United Way of Howard County

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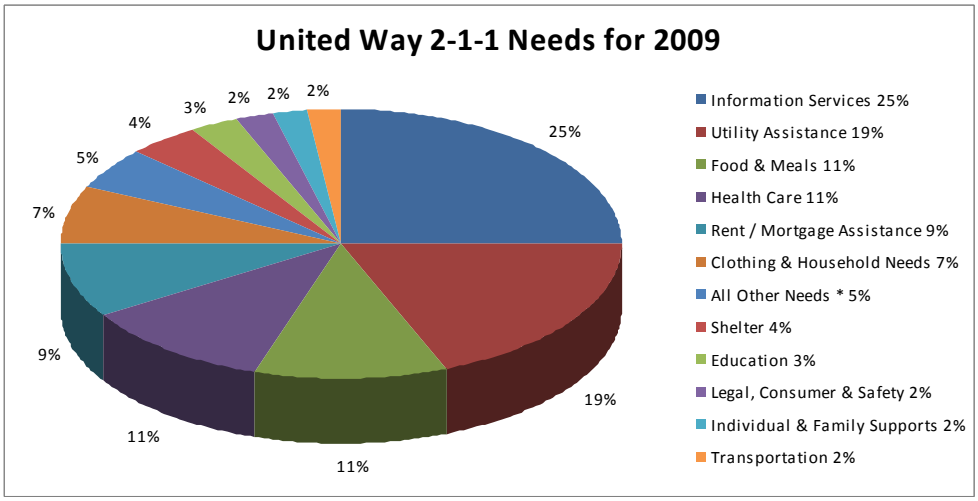
2-1-1 Center Report -2009

Serving as your 2-1-1 Center for
Cass, Howard, Miami and Tipton counties

- **United Way – Howard County 211** 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.
- United Way – Howard County 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 the Alliance of Information and Referral Services (AIRS).
- During 2009, United Way of Howard County 2-1-1 helped 9,715 people in need. This is an **18% increase** compared to 2008.
- The **map below** shows the coverage area for United Way – Howard County 211. The **chart below** shows the types of needs reported by callers, grouped by category.

Map of 2-1-1 Coverage



* 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.

United Way of Howard County 2-1-1 Highlights from 2009:

- **Economic Crisis can be summed up as *More Needs and Fewer Resources*:** Our 2-1-1 continues to serve more people whose hours were cut or positions were eliminated. The community organizations to which we refer have reduced their hours of availability or cut their services, leaving people in need fewer options for help.
- **Housing and Utility Needs soar:** Requests for help with mortgage, rent and utility assistance comprise 32% of the total request in 2009, specifically an increase in needs regarding shelter, illustrating the impact of job losses.
- **Services to the Newly Unemployed:** Many factory workers whose plants were closed had been donors. Now they are seeking services. Often, these callers are asking for help with basic needs, but do not necessarily qualify for services. Calls from the newly unemployed take longer, are more complex and have no easy referrals, as they are barely over income guidelines for eligibility with many programs.
- **Partnerships:** We provide support to non-profits, churches, local businesses, students and professionals to increase the capacity of people to care for one another. Partnerships include Ministerial Utility and Fuel Fund, Letter Carrier Food Drive, Shiloh Pharmacy Fund, Dentist Delivering Smiles, AARP Tax-Aide, Community Foundation Medical Assistance Fund, Gap Tracking and Food Pantry Network.

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.

Indiana 2-1-1 Get Connected. Get Answers.

United Way

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