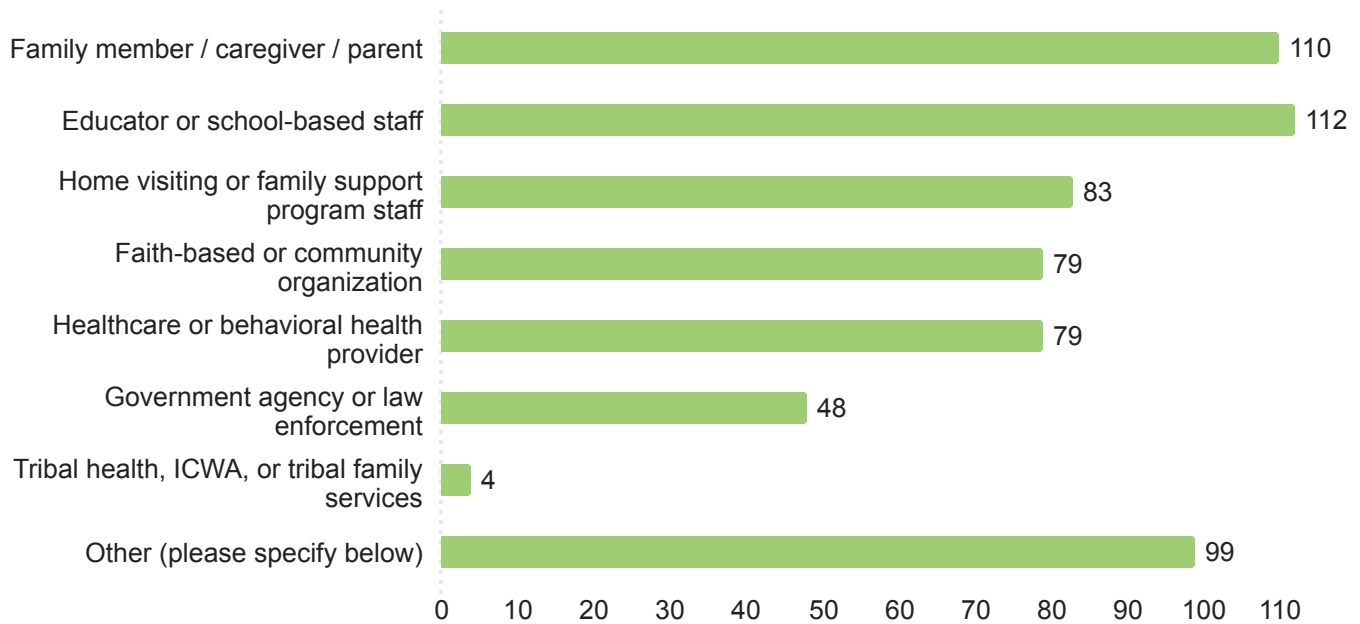
### **Prepared By**

This report was prepared by Corie Fleming, Principal Evaluator, Prevention Network and Kelsey Ryan-Simkins, Senior Evaluator, Prevention Network TA from Nebraska Children and Families Foundation. If you have any questions or require further information regarding the survey findings, please feel free to contact Corie Fleming at [cfleming@nebraskachildren.org](mailto:cfleming@nebraskachildren.org).

## Respondent Information

### Which best describes your primary role?

614 Responses



### Other responses specified (n=96):

Category	Count	Example Responses
Nonprofit / Community Service Organization	25	Collaborative staff, Community Non-Profit
Child Welfare System	17	CAC, CASA, Child Advocacy Center, Foster care board volunteer
Youth Development, Coaching, and Mentoring	10	PALS Coach, Teammates, Youth Action Board
Family & Community Support / Advocacy Services	12	Community advocate and organizer, Family Supportive Service Provider
Public Health / Healthcare	7	Community health worker, Local Health Department, Medicaid
Coaching / Training	6	Life coach, Pyramid Module Coach, Recovery Coach
Early Childhood / Head Start	5	Head Start Director, In-home childcare owner
Legal Services	5	Legal service, Law Firm, Paralegal
Government / Civic Leadership	3	County Court Judge, School Board Member

Housing and Utilities	3	Housing Provider, Utility
Workforce and Economic Development	3	Economic Development, Workforce development

## What county of Nebraska do you primarily serve or live in?

614 Responses

County	Choice Count
Lancaster	144
Douglas	88
Platte	64
Madison	31
Buffalo	28
Holt	24
Sarpy	23
Lincoln	22
Dodge	20
Hall	17
Scotts Bluff	15
Red Willow	10
Dakota	9
Colfax	9
Boone	9
Adams	9
Valley	6
Richardson	6
Cuming	5
Wayne	4
Thurston	4
Sherman	4
Custer	4
Otoe	3
Nemaha	3
Dawson	3
York	2
Pierce	2
Phelps	2
Knox	2
Howard	2
Garfield	2



# How long have you been living or serving in this community?

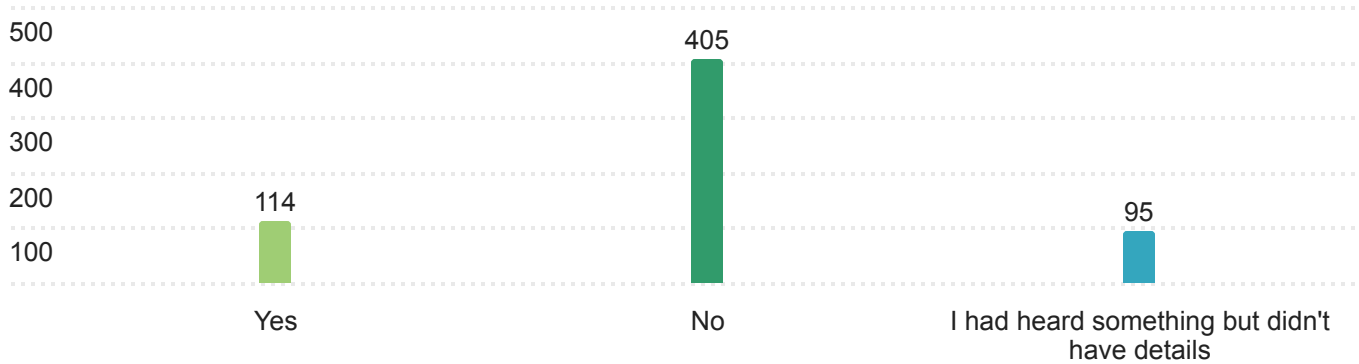
614 Responses



## Awareness & Readiness

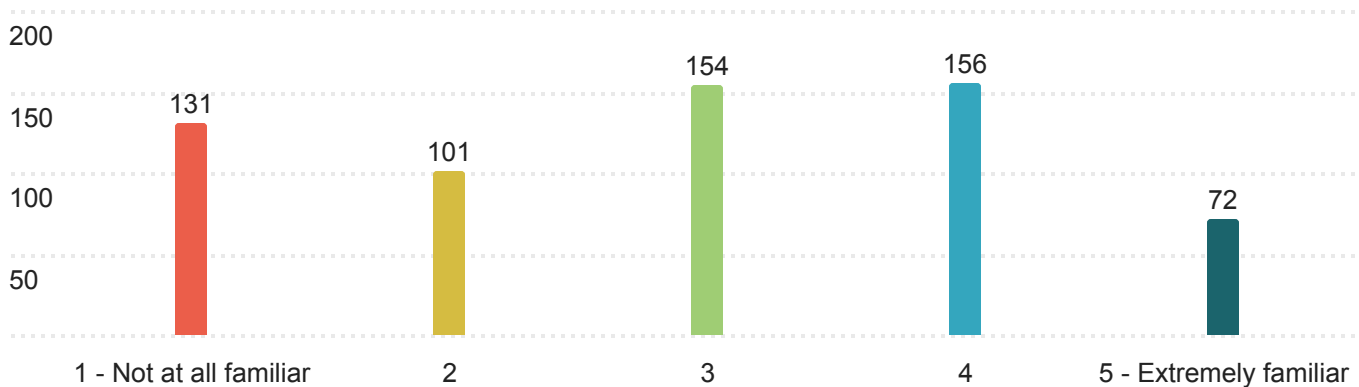
### Before receiving this survey, were you aware that Nebraska was developing a statewide Warmline?

