

news release

Area 9 In-Home & Community Services
Agency
520 South 9th Street
Richmond, Indiana 47374-6230
765-966-1795 or 1-800-458-9345

n n n n n n n n n n n n n n n

FOR IMMEDIATE RELEASE

May 6, 2010

Contact: *Tony Shepherd, Executive Director*
765-966-1795 or 1-800-458-9345

2-1-1 CALL CENTER CONTINUES TO GROW AND ASSIST

The local 2-1-1 Call Center has now surpassed the inclusion of 1,000 human and health services offered by organizations to citizens living in Fayette, Franklin, Rush, Union and Wayne Counties in its ever expanding database .

David Free, the 2-1-1 Coordinator, stated that he was very pleased that the Call Center was able to reach this significant milestone in such a short period of time. He attributed this success to the efforts of many, including the volunteer 2-1-1 Advisory Board of Directors, the partnerships with the county community foundations, local United Ways, city and county governments and the organizations offering assistance to residents of this five county region.

“Last year 2-1-1 was able to make over 4,600 assistance referrals on behalf of callers to receive help with human service needs,” Mr. Free said. “And we expect that number to increase as we add more agencies offering assistance to people to our database.”

Individuals may use the service by dialing the three digit 2-1-1 number day or night to speak with trained qualified staff who will assist the individual with not only information, but will assist in navigating the caller through the maze of community services, available governmental programs and volunteer opportunities. There is no charge for a 2-1-1 call.

“Not only is the 2-1-1 Call Center providing help to local residents who need community services, the service is also an important and essential aspect of economic development for this region of Indiana,” said board member Tony Shepherd, whose Area 9 Agency houses the 2-1-1 Call Center. “Recent events with the local economy have made it more difficult to create and maintain a good worker environment at a time when many of us are juggling jobs, children, family and our own emergencies. Balancing these challenges and solving crises often cannot be accomplished on our own. We may need basic services such as food, shelter and clothing or we may need a good child care provider, after school service or assistance for a live-in relative. 2-1-1 is able to help with these challenges and thus strengthen the quality of families and quality of workers to help our local businesses succeed.”

Mr. Free also encourages local agencies that are new to the region or are not in the database to contact him by dialing the three digit number, 2-1-1, to be listed.