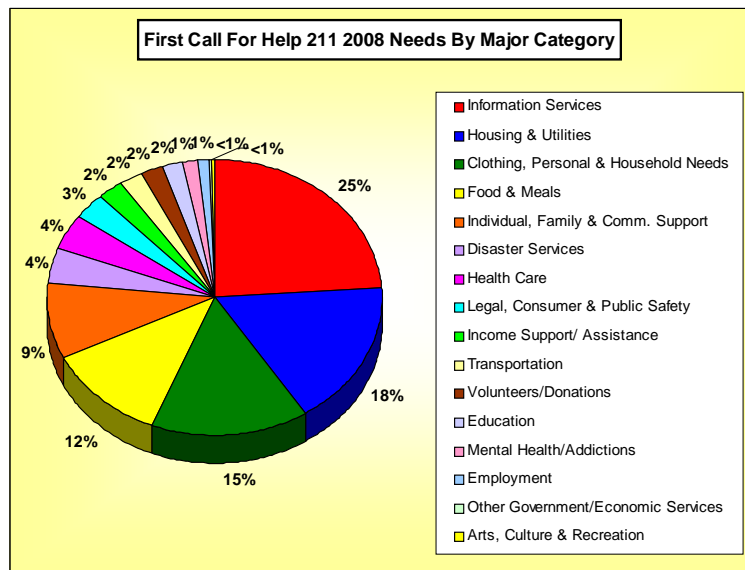




First Call for Help 211 2-1-1 Center Report – 2008

*Serving as your 2-1-1 Center for
Bartholomew, Brown, Decatur, Jackson and Scott counties*

- **First Call for Help 211** 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. First Call For Help 211 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 2008, First Call For Help 211 helped 14,412 people in need. This is a **33% increase** compared to 2007.
- The **map below** shows the coverage area for First Call for Help 211. The **chart below** shows the types of needs reported by callers, grouped by category.



First Call For Help 211 Highlights from 2008:

- **Flood Response:** First Call For Help 211 (FCFH211) played a critical role in the worst disaster ever to hit Bartholomew, Brown and Jackson counties. From the first hours on June 7, 2-1-1 connected callers with shelter, water, food and volunteer and donation opportunities. FCFH211 provided daily updates about changing resources for each county. 2-1-1 worked closely with local emergency management officials, the Volunteer Center and local Long-Term Recovery Committees and continues to offer victims ongoing connection to case managers and services. FCFH211 also worked closely with FEMA and the State of Indiana on interim housing solutions. Disaster services were among the top needs for the entire year, helping to surge the calls to record levels—up 33% over 2007.
- **Economic Crisis:** FCFH211 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.
- **Partnerships:** We provide support to non-profits, churches, local businesses, students and professionals to make the service delivery system more effective and efficient. Partnerships include Community Christmas Assistance, AARP Tax-Aide, School Supply Assistance, Aging and Community Services Link-Age and more.

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.

