



United Way of Southwestern Indiana 2-1-1 Center Report – 2009

Now serving as your 2-1-1 Center for
Vanderburgh, Warrick, Spencer, Posey and Gibson counties

United Way of Southwestern Indiana

- **United Way of Southwestern Indiana 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 of Southwestern Indiana 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 Southwestern Indiana 211 helped 22,041 people in need and provided 40,248 referrals, a 45% increase in referrals over 2008.
- The **map below** shows the coverage area for United Way of Southwestern Indiana 211. The **chart below** shows the types of needs reported by callers, grouped by category.

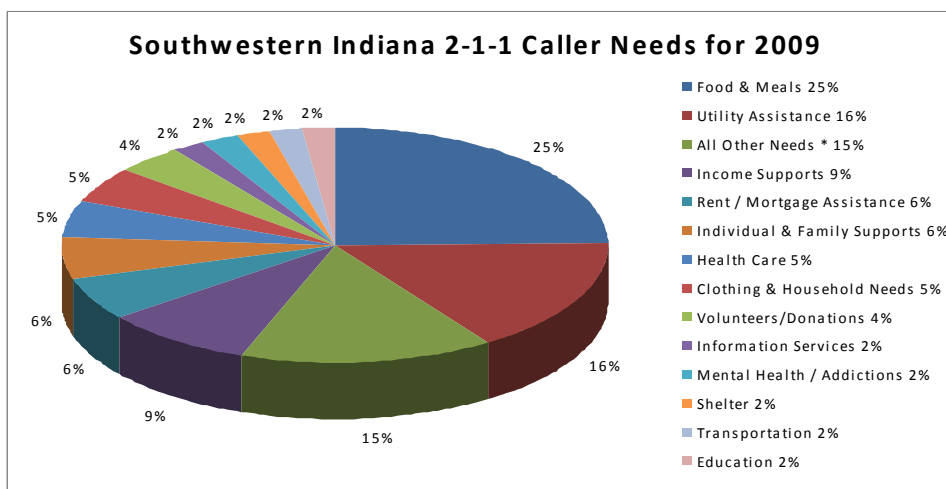
Map of 2-1-1 Coverage



as of 1-15-2010

To be determined

Southwestern Indiana 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.

United Way of Southwestern Indiana 2-1-1 Highlights from 2009:

- **Economic Crisis:** United Way 2-1-1 continues to serve more people whose hours were cut or positions were eliminated. These calls take longer, are more complex and have no easy referrals, as they are barely over income guidelines for eligibility with many programs.
- **Housing and Utility Needs soar:** Requests for help with mortgage, rent and utility assistance comprise 24% of the total request in 2009, illustrating the impact of job losses and the economic downturn.
- **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.
- **Financial Stability Initiatives:** United Way of Southwestern Indiana helped 400 clients file their tax returns and returned \$400,000 to the local community by helping eligible families claim their Earned Income Tax Credit (EITC). United Way 2-1-1 helped to promote local Volunteer Income Tax Assistance (VITA) sites, in addition to credit counseling, financial literacy programs and the "Bank on Evansville" program to help residents open checking and savings accounts.

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.

