



September  
2009



## NEWS

Linking people in need to community resources.

### Winter Heating Assistance

Applications are currently being accepted for winter heating assistance which will begin for most counties on October 1<sup>st</sup>. For those who qualify for winter heating assistance, a credit will be made to the electric or gas heating bill during the winter months. More information may be gathered by contacting the local CAP agency:

Bartholomew County	
Human Services, Inc.	812-372-8407
Brown County	
South Central Community Action Program	812-988-6636
Decatur County	
Human Services, Inc.	812-663-8830
Jackson County	
Human Services, Inc.	812-522-8718
Scott County	
Ohio Valley Opportunities (OVO)	800-928-1232

### Student Intern

First Call For Help 211's staff is continually growing. During the fall semester this year, we are lucky enough to host a student intern through IUPUC. Kathy Campbell is a general studies major at IUPUC and is serving an internship through the sociology program. Kathy will be serving as an assistant for the Christmas Clearinghouse Christmas Assistance Registration Program. Her primary duties will include networking with the various organizations that offer holiday assistance, setting meeting dates and locations for organizations and potential volunteers, and much more. We are pleased Kathy has chosen our agency to serve her internship.

### Coats Available!

Any Bartholomew County resident in need of coat assistance should visit the Salvation Army (2525 Gladstone Ave.) beginning October 4<sup>th</sup>. Coats are available to anyone in need. Hours of availability will be Mon.-Wed. 9a-2p and Thurs.-Fri. 9a-12n. The program will continue until December 10<sup>th</sup> as long as supplies are available. Those seeking further information may contact Salvation Army 372-7118.

Lincoln Central Neighborhood Family Center is working in conjunction with The Living Room Church to host a coat distribution at Columbus Signature Academy-Lincoln Campus (750 5<sup>th</sup> St.). The coats will be available on Saturday, October 24<sup>th</sup> from 9a-11a. Those seeking further information may contact Lincoln Central Neighborhood Family Center 379-1630.

### Salvation Army Angel Tree Christmas Assistance Program

The holiday season is fast approaching, and Bartholomew County residents in need of some extra assistance may soon register for The Salvation Army Angel Tree and Christmas Assistance Program. The Salvation Army will begin accepting applications for the program October 1<sup>st</sup> and will continue to accept applications until October 30<sup>th</sup>. Those interested in applying to the program should contact the Salvation Army (812-372-7118). Applications will be accepted 9:00a-12n Monday, Wednesday, Thursday, and Friday until the 30<sup>th</sup>. If interested in applying, please note the following information will be required:

- Photo ID for head of household
- Social Security cards for every person in home
- September or October utility bill for proof of Bartholomew County address
- Income of ALL residents in the home

The Angel Tree program is available to families with children ages 0-12. Gifts will need to be PICKED UP on Wednesday, December 16<sup>th</sup> at the scheduled time, no exceptions! Parent signing up children MUST pick up gifts.

Families who register for gift assistance through the Angel Tree program will then be eligible to register for food assistance through Love Chapel Holiday Pantry once registration begins November 2<sup>nd</sup> by calling 375-2216.

PLEASE NOTE: The Salvation Army Angel Tree program works in conjunction with other area Christmas assistance programs including Lincoln Central Neighborhood Family Center's Angels of Love, Fireman's Cheer Fund, Shop-with-a-Cop, and more. Those who register for the Salvation Army Christmas program will *not* be eligible for other Christmas gifts assistance as families in Bartholomew County are only eligible for one Christmas gift assistance program and one Christmas food assistance program. Registration to other Christmas gift and food programs will be available later in the year.

### Angels of Love Christmas Program

The Lincoln Central Neighborhood Family Center Christmas Program, Angels of Love, will take registrations from Bartholomew County residents starting October 1<sup>st</sup> and running through October 20<sup>th</sup>—later registrations may be taken for those unable to register by the 20<sup>th</sup>. Angels of Love is operated in collaboration with St. Peter's Lutheran Church. Families targeted are those who live within the LCNFC boundaries. The boundaries for the program are south of 17<sup>th</sup> Street to City Hall (2<sup>nd</sup> Street), west to Mill Race and Noblitt Parks, and east to Greenbelt Golf Course. After October 1<sup>st</sup>, families who live within the boundaries may call LCNFC 379-1630 to register. Gifts will not be delivered and must be

PICKED UP at the scheduled date/time. Gifts will be wrapped. More information will be available at time of registration.

Families who register for gift assistance with Angels of Love will then be eligible for food assistance through the Love Chapel Holiday Pantry when registration opens on November 2<sup>nd</sup> by calling 375-2216.

PLEASE NOTE: The Angels of Love program works in conjunction with other area Christmas assistance programs including Fireman's Cheer Fund, Salvation Army Angel Tree, Shop-with-a-Cop, and more. Those who register for the Angels of Love program will *not* be eligible for other Christmas gift assistance as families in Bartholomew County are only eligible for one Christmas gift assistance program and one Christmas food assistance program. Registration to other Christmas gift and food programs will be available later in the year.

**Volunteers Needed**

The fall season has arrived, but we have Christmas holidays on our minds at First Call For Help 211. Our agency networks with various community organizations to help thousands of people get a little extra assistance during the holidays through our Christmas Clearinghouse Registration Program. Starting in November (and earlier for some programs), Bartholomew County families will be able to contact our Christmas Assistance line to register for Christmas gift and food assistance. First Call For Help 211 oversees a majority of the registration process, and WE NEED YOUR HELP with the registration process. During holiday registrations, volunteers are asked to commit to a two hour time slot Monday, Wednesday, or Friday between 9a-4p. However, hours may be flexible to better meet a busy schedule if needed.

Volunteering for the Christmas assistance program is a fun and rewarding process. It is exciting to speak with a wide sector of our community and know at the end of the program you had a part in helping families have a happier holiday. To become a volunteer with the Christmas Clearinghouse a short training will need to take place. We ask that all volunteers whether new, current, or former partake in the hour long training to review the registration process and to learn or review the multiple Christmas programs that are available.

We have two training dates set for those interested in volunteering with the Christmas program. Dates, times, locations are as follows:

Monday, October 26<sup>th</sup> at 11:30a -or-  
Wednesday, October 28<sup>th</sup> at 9:00a

Both of these trainings will be held in the Aging and Community Services conference room next to the First Call For Help 211 offices and will last approximately one hour. Individual training dates for those who cannot attend the scheduled meeting times may be arranged. Please contact Kathy Campbell 314-2943 to schedule a training time.

**Helpline Statistics**

Helpline calls in August continued to break record numbers as our helpline specialists answered 1244 calls for the month of August. This is just over the 1196 calls that were received in August 2008. Of the 1244 calls received 8.5% (106) of the callers were identified as being unemployed or laid off.

As usual for the month of August, school supplies assistance ranked as the number one need (150), followed by clothing (116), utility assistance (114), and emergency food assistance (64). Other top needs for the month were rent assistance (51), furniture (64), shelter/emergency lodging (41), and food stamps (32). In total, our callers expressed 1578 needs.

For our callers' needs, our telephone specialists offered 1687 referrals to various agency programs. Some of the top programs on the referral list were School Supply Assistance Registration program (171), Sans Souci, Inc. Voucher Assistance Program (110), Love Chapel Emergency Assistance Fund (55), and Columbus Township Trustee (48). Other referrals included First Call For Help 211 Housing List (33), Salvation Army Financial Assistance (28), and Human Services Food Pantry (26).

County Call Volume

Bartholomew-917, Brown-62, Decatur-20, Jackson-116, Scott-29, Other-74, Unknown-26

**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 13<sup>th</sup> 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