614 Responses



### How familiar are you with the difference between a warmline (non-emergency support) and a hotline (crisis/emergency response)?

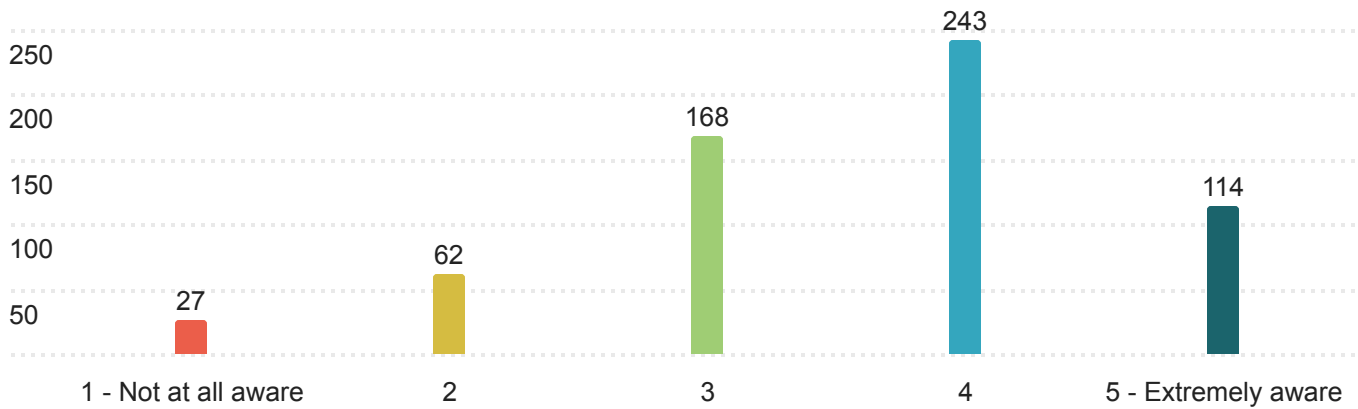
614 Responses



Field	Mean	Standard Deviation
How familiar are you with the difference between a warmline (non-emergency support) and a hotline (crisis/emergency response)?	2.90	1.32

## How aware are you of the community resources currently available in your area?

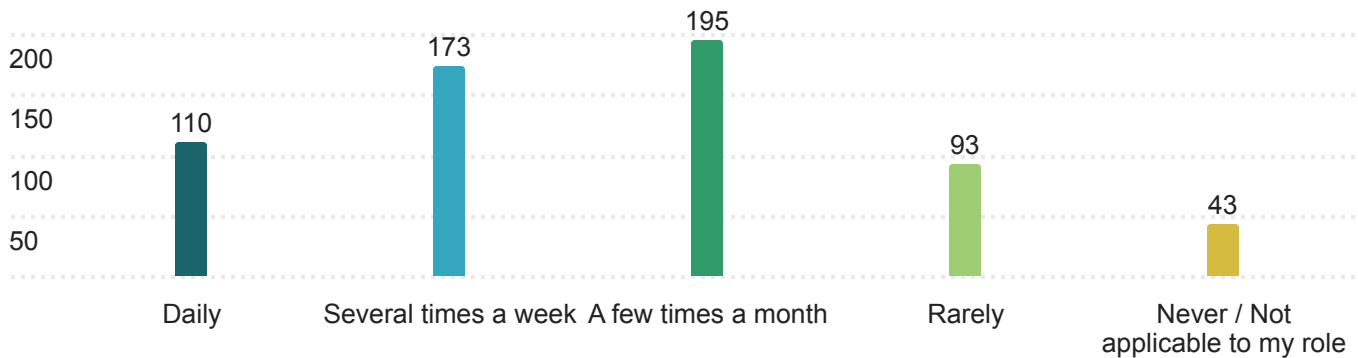
614 Responses



Field	Mean	Standard Deviation
How aware are you of the community resources currently available in your area?	3.58	1.04

