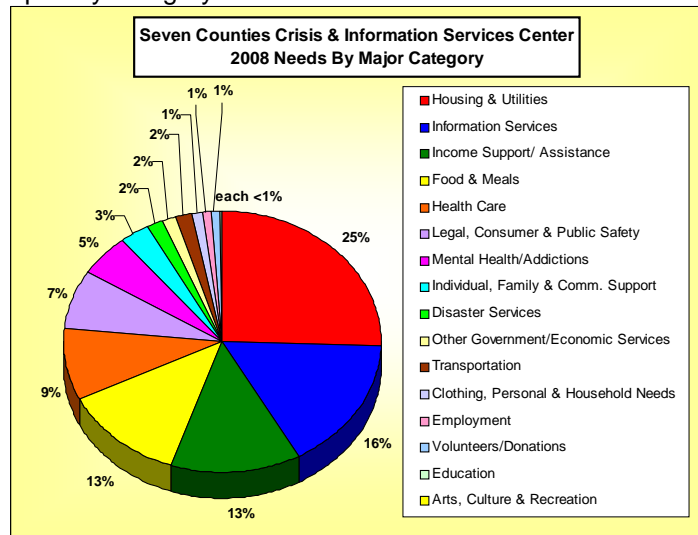


Your 2-1-1 is provided through a unique partnership between Seven Counties Crisis and Information Center, Information Link of Southern Indiana and Metro United Way

- **Seven Counties Crisis and Information Center** 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. Seven Counties Crisis and Information Center 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, is accredited by the Alliance of Information and Referral Services (AIRS) and is certified by the American Association of Suicidology (AAS).
- During 2008, Seven Counties Crisis and Information Center helped 1,283 people in need.
- The **map below** shows the coverage area for Seven Counties Crisis and Information Center. The **chart below** shows the types of needs reported by callers, grouped by category.



Clark, Floyd and Harrison counties 2-1-1 Highlights from 2008:

- **Disaster Response:** Clark, Floyd and Harrison counties were devastated by the wind storms of September 2008, leaving people without power, water and food for more than a week. Residents dialed 2-1-1 to connect with FEMA, disaster Food Stamps, water, shelter and donation and volunteer opportunities. Metro United Way's volunteer center stepped in with "Wind Warrior" volunteers to help with debris removal. Information Link of Southern Indiana provided regular updates about available resources. 2-1-1 continues to offer affected residents ongoing connection to case managers and 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.
- **Financial Stability Initiatives:** 2-1-1 helps connect individual and families with a range of programs to help helped to return dollars 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.

