



Creating a statewide information and referral system to connect Hoosiers with needs to human services dial 2-1-1

# Media Release

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## ***Indiana Ranks at Top in U.S. for Accredited 2-1-1 Centers***

**Indianapolis, Indiana** – Indiana boasts one of the highest rates of accreditation in North America, as three more 2-1-1 Centers were awarded accreditation by the Alliance of Information & Referral Systems (AIRS) last week. Accreditation is awarded after completion of a rigorous, three-phase process to determine whether the agency meets the AIRS *Standards for Professional Information & Referral* (I&R).

On a practical basis, accreditation means that 2-1-1 callers talk to trained I&R Specialists who know how to connect them with the right community resources at the right time. The 2-1-1 caller may be a parent of a troubled teenager needing counseling, an employer seeking help for an employee's sick relative, or the director of a church youth group seeking a volunteer project. The 2-1-1 Center can provide the connection to the local organization to meet that need.

Currently, eight of Indiana's 2-1-1 Centers hold the national award of distinction. AIRS Accreditation has been presented to fewer than 70 organizations. There are over 1,000 information & referral providers across the country, of which 199 provide 2-1-1 service. Only Texas—with more than three times Indiana's population--has more AIRS-accredited programs. Florida also has eight AIRS-accredited I&R programs.

The following 2-1-1 Centers in Indiana are AIRS-Accredited (listed in order of award):

- Connect2Help (formerly Information & Referral Network), Indianapolis (2002)
- Lafayette Crisis Center, Lafayette (2005)
- LifeTime Resources), Dillsboro (2005)
- First Call For Help 211, Columbus (2005)
- First Call For Help/United Way of Allen County, Ft. Wayne (2005)
- United Way of Howard County Information & Referral, Kokomo (2006)
- United Way of Southwestern Indiana, Evansville (2006)
- Vigo County Lifeline, Terre Haute (2006)

Site reviewers for AIRS have requested numerous materials from Indiana's 2-1-1 Centers for inclusion in the "I&R Toolkit," the online resource for "best practices" in the human service I&R field.

For more information about AIRS Accreditation, visit [www.airs.org](http://www.airs.org). For more information about Indiana's 2-1-1 system, visit [www.in211.org](http://www.in211.org) or dial 2-1-1. Note that 2-1-1 is now available in 60 counties, or to 73% of Hoosiers total.

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Editors please note: Media tours of the 2-1-1 Centers are available on upon request. Tour participants will be required to sign a confidentiality agreement, as all 2-1-1 calls are private and confidential.