## How often do you currently connect people to community resources?

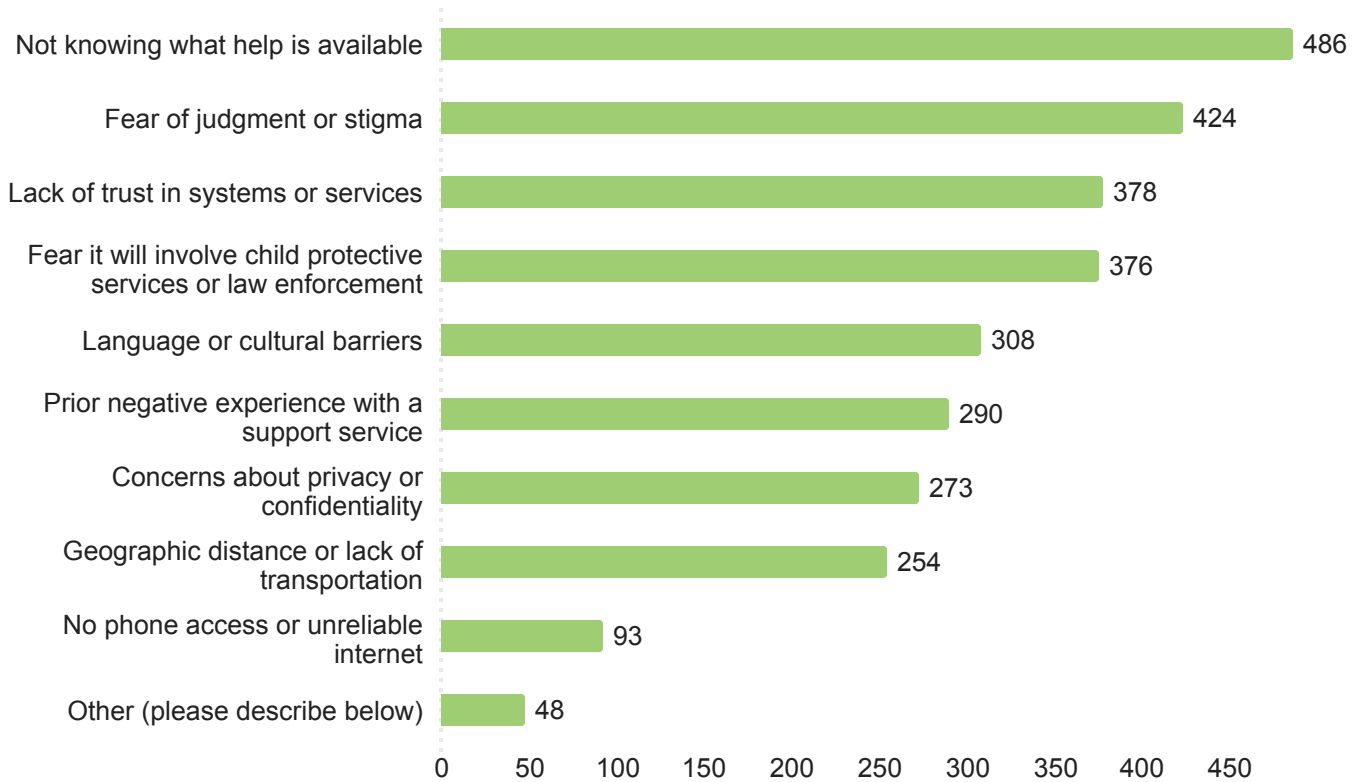
614 Responses



## Barriers to Using the Warmline

**In your experience, what are the biggest reasons people in your community DON'T reach out for support when they are struggling?** (Select all that apply.)

594 Responses



### **Other responses:**

44 Responses

Other (please describe below) - Text

There are certain individuals that continue to abuse the system and keep getting what they want then judge others wait to solve a problem until it becomes a crisis

transportation

They don't believe they will qualify for support or have already tapped out support (hit limits of, for example, utility support)

Cost of services

Fear of DHHS retaliation. They will audit those who out to press about Developmental Disability neglect due to loss in care funding.

Lack of funding available

help isn't available for everyone

Long wait time, being bounced around

Thinking their issue is not important enough; lack of time

Other (please describe below) - Text

Don't think they have a problem.

No direct call access (especially Videophones) - Real-time text (RTT) and telecommunications relay services (TRS), replacing legacy TTY technology.

Lack of neurodivergent friendly access and resources

Have already exhausted pretty much all community resources; feeling like it's hopeless to continue trying

Insurance & cost

Not recognizing that they are struggling and things could get better or "the struggle" is normalized

They feel that they are doing OK . They don't need any help.

In addition to lack of transportation access issues exist when resources and services are only available during "business hours" when parents may be working.

resources not available

Complexity of systems

Financial burden (or fear of it), immigration fears

none

Not knowing what to expect with the process when they do reach out.

Never getting the help no matter how dire the situation is

Also people not knowing how to identify their struggles and knowing where to go or if there's even a resource for that certain struggle

feeling defeated and that it won't help

Domestic abuse situation.

undocumented legal status

they don't believe it will do any good.

Safety

Not receiving a response when reach out

Lack of Willingness

cost

LEGAL STATUS

lack of documentation

It is difficult to get assistance sometimes

Cost

They are hoping to be able to solve the situation themselves

Mental Health

Elders not knowing how to navigate a website, or digital applications

childcare while signing up for services

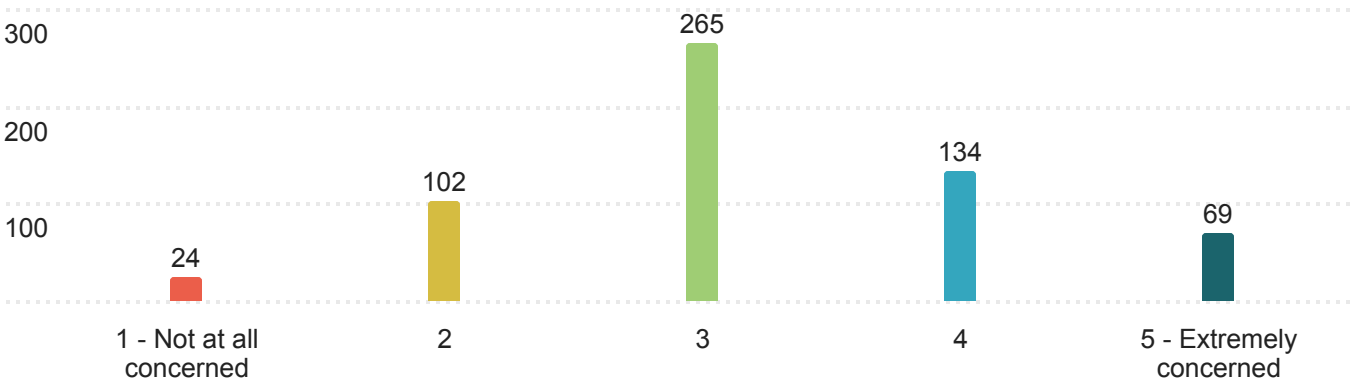
pride

Transportation to get to the resources

There really is not a lot in our county

# How concerned do you think people in your community would be about confidentiality if they called a warmline?

594 Responses

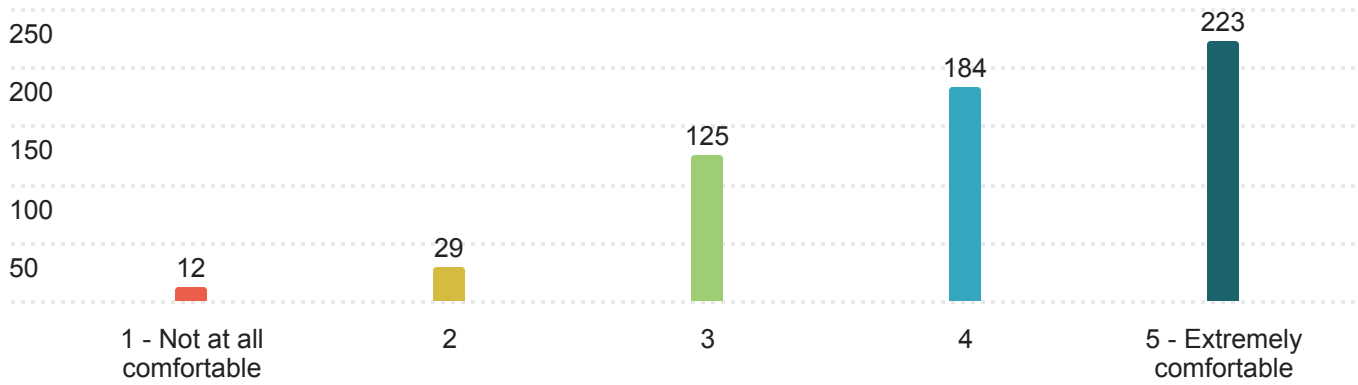


Field	Mean	Standard Deviation
How concerned do you think people in your community would be about confidentiality if they called a warmline?	3.21	0.99

