

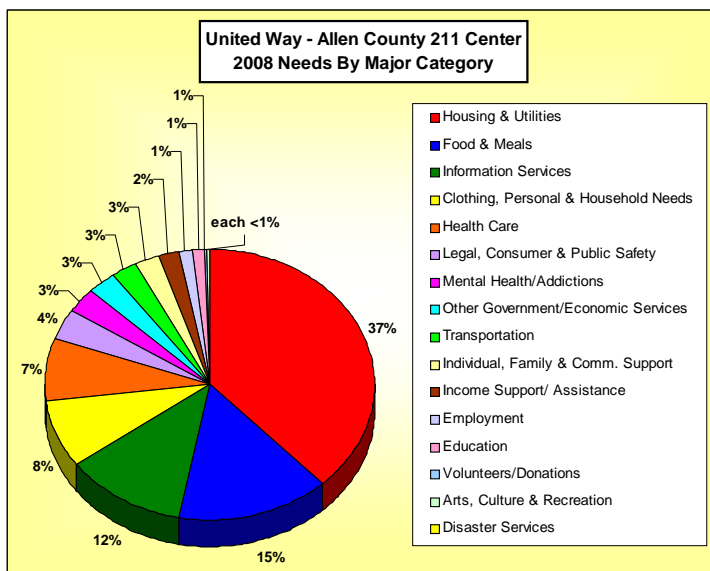


United Way Allen County 2-1-1 Center Report – 2008

Serving as your 2-1-1 Center for Adams, Allen, DeKalb, Huntington, Kosciusko, Lagrange, Noble, Steuben, Wells and Whitley counties

United Way of Allen County

- **United Way – Allen County** 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 – Allen County 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, United Way – Allen County helped 36,595 people in need. This is a **41% increase** over 2007.
- The **map below** shows the coverage area for United Way – Allen County. The **chart below** shows the types of needs reported by callers, grouped by category.



United Way of Allen County 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 37% of the total request in 2008, illustrating the impact of job losses and the economic downturn. 2-1-1 helped to set appointments for callers seeking Low-Income Heat Energy Assistance Program (LIHEAP) through Community Action of Northeastern Indiana (CANI).
- **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 Allen County helped area residents file their tax returns and returned \$1,425,514 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 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.

