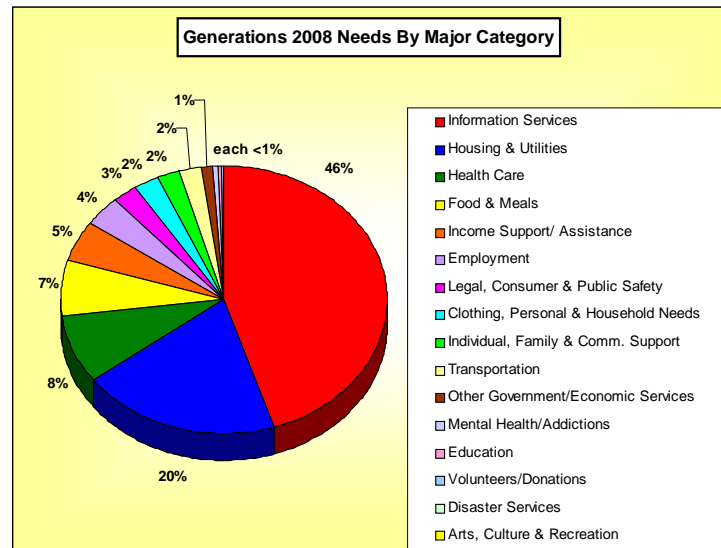


*Now serving as your 2-1-1 Center for
Dubois, Greene and Knox counties*

- **Generations** 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. Generations 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, the Generations IN211 Center helped 4,053 people in need. This is a **33% increase** compared to 2007.
- The **map below** shows the coverage area for Generations. The **chart below** shows the types of needs reported by callers, grouped by category.



Generations 2-1-1 Highlights from 2008:

- **Flood Response:** Generations 2-1-1 played a critical role in the flood relief and recovery efforts in 2008. 2-1-1 connected callers with road closure information, water, FEMA, food and volunteer and donation opportunities, and continues to offer ongoing connection to case managers and services. Generations 2-1-1 works closely with local long-term recovery committees, paying special attention to victims with special needs.
- **Economic Crisis:** Generations 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.

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.