## Referring People to the Warmline

### How comfortable would you be referring someone in your community to the Warmline?

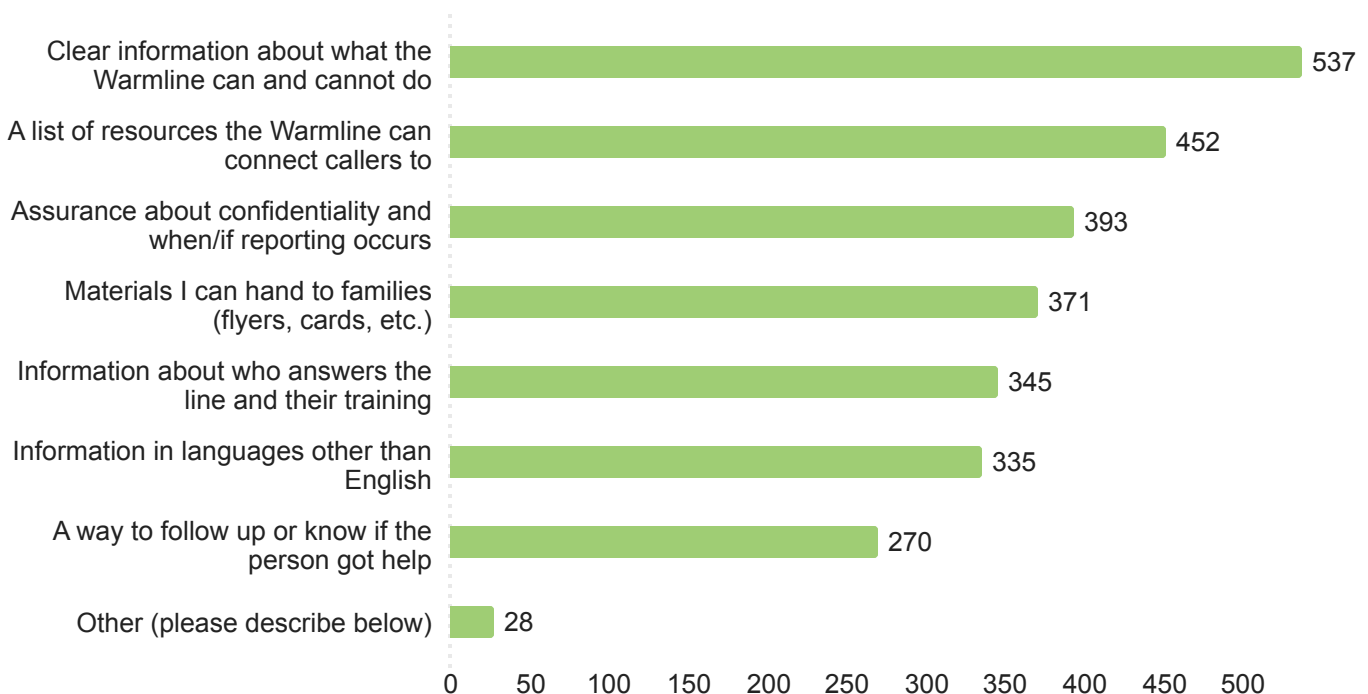
573 Responses



Field	Mean	Standard Deviation
How comfortable would you be referring someone in your community to the Warmline?	4.01	1.00

### What would you need to know or have before you would feel confident referring someone to the Warmline? (Select all that apply.)

573 Responses



## Other responses:

26 Responses

Allow for all assistance instead of the same individual continuously getting assistance

How do people call into a warmline in other languages and what training will staff have to obtain interpretation services over the phone for incoming calls in real time?

what happened to the families I referred before this referral. Did they actually get any help? Were barriers to help (like transportation) addressed?

If DHHS is involved, who is involved, and why? There is a lack of transparency

The connection between child welfare referrals

assurance that the family wouldn't have to tell their story multiple times

Culture awareness and knowing what referrals are Culturally/Language Accessible

Know that the access to and the resources available are neurodivergent friendly.

Knowing that people find the warmline helpful

I wouldn't need a complete list of resources that the Warmline connects callers to, but a good idea of what types of resources (i.e. housing, food, employment, mental/medical help, etc.)

How are all the different agencies involved partnering and working together to serve families because it can be confusing seeing how many partners are claiming this work.

How much identifying info do callers need to give?

If a warmline call should actually be handled by the CPS/APS hotline, will there be a handover option? How is this any different than the Boys Town line? How will third party callers be handled e.g., they are not the one in/near crisis but are involved or seeking to get someone connected to help?

How the service is sustainably funded.

more details about the program

personnel from different cultures and languages

Updated community resources outside of Lincoln & Omaha. 211 has always been outdated in Buffalo County and surrounding area.

Can the client remain anonymous until they connect to the needed resource?

Just in general more information about the entire process

Some assurance there was a benefit to the person/family in making the referral

Assurance that Asking questions about legal status will not be requested

available resources, and confidentiality to individuals regardless of immigration/refugee status

Information on how they warmline maintains their awareness of each community and resources available.

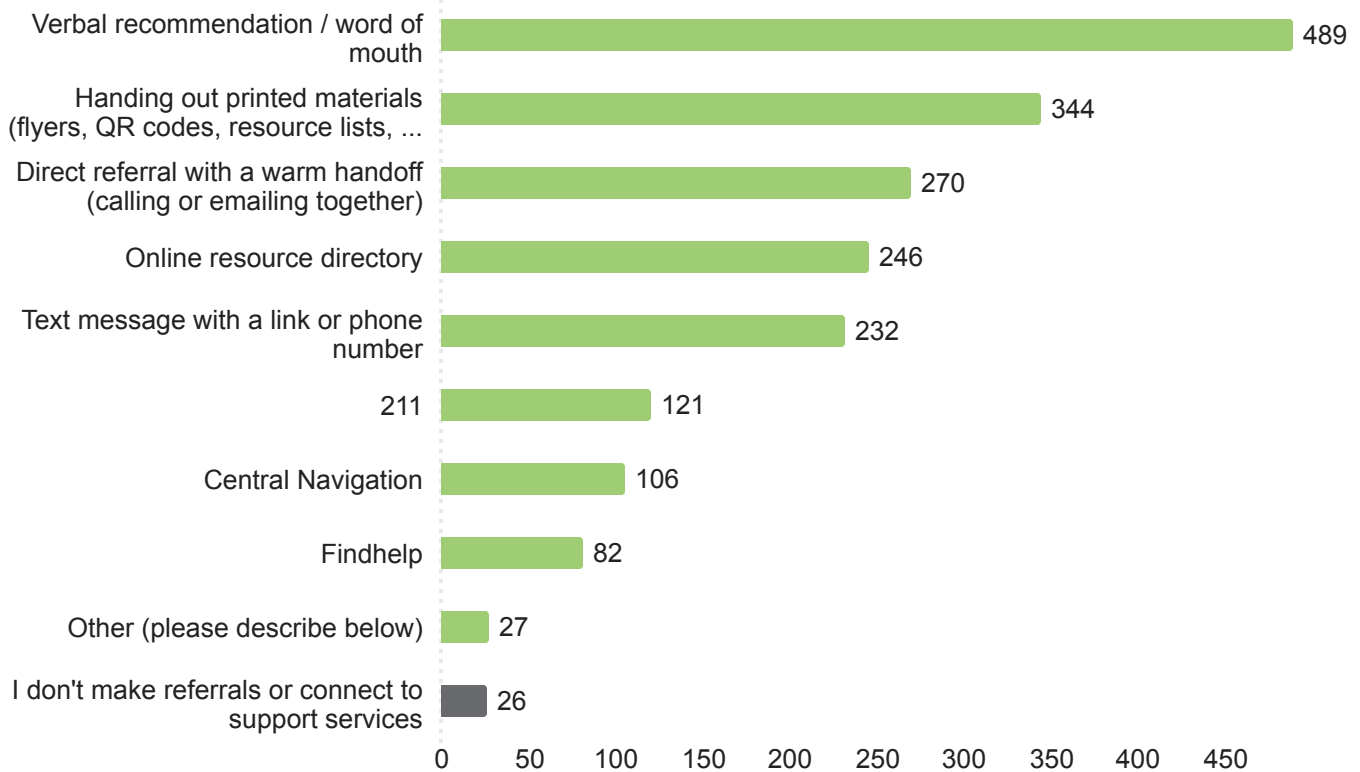
coordination with other nonprofits/organizations that provide assistance and information

Information in ASL

That referrals are made to resources that ACTUALLY SERVE OUR AREA

## Which of the following best describes how you currently find, share, or help others connect to support services? (Select all that apply.)

