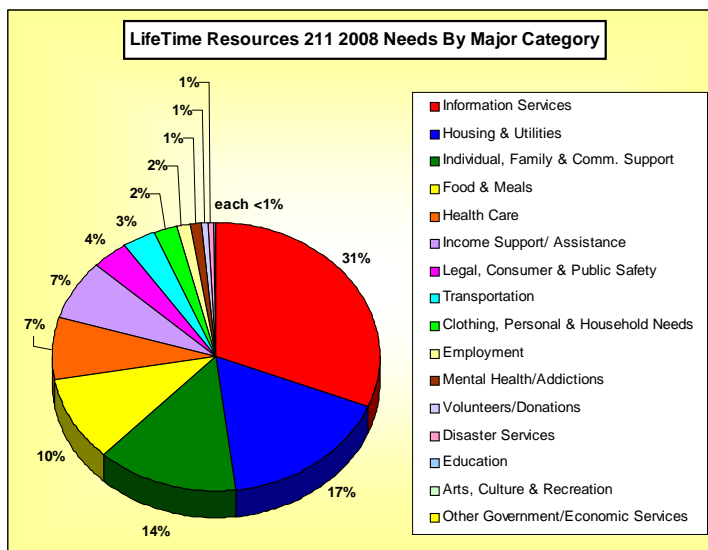




## LifeTime Resources 2-1-1 Center Report – 2008

Serving as your 2-1-1 Center for  
Dearborn, Jefferson, Ohio, Ripley and Switzerland counties

- **LifeTime Resources** 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. *LifeTime Resources* 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 accredited by the Alliance of Information and Referral Services (AIRS).
- During 2008, *LifeTime Resources Services 211 Center* helped 4,224 people in need. This is a **7% increase** compared to 2007.
- The **map below** shows the coverage area for *LifeTime Resources Services*. The **chart below** shows the types of needs reported by callers, grouped by category.



### LifeTime Resources 2-1-1 Highlights from 2008:

- **Flood Response:** *LifeTime Resources 2-1-1 Center* helped to connect callers affected by the disasters of 2008 with critical resources, including FEMA, water, food and volunteer and donation opportunities, and continues to offer victims ongoing connection to community services.
- **Economic Crisis:** 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.
- **Aging and Disability Resource Center:** *LifeTime Resources* was certified as an Aging and Disability Resource Center (ADRC) in September 2008. The ADRC empowers individuals and their caregivers to make informed choices and streamlines access to long-term care support options.

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.

