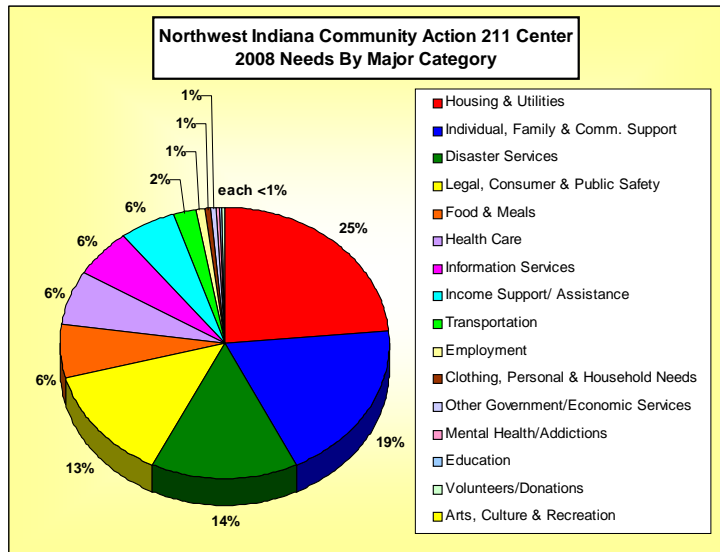




Northwest Indiana Community Action 2-1-1 Center Report – 2008

*Serving as your 2-1-1 Center for
Jasper, Lake, Porter, Newton, Pulaski and Starke counties*

- **Northwest Indiana Community Action** 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. Northwest Indiana Community Action 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, Northwest Indiana Community Action helped 31,343 people in need. This is a **58% increase** compared to 2007.
- The **map below** shows the coverage area for Northwest Indiana Community Action. The **chart below** shows the types of needs reported by callers, grouped by category.



Northwest Indiana Community Action 2-1-1 Highlights from 2008:

- **Flood Response:** The NWICA 2-1-1 Center played a critical role in all three federally declared disasters in 2008. 2-1-1 connected callers with sandbags, water, FEMA, food and volunteer and donation opportunities, and continue to offer victims ongoing connection to case managers and services. Disaster services were one of the top three needs for the entire year, helping to surge the calls to record levels—up 58% over 2007.
- **Economic Crisis:** NWICA 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.
- **Financial Stability Initiatives:** NWICA helped to return \$2.9 million to local communities by helping eligible residents apply for the Earned Income Tax Credit (EITC). 2-1-1 helped to promote local Volunteer Income Tax Assistance (VITA) sites, in addition to credit counseling, financial literacy programs 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.