573 Responses



### Other responses:

25 Responses

Other (please describe below) - Text

- internet
- MyLNK app
- emails with links and phone numbers
- LNKapp
- Court Reports CASA and FCRO
- email
- school social workers
- Team Meetings
- Facebook
- Utilizing a current resource directory for our seven County area
- Company Resource Binder
- Internal Agency List of Supports
- Physically going into speak with someone to make the referral if needed and following up with service providers if they are unresponsive.

Other (please describe below) - Text

Indirect- I support others in referring.

MyLink

my agency makes referrals but I don't personally do it

Schuyler Ministerial Association / Colfax County Salvation Army

word of mouth via phone

I normally just know, I look at my own statewide resource book that I created, or I figure it out. if I can't then I will use any of the above

In Lincoln, we have the MyLink app that lists all of these services

mylnk app

ESU2 Navigator Program

email with link and phone number and calling during session

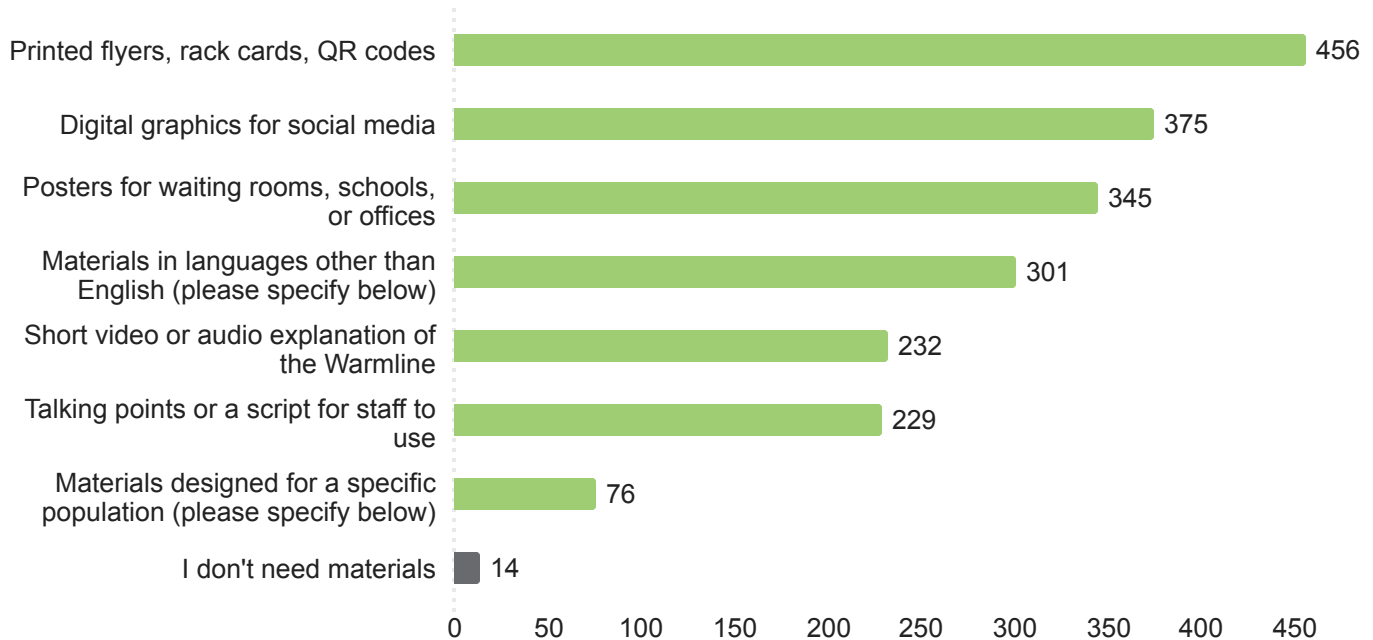
When I have concerns, I notify my principal and/or guidance counselor at school. More than likely they would help with finding the support services

Social Media

## Promoting the Warmline

### What types of outreach materials would be most useful for sharing information about the Warmline? (Select all that apply.)

564 Responses



### Materials in Languages Other Than English

There were 201 responses specifying material in languages other than English, emphasizing the need to make the Warmline and all associated materials accessible to languages spoken across in Nebraska. Several comments also mentioned pictures and audio to support accessibility with one respondent writing, "Verbal explainers in other languages is helpful, I hear often of individuals who are not literate in their first language and prefer audio/visual information." The table below lists the frequency with which languages were specified by respondents.

Language	Frequency
Spanish	175
Arabic	45
Karen	20
Vietnamese	18
French	17
Somali	13
Pashto	13
Kurdish	10
Dari	9
Farsi/Persian	8

Nuer	3
American Sign Language	3
Chinese	3
Ukrainian	3
Burmese	3
Oromo	3

**Rare mentions (≤2 each):** Quiché, Swahili, Kinyarwanda, Afrikaans, Amharic, Lao, Tigrinya, Chuukese, Telugu, Tamil, Hindi, and Russian were each mentioned only one or two times.

### Materials Designed for a Specific Population

The most frequently mentioned groups related to immigrant, refugee, and cultural backgrounds, with immigrants, refugees, and undocumented individuals (n=11) and ethnic and cultural groups (n=8) together reflecting a significant need for culturally sensitive outreach and materials for groups that speak a language other than English (n=5). Families, parents, and children (n=9) were also frequently cited, with respondents emphasizing the importance of designing materials for different family structures including single parents, foster families, and those with school-age children, alongside age-specific groups such as young adults, early childhood, and seniors (n=6). Respondents also highlighted people with disabilities or accessibility needs (n=7) and those requiring literacy-simplified or plain-language materials (n=6). Also mentioned were those experiencing low income or socioeconomic hardship (n=5) and justice- and system-involved populations, such as formerly incarcerated individuals and those with child welfare involvement (n=4). Less frequently cited groups included LGBTQIA+ populations (n=2) and general representation-oriented groups (n=2). Women experiencing domestic violence, religion-specific populations, and geographic populations such as those in West Omaha were each mentioned by a single respondent (n=1). The full list of other response comments is included below.

