

news release

Area 9 In-Home & Community Services
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2-1-1 LOCAL CALL CENTER'S ROLE IN ECONOMIC DEVELOPMENT

Serves:

- Fayette Franklin, Rush, Union and Wayne Counties;
- Phone information and referral system at no cost to the caller 24 hours a day, 7 days a week;
- Allows local individuals to speak with trained qualified individuals to assist with navigating the complex maze of community services, governmental programs available and volunteer opportunities;
- To use the service you need only to dial 2-1-1 day or night.

Economic Development Aspects:

- For current local business to thrive and to attract new business to this area, we need to ensure the workforce is both physically and mentally healthy.
- Recent events have made it much more difficult to create 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 food, shelter and clothes. We may also need a good childcare provider, after-school services, or assistance for a live-in relative. We may need the advice and counsel of a human services subject matter expert.
- A huge roadblock can be access and availability of these services. There are hundreds of humans service agencies spread throughout the county. Where do you look for the information? The 211 Advisory Board recognized the need early on for a single resource to access essential services. 211 makes it possible for employees and other residents to quickly and easily access referrals to locate essential community services anytime they need help and don't know where to turn. Callers to 211 will receive referrals to any health, human service or government agency in the county and if the service is not available in the county the caller will be referred to the nearest listed service.
- The 211 system has proven to be an invaluable disaster-relief resource in communities experiencing disasters. Hundreds of thousands of victims called the number for referrals to essential services for help. Having access to 211 from work during a disaster can help save lives and kick-start the recovery process.
- Businesses have concerns about the overall welfare of their employees and the communities where we live and work. Employers already provide a wide variety of benefits and services to help keep their employees healthy and happy. The 211 call center is an important service that benefits our entire community.
- Accessing available individual and family financial assistance provided by the state and federal governments is also an important economic consideration since benefits such as food stamps are spent at local grocery stores (as only one example) and generates additional jobs and business income.