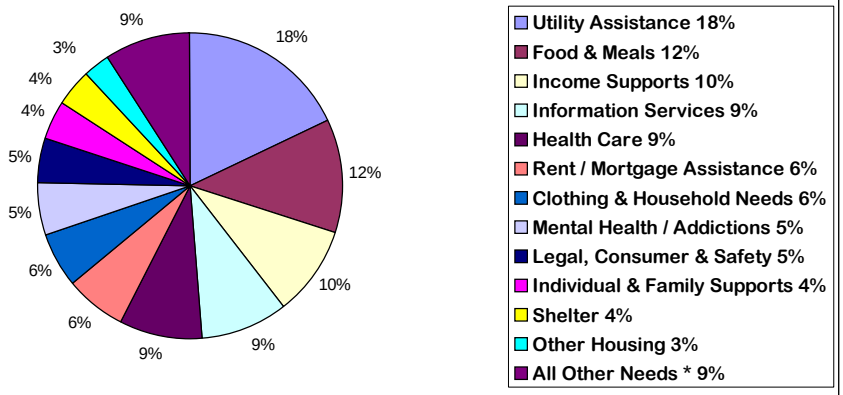
Indiana 211 Partnership, Inc.
Aggregated Report on Calls - 2009

- **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 fifteen 2-1-1 Centers served over 444,000 callers, recorded over 453,000 needs and provided over 636,000 referrals to a network of over 21,000 human service organizations in 2009. Reports for each Center are available at www.in211.org.
- The **map below** shows the coverage area during 2009, 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.

Map of 2-1-1 Coverage

Indiana's 2-1-1 Caller Needs in 2009



- 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 2009:

- **Serving More with Fewer Resources**: Indiana's 2-1-1 network continued to serve more people with fewer resources. Indiana 211 Partnership expanded service to six additional counties: Greene, Gibson, LaPorte, Wabash, Tipton and Jennings. Demands on 2-1-1 increased as funding was cut for Indiana 211 Partnership and its centers.
- **Economic Crisis:** 2-1-1 continues to serve more people whose hours were cut or positions were eliminated or who cannot find employment. Callers are asking for help with basic needs and other supports. These calls are more complex and have no easy referrals, as they are barely over income guidelines for eligibility for many programs.
- **Ongoing Disaster Recovery and Fire Response:** Indiana's 2-1-1 Centers continued to play a critical role in the long-term recovery from the 2008 floods. 2-1-1 connected callers with volunteer opportunities, as well as provided an ongoing connection to services while awaiting repair work and/or buy-outs. The 2-1-1 network stepped up again to help First Call For Help 211 and ensured 2-1-1 service uninterrupted despite the Christmas Eve fire that burned the United Way Center in Columbus.
- **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).

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.

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