### Responses:

63 Responses

Materials designed for a specific population (please specify below) - Text

Hispanic

low literacy

Hispanic, Arabic

Families with school age K-12 and younger

Hispanic (regionally focused)

Young Parents

Intellectually disabled persons

Hispanic, Asian/Bermese, African

Women who need privacy/experience domestic violence

Foster Care, Parents to know if they will be referred to child welfare or investigations

Immigrants

Low income

Children and youth

Low vision; low tech knowledge

Materials designed for a specific population (please specify below) - Text

Youth, parents, populations with diverse identities

Law enforcement

Mexican

Refugees from Africa and the Middle East

TV Ads.

Early Childhood

materials that meet ADA WCAG 2.0 compliance

17-26 year olds

Business card types to hand to someone discreetly or easily

Spanish/English

Empleados agrícolas.

LGBTQIA2S+

Spanish, Tigrinya, Chuukese (Micronesian), Vietnamese, Somali

Visually impaired individuals

Senior Citizens, families with children in the home (single or dual parent)

Make things more relatable

immigrant families

Parents of school age youth

Those with disabilities- learning, visual, audio

LGBTQIA+, youth, young adults, on the street, recently incarcerated, single parents, neurodivergent and socially functional.

I think simple materials would be beneficial. We serve a lot of families who are in crisis and need simple solutions in the moment, not long processes or complicated flyers, handbooks, posters, etc to read

Children & Families

West Omaha and higher income areas

Low income

Middle Eastern/North African/South Asian; undocumented individuals/families

ADC/ TANF low income families

Young adults

Immigrant/Refugee

young adults

refugee

Undocumented

nonliterate immigrants

Slides, simple third grade level information, visuals/not heavy on text

Non-literate / limited literacy audiences

LEGAL HELP FOR IMMIGRANTS

Native families

Materials designed for a specific population (please specify below) - Text

single parent families

Run them as commercials on local TV stations.

3rd grade level language or lower

Captioned videos

Muslims new comers about local resources

new Americans/ new immigrants. Elder population or those with limited access to technology

system-impacted, parents

Spanish,Arabic,

different ethnicities, gender identities, ages

easy reading - 3rd grade level if possible

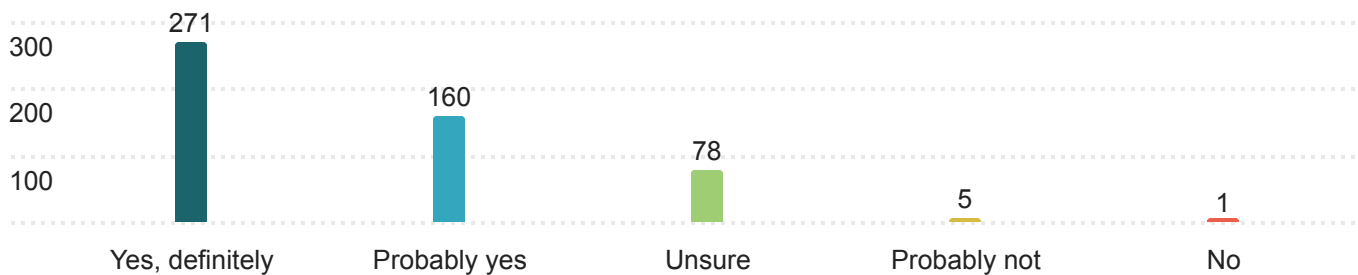
Deaf and Hard of hearing and Deafblind

Deaf and Hard of Hearing

languages listed above

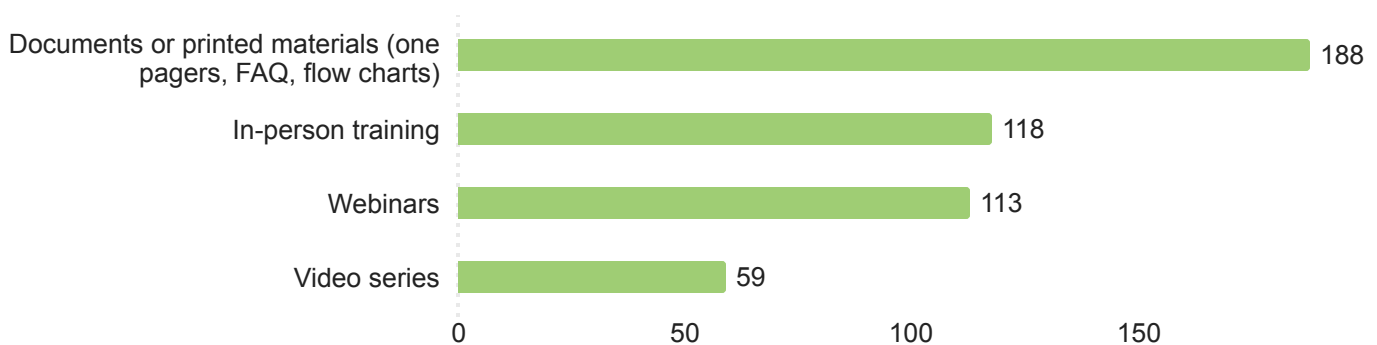
## Would your organization be willing to share Warmline information through your own communication channels — such as newsletters, social media, or staff meetings?

515 Responses



## What training or orientation methods would be most beneficial to help your staff or volunteers feel prepared to talk about and refer to the Warmline?

478 Responses



## Other responses:

11 Responses

digital information that can be posted on facebook

virtual Lunch and learns

Videos or learning modules that are recorded and I can incorporate into staff orientation and training.

Talking Points

Video series in captions and American Sign Language. Also materials Braille upon request.

All of the above

online video or training that can be watch when we hire new employees or at trainings

We are Equus Workforce Solutions; EF with NE DHHS. would love to have a presentation virtually for the statewide team

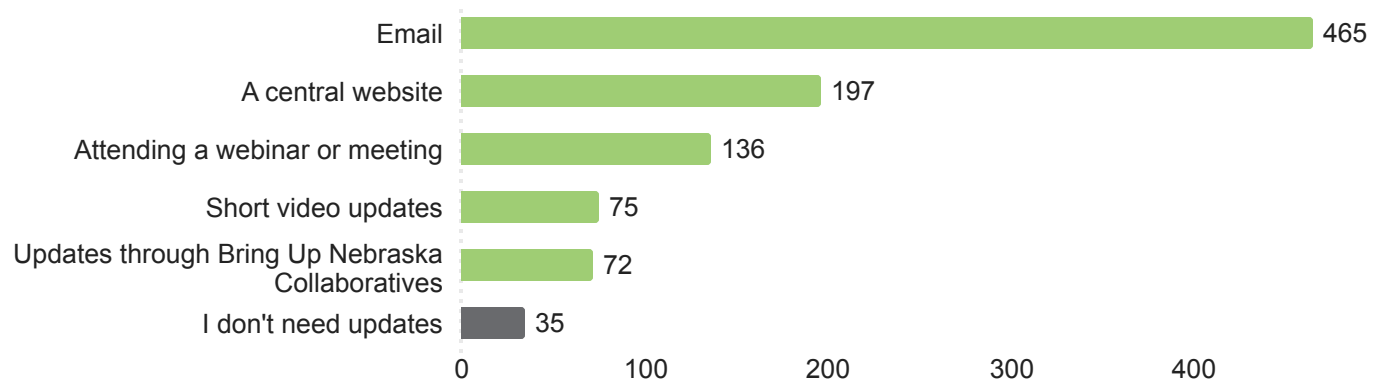
short info video

Printed Materials and Webinars

A combination of in-person with webinars that can be accessed later for review

## How would you prefer to receive updates and information from the Warmline team as it develops? (Select all that apply.)

