

Indiana 211 Partnership, Inc. Report on Calls - 2008

- **Indiana 211 Partnership, Inc. (IN211)** is the statewide nonprofit organization authorized by the State of Indiana to plan, implement and oversee Indiana's 2-1-1 system. Indiana's 211 Centers operate by national standards and are accredited by the Alliance of Information and Referral Services (AIRS).
- Together, Indiana's sixteen 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. Calls were up nearly 40% over 2007. Reports for each Center are available at www.in211.org.
- The **map below** shows the coverage area during 2008, with each color representing the region served by a 2-1-1 Center. The **chart below** shows the types of needs reported by callers, grouped by category.



○ The Need categories above reflect the nationally-accepted categories based on AIRS Taxonomy of Human Services. See www.airs.org. "All Other Needs" includes the categories: Other Government/Economic Services, Education, Tax Assistance, Volunteers/Donations, and Arts, Culture and Recreation.

Highlights from 2008:

- **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.
- **Flood Response:** Indiana's 2-1-1 Centers played a critical role in all three federally declared disasters in 2008. 2-1-1 connected callers with sandbags, shelters, 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 needs for the entire year, helping to surge the calls to record levels.
- **Helping Hoosiers Remain Financial Stable:** 2-1-1 referred callers for foreclosure prevention, credit counseling, financial literacy programs and more. Through promotion of local Volunteer Income Tax Assistance (VITA) sites, Indiana's 2-1-1 helped to return millions of dollars to local communities by educating eligible residents to apply for the Earned Income Tax Credit (EITC).
- **Partnerships:** Indiana's 2-1-1s have a myriad of partnerships across the range of human services.

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.