

December 3, 2018

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

Re: WC Docket No. 18-336 and CC Docket No. 92-105 regarding the National Suicide Hotline Improvement Act of 2018.

Dear Madam,

United Way of East Central Iowa appreciates the opportunity to comment on the current effort undertaken by the Federal Communications Commission to study the feasibility of designating a three-digit number to the National Suicide Hotline and to assess the effectiveness of the current National Suicide Prevention Lifeline. In five counties in eastern Iowa, our United Way is fighting for the health, education and financial stability by investing in 211 and our programs supporting parenting, childhood resilience, literacy, women's health, and financial stability.

We acknowledge efforts are needed to create a safe place for all people to call – especially underserved or marginalized populations such as seniors, people with physical or intellectual disabilities, people that identify as LGBTQ+, Veterans, American Natives, non-English speakers, and individuals facing complex problems such as substance/opioid use, human trafficking, and domestic violence. Our organization has over a hundred-year history of reaching out to the underserved and today we partner with over fifty partners agencies to drive systemic changes to solve our community's toughest problems like mental health and crisis.

We encourage the FCC to consider our 211 work here in Cedar Rapids as a vital partner in increasing access to suicide prevention and intervention services. Since the FCC designation of 211 in 2000, we have invested over one million dollars since 2003 to the success of 211 and we answer over 34,000 annual requests for help each year. Moreover, each year our United Way invests more than six million dollars in mental health, substance use, health, education, and other financial stability services. These critical investments position us to be key partners in the success of an improved mental health and crisis response system.

Another three-digit code may erode the simplicity of a single point of access for community help. Despite concerted efforts by numerous social services, and multiple hotlines, in our community to educate and market the distinctions, a person in crisis will likely always reach for the most familiar or most accessible number. Our 211 receives calls that are better suited for 911, and our 911 partners often receive calls that we can best answer. We recommend that resources should be invested to improve a unified single point of access with a blended partnership of the National Suicide Prevention Lifeline and United Way's 211 services. We

---

**Volunteer. Advocate. Give.**

317 7th Avenue SE, Suite 401, Cedar Rapids, IA 52401  
319-398-5372    [liveunited@uweci.org](mailto:liveunited@uweci.org)    [uweci.org](http://uweci.org)



United Way  
of East Central Iowa

believe in the power of partnership to address gaps, not duplicate services, and will be a valuable partner in the fight against suicide.

You can learn more about our work at [uweci.org](http://uweci.org) and can reach my office for additional questions or discussion at 319-398-5372. Thank you for your time in addressing this important issue and for your consideration.

Sincerely,  
Tim Stiles, CEO  
United Way of East Central Iowa

---

**Volunteer. Advocate. Give.**

317 7th Avenue SE, Suite 401, Cedar Rapids, IA 52401  
319-398-5372    [liveunited@uweci.org](mailto:liveunited@uweci.org)    [uweci.org](http://uweci.org)