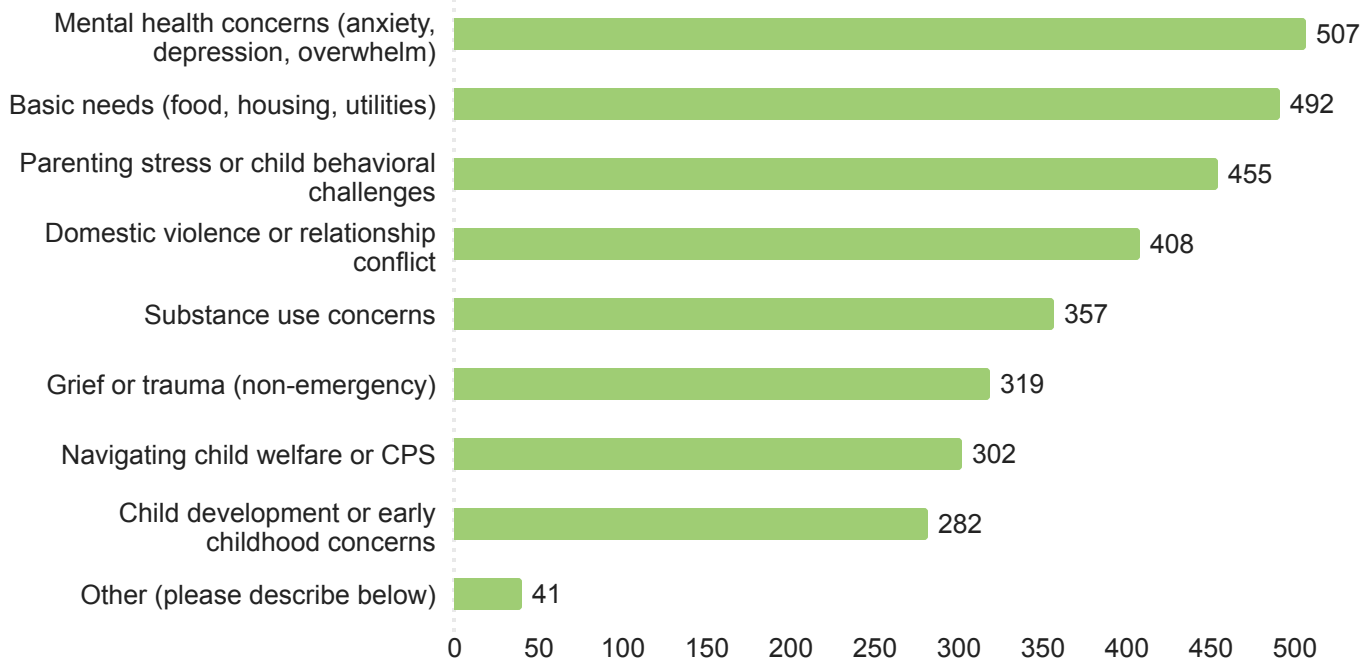
564 Responses



# Warmline Design Input

**From your perspective, what types of needs or situations should the Warmline be most prepared to help with? (Select all that apply.)**

555 Responses



## Other responses:

40 Responses

Other (please describe below) - Text

Debt related stress

Navigating legal system during divorce or child custody

School attendance, Missing Youth, Human Trafficking

Adoptive Families Searching for Help

incarceration, deportation

When a mental health patient is in a psychotic break, there needs to be a way to call for help without triggering an excessively harsh or invasive government response.

Relationship conflict between parents and kids; relationship conflict between peers; help completing applications/forms

Caregiving more generally (e.g. for aging parents, for children with mental health needs, children with disabilities)

Financial assistance, pregnancy assistance

Help for young people that aren't kids but need help. Also accurate resources and places that actually help people.

Immigration

I think the most requested help will likely be housing or housing-related

Navigating school & work struggles/challenges/stress

Other (please describe below) - Text

## Victim Advocacy

disabilities

the warmline should be an avenue for people to connect to the community based prevention system, AKA central navigators, therefore, the warmline is more of triaging versus directly supporting.

School issues- IEPs, 504s, truancy

Eating disorders, racial trauma and race related stress, teen dating violence, self harm, teen homelessness

Resources for tween and teens who may call & resources for parents of teens and tweens who are making dangerous choices or at risk of doing so

Simple resources that don't require weeks of waiting

Be ready and willing to evolve as new problems arise.

Transportation Help, Clothing Resources, Immigration Information, Parenting Courses

teachers/providers needing information for connecting parents/clients to resources

Domestic violence and relationship conflict should not be categorized together.

Homeless in single youth and families, aging out of foster care

immigration assistance

Shelter options/resources for unhoused individuals

there's already 1. family helpline 2. DHHS Community Support Specialist and 3. crisis suicide hotline. but people are scared to call these, the suicide hotline starts off by calling it a suicide hotline. they need to fix that! the families that I've worked with that are in crisis in the evening or weekend, or when they cannot reach someone they are already working with, are those no needing someone or something right then in that moment with being overwhelmed, finding safety, finding shelter, eating, and keeping their family together.

Healthcare navigation

Warmline should at the intake phase also be collecting/uploading the necessary documentation/expenses/bills that people are requesting help for so that it can all be included and referred to community based organization. & needs also include medical equipment/physical health care referrals, streamlining referrals for DHHS economic assistance, Community health workers (1:1 case management support).

The more categories the better...budgeting during inflation when you work, but still can't get the paycheck to stretch far enough

transportation needs

Prenatal/postpartum/reproductive resources

Small Group for teen Grief support

Possibly DD services, Medicaid, SSI--see a lot of families needing assistance in this area and now knowing where to start or begin.

Immigration & young people with no guardian

McKinney Veto Act - Neb. is so far behind. Transportation issues especially getting children to school.

housing after an eviction

access to healthcare information, particularly prenatal and postpartum support

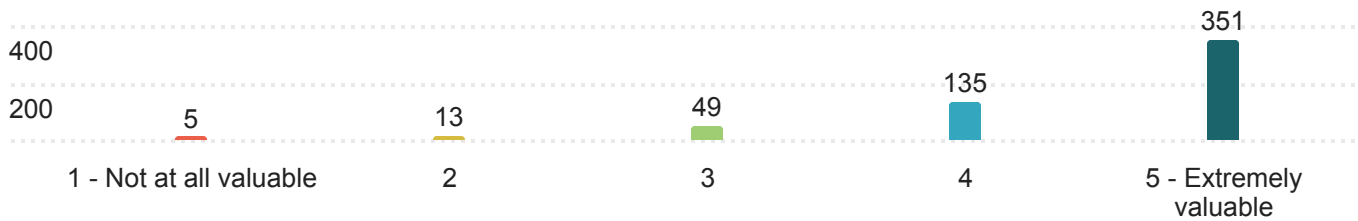
All of the situations that people call the Family Helpline, 988, and Hotline. People will be confused about all the different numbers and which number to call for which purpose

