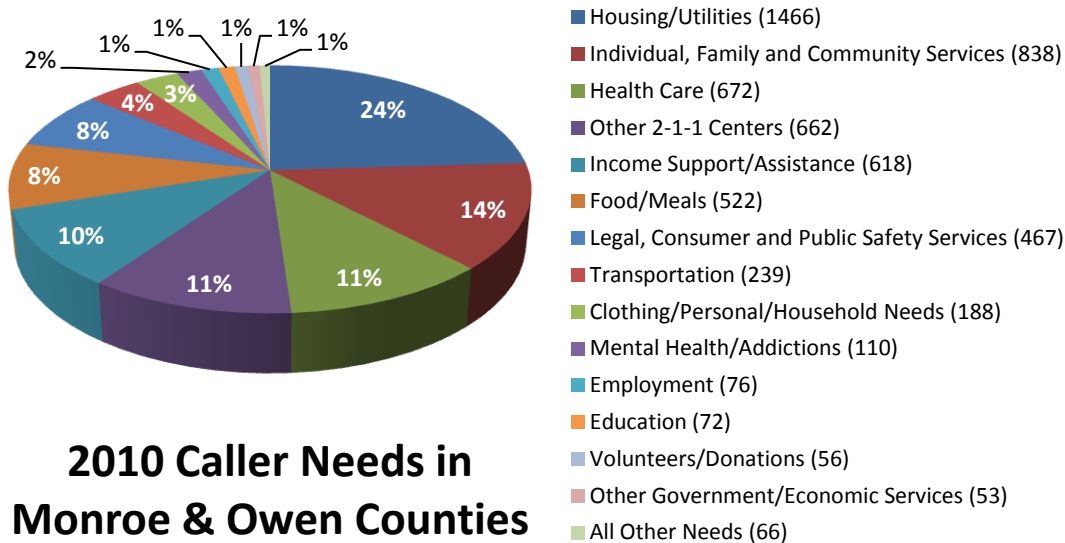


# Area 10 Agency on Aging 2-1-1 Infolink 2010 Report

Your 2-1-1 Center serving Monroe & Owen counties

**Area 10's 2-1-1 Infolink** is one of 14 regional 2-1-1 Centers serving Hoosiers. In 2009, Indiana's 2-1-1 Centers served over 444,000 callers, recorded over 453,000 needs and provided over 636,000 referrals to a network of over 21,000 human service organizations. Area 10 is endorsed by Indiana 211 Partnership ([www.in211.org](http://www.in211.org)), the nonprofit organization authorized by the State of Indiana to oversee 2-1-1 in Indiana, and is working to become accredited by the Alliance of Information and Referral Services (AIRS).

*In 2010, Area 10's 2-1-1 Infolink provided 5,429 callers in need with 10,659 referrals to community resources*



**2010 Caller Needs in  
Monroe & Owen Counties**

## Anemic Economic Recovery in 2010

*Sandra, a single mother of 3, works full time but needs help with her rent, utilities, and food after her ex-husband was laid off and can no longer pay child support.*

*Ella, a 79 year old widow, has no money left for her utilities and food after paying for her prescriptions.*

These are just 2 of thousands of examples that demonstrate that, while the great recession that started at the end of 2007 has officially ended, many continued to struggle financially in 2010.

**HOUSING, UTILITIES AND FOOD** People called for help with basic needs more than any other request, with some callers waiting to seek help until the situation was dire. Of the callers seeking help with rent, 10% were already facing eviction. Of the callers seeking help with utilities, 10% were already disconnected. Still others were past the point of needing help with rent – calls for emergency shelter increased 7% in 2010. Help with food closely follows rent and utility assistance - 6% of all referrals were for emergency food.

Dial 2-1-1 for access to information and referral for health and human services, including food pantries, emergency shelters, affordable child care, medical and health assistance, employment assistance, transportation, rent/mortgage & utility payment assistance, help during times of disasters, and more.

**2-1-1 is free, confidential, and available 24 hours a day**

