

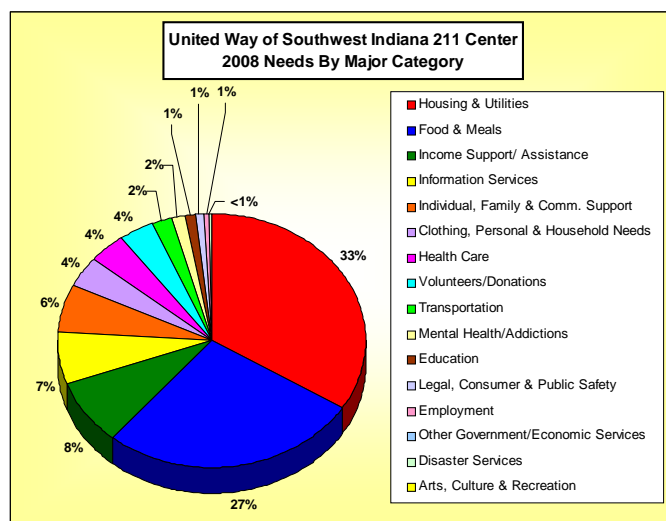


# United Way of Southwestern Indiana 2-1-1 Center Report – 2008

Now serving as your 2-1-1 Center for  
Vanderburgh, Warrick, Spencer, Posey and Gibson counties

## United Way of Southwestern Indiana

- **United Way of Southwestern Indiana 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. United Way of Southwestern Indiana 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, United Way of Southwestern Indiana 211 helped 24,837 people in need. This is a **27% increase** compared to 2007.
- The **map below** shows the coverage area for United Way of Southwestern Indiana 211. The **chart below** shows the types of needs reported by callers, grouped by category.



### United Way of Southwestern Indiana 2-1-1 Highlights from 2008:

- **Economic Crisis:** United Way 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 33% 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.
- **Financial Stability Initiatives:** United Way of Southwestern Indiana helped 400 clients file their tax returns and returned \$400,000 to the local community by helping eligible families claim their Earned Income Tax Credit (EITC). United Way 2-1-1 helped to promote local Volunteer Income Tax Assistance (VITA) sites, in addition to credit counseling, financial literacy programs and the "Bank on Evansville" program to help residents open checking and savings accounts.

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.

