

- » Home
 - » News
 - Local News
 - Photo Galleries
 - Archives
 - Obituaries
 - Towns Daily
 - Sports
 - Opinion
 - Business
 - Forums
 - Life
 - Savvy
 - Special Occasions
 - Movie Listings
 - Entertainment
 - ECI Sunday
 - Nation/World
 - Technology
 - Travel
 - Weather
 - » RSS Feeds XML
 - » Communities
 - » Customer Service
- Email Newsletter

▼ ADVERTISEMENT ▼

MUNCIE FEDERAL CREDIT UNION

5400 N. WHEELING AVE., MUNCIE, IN 47304
(765) 284-7667

Full Service Financial Institution



Personal Loan Rates
as low as

7.49%

ask about discounts

Serving Delaware County for 71 years!

CLICK HERE FOR FREE ONLINE ACCOUNT ACCESS

LifeStream 211 Center goes live

By **NASEEM SOWTI**
nsowti@muncie.gannett.com

MUNCIE -- At 8 a.m. Monday, the LifeStream 211 Center went live, and the counselors' phones did not stop ringing throughout the day. The new center had received 56 calls by 3 p.m. that afternoon, assuring local officials that the new service will be well-utilized in the community.

"I got a lot of calls from people making sure that the number works," said Linda Royer, one of the six information and referral counselors at the center. "And some wanted to know what kind of services we provide."

▼ ADVERTISEMENT ▼

The Star Press
TOP JOBS

**MDS Coordinator,
RN Unit Mgr, Rn,
LPN, CNA**

**-LOOK-- OWNER
OPERATORS +
Dedicated**

LIFEGUARDS

Describing it as a wonderful service for the community, Lucinda Nord, executive director of Indiana 211 Partnership, explained that the 211 information and referral service is something between 911 and 411. The service is not geared toward handling police, fire or medical emergencies, but when it comes to giving out information about available social services, "it provides a lot more details" compared to 411.

"Anytime you need help to find out where to turn, you can call 211," Nord said. Most of the calls are about basic needs such as food, housing, and shelter, but "people can call to find out how they can donate their stuff or volunteer their time," Nord explained. The service, in other words, "is for people who don't know where to start."

Although the 211 center is housed within LifeStream

What is 211?

You can call 211 to get information on health and human service needs such as food, counseling, employment, health care, support groups, housing, shelter, legal aid, clothing, education and more.

If 211 does not work on your phone, do not call your phone company. Instead, contact LifeStream 211 Center, (800) 589-1121.



▼ ADVERTISEMENT ▼



**Mortgage Loan
Originator
Community**

Drivers

**Financial/Cost
Analyst**

All Top Jobs

About Top Jobs

Services, it doesn't mean that the service only addresses issues related to the elderly and people with disabilities. With more than 703 agencies listed in its database, the LifeStream 211 Center is programmed to help all residents of a seven-county area to find various resources.

"I got a call earlier today from a guy who needed air conditioning for his trailer, because he has breathing problems," said Royer.

"I gave him a few numbers and I'm going to give him a follow-up call to make sure he's got what he needs,"

Royer said.

Currently, 39 states have a 211 network, serving about 53 percent of the U.S. population. In Indiana, the service has grown more quickly than the 911 system did, according to Nord.

The 911 service was established in early 1970s, but "there was still an area in Indiana that had no access to 911 until last year," Nord said.

The first Indiana 211 center went live in 2003. With about 10 service centers, 211 now covers about 70 percent of Hoosiers.

Gary Chenault, CEO of Delaware County United Way, has been one of the main supporters of the local LifeStream 211 Network, because he had seen its benefit to the community previously when he lived in Portland, Ore.

"There are so many ways that 211 can be utilized to benefit the community," Chenault said. "And we're here to assist and we'll make sure that this opportunity continues," he said.


The program officials have been working closely with some 200 phone companies across the state to make sure 211 is programmed in their service. Creating this collaboration, in fact, has been one the biggest costs to the network, but it is also one of the most important steps to access.

So, "if 211 doesn't work on your phone, don't call your phone company," Nord said. Those issues can instead be reported to LifeStream at (800) 589-1121.

Contact news reporter Naseem Sowti at 213-5829.

Originally published April 18, 2006

 [Print this article](#)

 [Email this to a friend](#)

 [Subscribe Now](#)

Gannett Indiana online network: Indianapolis | Fishers | Lafayette | Marion | | Noblesville | Richmond

[Contact Us](#) | [Subscribe](#) | [Place an ad](#)

Copyright ©2006 The Star Press.

All rights reserved.

Users of this site agree to the
[Terms of Service](#) and [Privacy Policy](#)

(Terms updated 7/20/05)

