

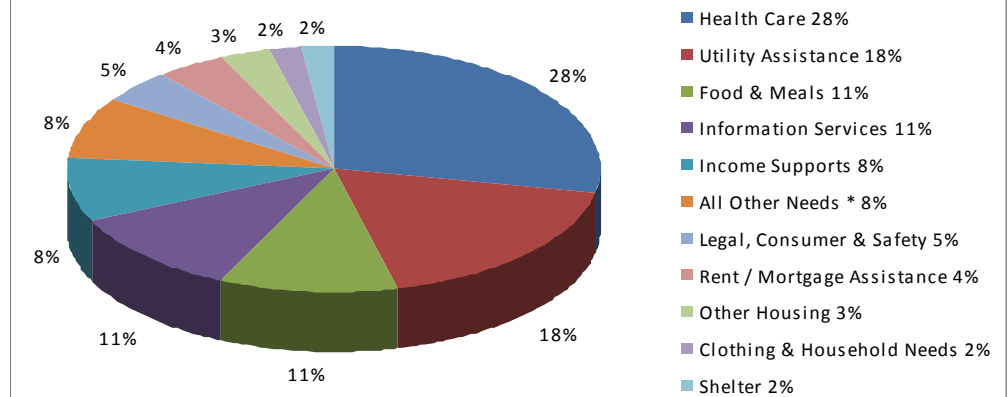
Serving as your 2-1-1 Center for Delaware, Madison, Grant, Blackford, Jay, Randolph and Henry counties

- **LifeStream 2-1-1** is one of 15 regional 2-1-1 Centers serving Hoosiers. Together, Indiana's 2-1-1 Centers served over 444,000 callers, recorded over 453,000 needs and provided over 636,000 referrals to a network of over 21,000 human service organizations in 2009.
- LifeStream 2-1-1 is endorsed by Indiana 211 Partnership (www.in211.org), the nonprofit organization authorized by the State of Indiana to oversee 2-1-1 in Indiana, and accredited by both the Council on Accreditation and the Alliance of Information and Referral Services (AIRS).
- During 2009, LifeStream 2-1-1 helped **18,880** people in need. This is a **21%** increase from 2008.
- The **map below** shows the coverage area for LifeStream 2-1-1. The **chart below** shows the types of needs reported by callers, grouped by category.

Map of 2-1-1 Coverage



LifeStream 2-1-1 Caller Needs for 2009



* The Need categories above reflect the nationally-accepted categories based on AIRS Taxonomy of Human Services. See www.airs.org. "All Other Needs" includes the categories: Other Government/Economic Services, Education, Tax Assistance, Volunteers/Donations, and Arts, Culture and Recreation.

LifeStream 2-1-1 Highlights from 2009:

- **Economic Crisis:** LifeStream 2-1-1 continues to serve more people whose hours were cut or positions were eliminated. Often, these callers are asking for help with basic needs, but do not necessarily qualify for services. These calls take longer, are more complex and have no easy referrals, as they are barely over income guidelines for eligibility with many programs.
- **FSSA Eligibility Modernization:** Callers seeking FSSA services such as TANF, Food Stamps and Medicaid were challenged by the new application and recertification processes. Some confused applicants called 2-1-1 for help in navigating the new processes. Others called 2-1-1 for financial assistance while awaiting benefits.
- **Aging and Disability Resource Center:** LifeStream's Aging and Disability Resource Center (ADRC) empowers individuals and caregivers to make informed choices and streamlines access to long-term care support options.

Dial 2-1-1 for access to information and referral for health and human services, including information and referral to food pantries, emergency shelters, affordable child care, medical and health assistance, employment assistance, transportation, rent/mortgage & utility payment assistance, help during times of disasters and other services.

2-1-1 information and referral is free, confidential and available 24 hours a day.

