

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 n

FOR IMMEDIATE RELEASE

December 3, 2009

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

2-1-1 CELEBRATES ONE YEAR

The local 2-1-1 Call Center celebrated its first anniversary of operation during the December meeting of the 2-1-1 Call Center Advisory Board.

The 2-1-1 Call Center serves families and individuals in Fayette, Franklin, Rush, Union and Wayne Counties by connecting them to human service agencies. 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 complex maze of community services, available governmental programs and volunteer opportunities. The 2-1-1 call is at no cost to the caller.

During the past year, a total of 2,571 calls were received as follows: Fayette County – 488, Rush County – 236, Franklin County – 126, Union County – 50, Wayne County – 1,671.

The top 10 caller requests by percentage were:

Financial Assistance – 33%	Housing – 8%
Utility Assistance – 14%	Transportation – 5%
Health/Medical – 12%	Employment – 4%
Food – 10%	Education – 3%
Legal – 8%	Government/Taxes – 3%

“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,” states board member Tony Shepherd whose Area 9 Agency houses the 2-1-1 Call Center. Shepherd further states, “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 childcare provider, afterschool 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.”

Pictured (attached) are 2-1-1 Advisory Board members: (front from left) Sheila Spears, Minority Health Coalition; Kay South, Local 919 IUE-CWA; Robb Backmeyer, Centerstone; Fred Griffin, Emergency Management Agency; (back from left) Sue Otte, Rushville Head Librarian; Chair, Rachael Hughes, Wayne County Foundation; Garry Sayne, Union County; Mary Thiedeman, Morrison-Reeves Library; David Free, 2-1-1 Coordinator; Katrina Griffin, Fayette County Chamber of Commerce.

Board discussion included the welcoming of City of Connorsville and Fayette County United Way as new funders of 2-1-1. A 2-1-1 birthday cake was enjoyed by those in attendance. Over 977 community services are now included in the database. For information, simply dial 2-1-1.