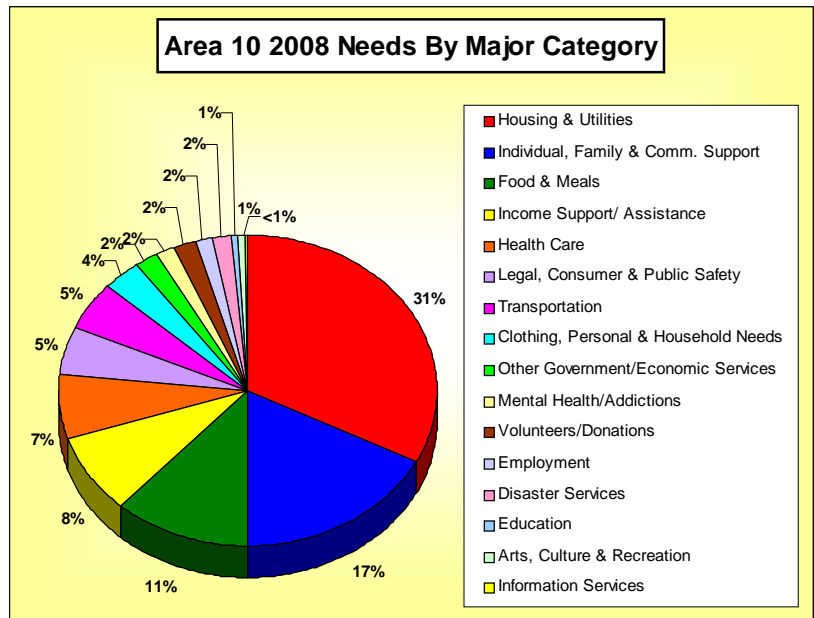


Serving as your 2-1-1 Center for  
 Monroe and Owen counties

- **Area 10** is one of 16 regional 2-1-1 Centers serving Hoosiers. Together, Indiana's 2-1-1 Centers served nearly 375,000 callers, recorded nearly 400,000 needs and provided over 500,000 referrals to a network of over 21,000 human service organizations in 2008. Area 10 is endorsed by Indiana 211 Partnership ([www.in211.org](http://www.in211.org)), the nonprofit organization authorized by the State of Indiana to oversee 2-1-1 in Indiana, and is working to become accredited by the Alliance of Information and Referral Services (AIRS).
- During 2008, the Area 10 IN211 Center helped 4,676 people in need. This is a **47% increase** compared to 2007.
- The **map below** shows the coverage area for Area 10. The **chart below** shows the types of needs reported by callers, grouped by category.



**Area 10 Infolink 2-1-1 Highlights from 2008:**

- **Flood Response:** Connected callers with road closure information, water, FEMA, food and volunteer and donation opportunities, and continue to offer ongoing connection to case managers and services. Area 10 works closely with long-term recovery committees and local emergency management in both Monroe and Owen counties. Area 10 helped to coordinate a disaster volunteer center to organize debris removal, case management for victims and services for people with special needs.
- **Economic Crisis:** Area 10 Infolink 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.
- **Housing and Utility Needs soar:** Requests for help with mortgage, rent and utility assistance comprise 31% of the total request in 2008, 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.

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.