



August 2009
NEWS



Linking people in need to community resources.

Campaign Kickoff

Join the United Way of Bartholomew County's Annual Campaign Kickoff at the JCB NeighborFEST Thursday, September 3, 2009. The kickoff begins at 5:30p and will last until approximately 7:30p downtown Columbus at 3rd and Washington Street. Wear your LIVE UNITED™ t-shirt. Food by Bar-B-Que Junction will be available for purchase.

Supporting the United Way is one way that you can ensure your contribution will go to people who are in need. The United Way of Bartholomew County supports many different agencies that provide necessary services to the community. Without the support of the United Way, few agencies would be able to continue their service to the many families that visit them.



AmeriCorps Volunteer Resource Manager

On August 13th, First Call For Help 211 said good bye to our AmeriCorps member Samantha Mays. As a member of the AmeriCorps program, Samantha was vital in establishing a well-rounded volunteer program to help us retain and recognize our current volunteers as well as recruit and train new volunteers. Samantha has traveled to Murray State University in Murray, KY where she will study with the engineering program. Samantha looks forward to volunteering with First Call For Help 211 when she returns home on school breaks.

We are excited to know the AmeriCorps program will continue through the 2009-2010 year and are looking forward to having a second year with an AmeriCorps member to continue building on our volunteer program. We are extremely proud of the results from this year and look forward to adding a new AmeriCorps member who will continue to improve our volunteer program.

School Supply Success

This year our agency once again partnered with the School Supply Assistance Program to register Bartholomew County families in need of school supplies. This year we saw a record number of students with needs. Overall, the School Supply Assistance Program registered over 2000 children and nearly 1100 families for assistance. As we continue to see the number of families in need increase, the School Supply Assistance Program is continually in need of donations.

This amazing program would not be successful without the generous contributions of supplies, money, and time from individuals, groups, and businesses. First Call For Help 211 would like to thank the members of the school supply

committee for their hard work in coordinating the school supply project, the generous donors for their contributions, the various community agencies that answered registration questions and registered families for assistance, and the volunteers for giving their time in helping pack and distribute the supplies. This program would never have made it this far without the above mentioned groups and without the support of the community. Because of the generous giving from the community many students who may have had to go without will have adequate supplies for the current school year. If you would like to make a donation to the school supply program to get a jump start on next school year's assistance, please contact Sheryl Adams at Sans Souci 812-372-3419 for further information.

Remembering an Inspiring Woman: Miriam Higgins

As a resident of Columbus, Miriam Higgins was involved in serving the young, the less privileged, and senior citizens for forty years. She passed away at the age of 88 at her home in Tucson, Arizona on July 19, 2009. Her leadership was visible in creation of First Call For Help as well as the League of Women Voters, The Community Action Program, Community Cupboard, and Just Friends.

Through my work at First Call For Help 211, I have heard many good things about this woman, with a strong commitment and selfless spirit, never giving up in her efforts to make a difference for others and having little concern for the limelight or keeping score. She contacted me personally in 2004 to offer best wishes for the 20th Anniversary of First Call For Help. At the age of 83, I remember her as very warm and supportive, as well as sharp of mind. I have learned that she had a long fight with several disabilities, however, insisted on regular exercise and attending lectures, listening to current affairs, and reading books. Without spending time with her, I am affected by her example and inspired to continue living with zest and service, no matter what obstacles arise. Thank you, Miriam.

Our thoughts are with her family, to whom she was devoted first and foremost.

-Anne Dolan, First Call For Help 211 Director

Resource Update

We are updating our database and have received updates from most of the programs in our database. However, there are a few programs we are still trying to reach. If anyone has any information regarding the following program, please contact our Database Resource Specialist Alicia McCreary 812-314-2912.

We are seeking info on: [Therapy Matters](#) in Flat Rock. Please contact Alicia if you have any information regarding this program.

Volunteers Needed

As we continue to remain above average for our call volume, and with the busy fall and holiday season just around the corner, our current staffing and volunteer status is not enough to sustain the upcoming seasonal programs. We need your help! Consider volunteering as a telephone specialist. New and former volunteers are welcome. Call our office 812-376-0011 or contact Director Anne Dolan 812-375-2204 to be trained in time for our busy season. Volunteering is open to everyone 16 years and older!

Requirements are:

1. Attend training sessions—scheduled at your availability.
2. Be a good listener. Knowledge of how to use a computer is a plus!
3. Commit to one 4-hour shift per week between 8am and 5pm.

The rewards of volunteering for First Call for Help 211 are learning more about the community and its resources and most importantly, helping people in need obtain their desired resources.

Holiday Volunteers



While most of us are not in the Christmas state of mind just yet, our agency is getting prepared to open the Christmas assistance registration lines in a few months. Volunteers who help with the registration process must undergo a brief training session to learn the basics of the assistance programs and the software that takes the registration info. The month of September is an ideal month for volunteers to partake in training opportunities that will help prepare them to answer the holiday assistance registration lines. If you are interested in helping with our seasonal program, please contact our office 812-376-0011 or Director Anne Dolan 812-375-2204.

Keeping Cool in the Summer Heat

The weather has served as a reminder that we need to keep ourselves cool as the warm air continues. Some tips for keeping cool in the summer heat include wearing light-colored and loose-fitting clothing, drinking plenty of fluids, and refraining from strenuous activities. It is best to avoid drinks that contain caffeine and alcohol while in the sun. These

drinks promote dehydration. Some signs and symptoms of dehydration include:

- Dry lips and tongue
- Headache
- Weakness, dizziness, or extreme fatigue
- Nausea
- Muscle cramps

If you find that you are feeling any of the above signs, you should take a break from your activity and rest in a cool, shaded area.

Don't forget about your furry pets as well. Keep your outside pets' water dishes full and provide them with a shaded area to rest. It may be helpful to also keep a shallow pool of water available for your pets to relax in while in the shaded area.

July Statistics

In July, 1164 people contacted our helpline needing assistance with a variety of issues, registering 1440 needs in 141 different categories. Most of our callers needed help with school supplies (194), utilities (114) or clothing (83). Other callers needed assistance with car seats (2), dental care (10), and literacy classes (5).

We were able to help our callers by providing 1595 referrals to 327 unique programs. The top referral was for the School Supply Assistance Program (203). Other top referrals were Sans Souci, Inc. Voucher Assistance (81), Love Chapel-Emergency Assistance Fund (74), and Columbus Township Trustee (48). Referrals to other programs included Brown County Salvation Army (8), Community Partners for Child Safety, Region 14 (3), His Helping Hands Outreach (6), and many others.

County Call Volume

Bartholomew	848
Brown	47
Decatur	29
Jackson	99
Scott	25
Other	101
Unknown	15

Consider Giving to First Call For Help 211

Please accept my donation in the amount of:

\$25 \$50 \$100 Other \$ _____

Name: _____

I would like to learn more about First Call For Help 211

Address: _____

I would like to learn more about volunteer opportunities

I would like to learn more about helping with special events

Phone: _____

E-mail: _____

Please send donations to:
First Call For Help 211
1531 13th Street, Suite G900
Columbus, IN 47201
812.376.0011

My donation is: in honor of in memory of:

I wish for my gift to remain anonymous