## How helpful would it be for the Warmline to do the following?

Field	Mean	Standard Deviation
Provide access to information and resources	4.47	0.82
Help people connect with a resource or service	4.60	0.70
Help people complete an application for a resource or service	4.43	0.87
Follow-up after giving a referral to ensure people got help	4.37	0.89

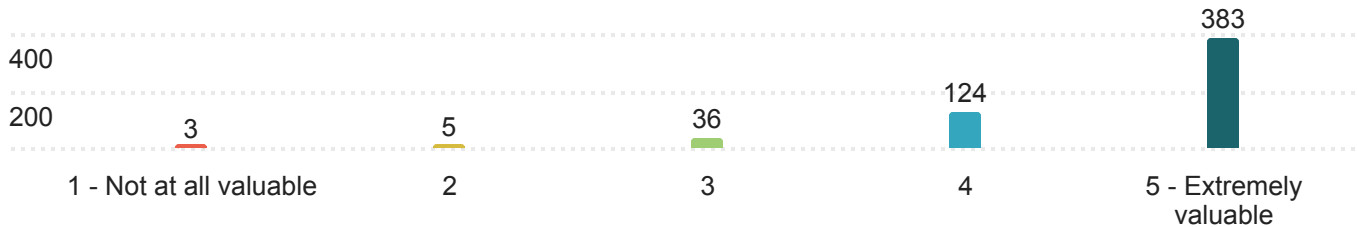
### Provide access to information and resources

553 Responses



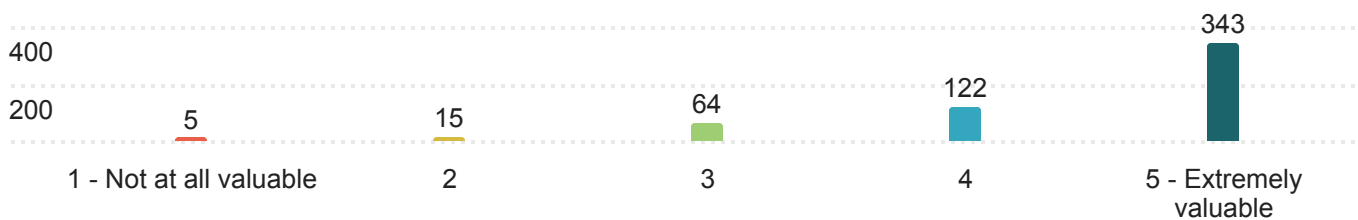
### Help people connect with a resource or service

551 Responses



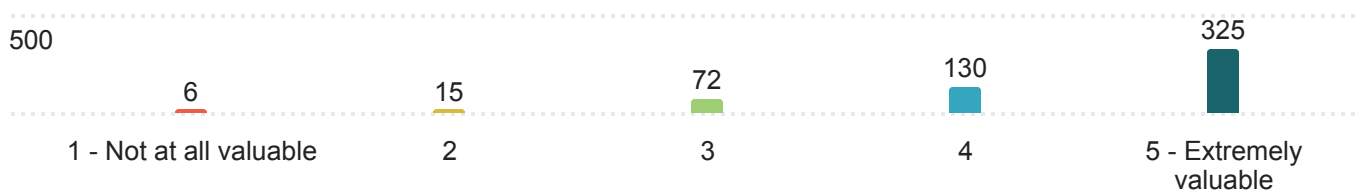
### Help people complete an application for a resource or service

549 Responses



### Follow-up after giving a referral to ensure people got help

548 Responses



## **Open-Ended Feedback**

The final question asked respondents: “Is there anything else you want the Warmline team to know about your community’s questions, needs, or hopes for this resource?” After using a thematic coding process to analyze open-ended responses (n=106), eight themes were identified that broadly reflect excitement about the Warmline alongside clear operational needs.

### **Positive Feedback**

One of the most frequent themes in open-ended responses was positive feedback. Responses emphasized that the Warmline has the potential to be greatly beneficial to communities in Nebraska and a willingness to help spread the word.

### **Communication and Clarity of the Warmline**

Responses identified the need for clear communication about the Warmline that identifies its purpose and promotes it in the community and among service providers. Specifically, several responses asked for clarity regarding the role of the Warmline and how it is distinct from and might interface with Child Protective Services (CPS) reporting. Several responses also expressed concerns about the similarity between the name “Warmline” and hotline, which might lead community members to believe it is another avenue for reporting.

### **Staff Training and Approach**

Responses identified a desire for Warmline staff to use a compassionate, trauma-informed approach that builds trust with help seekers. Suggested training areas included mental health first aid, a trauma-informed approach, crisis response, and knowledge of community resources. Responses emphasized the importance of all individuals being treated with dignity and fairness, regardless of background or identity. Warmline staff should be trained to provide non-discriminatory support that recognizes the broad range of circumstances and how different individuals may seek and receive support. Staff training and development of “scripts” should be done in partnership with community members, including but not limited to previous help seekers, parents, and young people.

### **Accessibility and Language**

Accessibility for all help seekers was a prominent concern, with respondents specifically highlighting the needs of non-English speakers, older adults, and the Deaf, Hard of Hearing, and DeafBlind communities. Language accessibility with service available in multiple languages or with interpretation was a top priority. Responses also identified the need for multiple modes of access, such as by phone call or text, and the use of accessible communication technologies such as videophone access, relay services, and other flexible communication methods that account for varying levels of vision and hearing.

## **Workflow**

Respondents emphasized the need for a workflow that connects families to resources that meet their needs, rather than just providing information that can be easily found online. Several responses identified the value of a follow-up process to ensure help was received. Respondents also suggested identifying ways to connect with other helplines and navigation resources, such as the Boys Town Nebraska Family Helpline, for referrals to reduce duplication and overlap. Respondents also emphasized the need for a clear process for help seekers experiencing a crisis requiring immediate response.

## **Resource Accuracy and Gaps**

The other theme shared with the greatest frequency was comments identifying gaps in existing resources and the need for the Warmline to provide referrals to accurate resources that are able to address help seekers' needs. Responses expressed concerns that 211 referrals are sometimes out of date, not helpful, or do not align with an individual's eligibility status for the service to which they are referred. Referral accuracy was noted as especially challenging and needed in rural communities where services are more limited. Service providers also expressed a desire to collaborate and have a way to update information to improve resource accuracy.

## **Collaboration, Data Sharing, and Privacy**

Respondents emphasized the need for multi-sector collaboration to make the Warmline successful. Several responses identified the need to collaborate closely with service providers to ensure that resources are accurate and referrals are successfully completed. Respondents expressed a desire for data sharing that will enable service providers to effectively serve families referred to them. Respondents also cited concerns with data sharing and emphasized the need to preserve confidentiality and privacy. Specifically, respondents asked for clarity in what data will be shared with DHHS and how that data will be used.

## **Systemic Barriers**

In addition to specific local needs, responses also identified broader systemic barriers that families face when seeking help, such as limited capacity of service providers, especially in rural communities, federal and state benefits eligibility criteria, funding limitations, and limited financial support for families experiencing poverty.

Taken together, these themes reflect both community investment in the Warmline's potential and a clear call for intentional design that prioritizes accessibility, trust, and coordination with existing systems to ensure the Warmline meaningfully serves all Nebraska families.