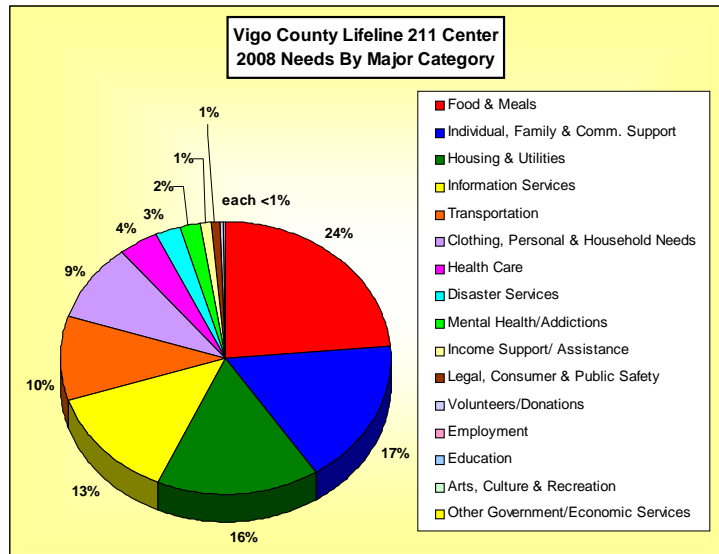




Vigo County Lifeline 2-1-1 Center Report – 2008

Serving as your 2-1-1 Center for
Clay, Parke, Sullivan, Vermillion and Vigo counties

- **Vigo County Lifeline** 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. Vigo County Lifeline 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, **Vigo County Lifeline helped 10,660 callers**. For more information, contact Vigo County Lifeline at 812-235-8333 or 2-1-1, or visit <http://www.wvlifeline.org>
- The **map below** shows the coverage area for Vigo County Lifeline. The **chart below** shows the types of needs reported by callers, grouped by category.



Vigo County Lifeline 2-1-1 Highlights from 2008:

- **Flood Response:** Connected callers with sandbags, water, FEMA, food and volunteer and donation opportunities, and offering victims ongoing connection to case managers and services.
- **Economic Crisis:** Lifeline 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.
- **Food Pantry referral process changes:** In 2006, the community's food pantries began a referral process rather than a community clearinghouse through 2-1-1. As a result, Lifeline 2-1-1 served fewer callers in 2008 than in 2006 and 2007. However, food needs continue to represent the most frequent need for help requested by callers. The economic downturn increased the food needs from 2007 to 2008.
- **Safe Schools Hotline:** Through partnerships with area school corporations and the Local Coordinating Council, students can anonymously report threats of violence and other concerns.

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.

