

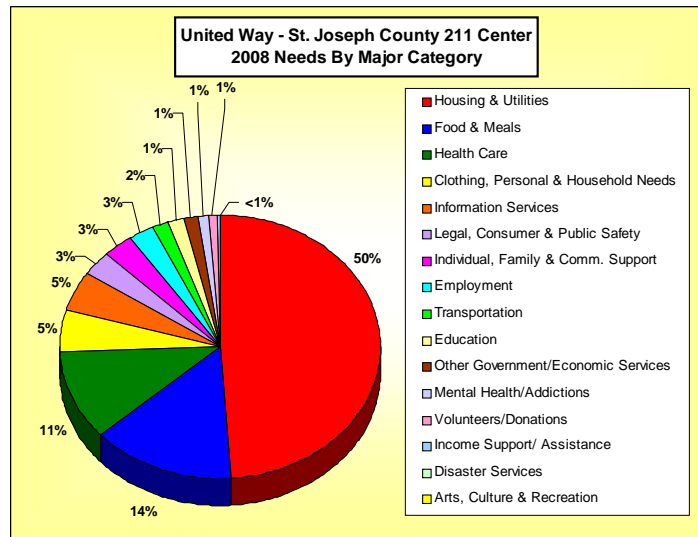


United Way
of St. Joseph County

United Way of St. Joseph County 211 2-1-1 Center Report – 2008

Serving as your 2-1-1 Center for
St. Joseph and Marshall counties

- **United Way – St. Joseph County 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 – St. Joseph County 211 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 – St. Joseph County 211 helped 13,566 people in need. This is a **31% increase** compared to 2007.
- The **map below** shows the coverage area for United Way – St. Joseph County 211. The **chart below** shows the types of needs reported by callers, grouped by category.



United Way of St. Joseph 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 60% of the total request in 2008, illustrating the impact of job losses and the economic downturn.
- **Partnerships:** We provide support to non-profits, churches, local businesses, students and professionals to make the service delivery system more effective and efficient. Partnerships include Flu Shot promotion, Summer Feeding Sites, Free Tax Sites, Pandemic Influenza Information, Disaster Preparation in collaboration with Emergency Management, FamilyWise Prescription Cards and school supplies / school uniform information.
- **Financial Stability Initiatives:** United Way of St. Joseph County helped area residents file their tax returns and returned \$250,000 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 more. Through distribution of the Family Wise Prescription Discount Card Program, we saved community members over \$130,000 in prescription costs during 2008.

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.

