



January/February 2010



NEWS

Linking people in need to community resources.

Those Who Assist Now Need Assistance

The night of Christmas Eve 2009 should have been an enjoyable evening for all families across the globe. However, for those staff people who work at the Bartholomew County United Way Center, the evening was anything but enjoyable. Around 7p on Christmas Even , the United Way Center caught fire destroying the 37 agencies that were housed in the multi-unit building. The historical building housing the United Way Center came to an unforgettable end when the fire ended three days later.

Just as the United Way staff were drawing to a close the flood recovery efforts from the previous year, its staff were hurled into disaster mode once again. This time the disaster was theirs. The weeks after the fire all the United Way tenants were searching for new homes for their agencies and staff. Many businesses and organizations in Columbus loaned office space and equipment to the devastated agencies.

Thanks to the generous donations from The Republic, Aging and Community Services and First Call For Help 211 were able to continue services the Monday following the fire with only minor interruptions. First Call For Help 211 would like to send unending thanks to The Republic staff for allowing us to set-up temporarily in their headquarters in downtown Columbus. We also need to extend thanks to our fellow 2-1-1 agencies in Richmond, Virginia and Monroe, Louisiana for donating 5 new computers and much-needed headsets. These donations have allowed our call center to return to almost normal working conditions.

We are also extremely grateful for Cummins who donated space allowing the United Way Center 2010 to reunite many of the United Way agencies who were displaced by the fire. We are thankful all the Aging and Community Services programs are able to be house under one roof again, and we are aware that this could not have been done without the generosity of all who donated.

While our new space is quite different for most of the First Call For Help 211 staff, there is one person who is very familiar with the space. Volunteer George Jones once worked in the area that now houses United Way Center 2010 when he first began working for Cummins more than 30 years ago. When George arrived at Cummins, the space that now houses our agency once housed the computer and data processing units for the Cummins Engine Plant. George's former work space contained the same type of cubicle furniture that Cummins has allowed us to use while working in the donated space. The space that George knew as the core of the data processing for Cummins has now turned into the home of First Call For Help 211 and several other United Way agencies.

Welcome New Volunteers

As our office continues to recover from the United Way building fire, we have also had the pleasure of welcoming new volunteers to help us in our many endeavors. We would like to welcome and thank Anna Bryan and Julie Eley for helping us with Monster Jam on January 30th. We hope they will join us again during one of our many concession events in the future. We also want to welcome Peggy Loyd and Virgil Clotfelter as our two newest volunteers. Peggy and Virgil have served as appointment schedulers for the AARP Tax Aide program.

The AARP Tax Aide program and Aramark and Centerplate concession sales are just two of the many volunteer opportunities available at First Call For Help 211. Please look at the list below and contact us if you are interested in assisting us in any of the areas.

First Call For Help Volunteer Opportunities:

*Volunteer Leadership-use your leadership abilities to guide one of our many seasonal projects (school supplies registration, Christmas assistance, tax appointment scheduling) or become an advisory council member

*Fundraising Committee-as a not-for-profit, our biggest hurdle is to meet our expenses each year, we are looking for creative, skilled, and connected volunteers to help us reach our goal of raising \$30,000

*Data-Entry-help enter information in our computer software

*Office Assistance-help with general office duties—shredding, filing, mailing, etc.

*Concession Sales-join us in selling concessions at Indianapolis area venues including Lucas Oil Stadium, Victory Field, and others

*Helpline Volunteer-give a few hours each week to help field calls through our helpline by providing an empathetic voice and a caring heart

*Seasonal Programs-assist with answering phone and data entry for Tax Aide, school supply registration, and Christmas Assistance database

If you are interested in one or more of our volunteer opportunities or would like to hear more about these and other options, please contact Jordan Hopkins, AmeriCorps Volunteer Resources Manager 812-314-2944 or e-mail help@firstcallforhelp211.org. We would be happy to speak with you individually or schedule a presentation for your business, organization/club, or agency.

Database Updates

It is time again to update our database. Each year First Call For Help 211's database team sends our program updates to each of the programs in our database. Each of the 1400+ program in our database will receive a contact from our

Database Resource Manager Alicia McCreary requesting updates for our program records.

Agencies will need to mail, call, or e-mail any changes to Alicia by calling 812-314-2912, e-mailing amccreary@fchh211.org or mailing to: First Call For Help 211, 1531 13th St, Suite G900, Columbus, IN 47201. Please do not fax responses as we do not have access to a fax machine at this time. Please be sure to let Alicia know if there are no changes to your program. We do not consider the process complete until we have a response from the contact of the program—even if there are no changes.

The information provided for our database will also be posted on our website www.firstcallforhelp211.org. If you have already submitted updated information, please check your program's information online for accuracy. Any corrections should be addressed by contacting Alicia.

AARP Tax Aide Program

The AARP Tax Aide program is a free tax preparation program offered to those who are of low-or mid-income with a special emphasis on those 60 years old or older. Through this program IRS certified volunteers will answer questions, prepare tax forms, and E-file the completed return.

Bartholomew County Locations

Monday 9a-12p February 1st-April 12th
 Eastside Community Center 376-7840
Monday 6p-9p February 1st-April 12th
 Sandy Hook United Methodist Church 379-5677*
Tuesday 9a-12n February 2nd-April 13th
 Senior Center 376-9421
Wednesday 2p-5p February 3rd-April 14th
 Bartholomew County Public Library 379-5677*
Wednesday 6p-9p February 3rd-April 14th
 Sandy Hook United Methodist Church 379-5677*
Thursday 2p-5p February 4th-April 15th
 Senior Center 376-9421
Saturday 9a-12p February 6th-April 10th
 Eastside Community Center 376-7840

*This number is answered by volunteers of First Call For Help 211. Please do not call the library or Sandy Hook directly.

Brown County Locations

Brown County Public Library 988-2850

Decatur County Locations

Mon. and Wed. 9a-1p; Tues. and Thurs. 1p-5p
First Baptist Church 614-5566

Edinburgh Locations

Tues. 12p-4p; Wed. 5p-7p; Thurs. 6p-8p
Edinburgh Public Library 526-5487

Jackson County Locations

January 29th-March 5th
Jackson County Public Library 522-5450

Scott County Locations

March 6th, March 20th, April 3rd
Lifelong Learning Center 752-4327

Year End Statistics

Helpline calls for 2009 (14,020) were slightly down from 2008 (14,412) due in part to the record number of calls during the June 2008 flood.

Top needs for 2009 included utility assistance (1566), holiday gift assistance (1015), clothing assistance (1003), telephone /address request (815), and holiday food assistance (802). Other noteworthy needs were emergency food (746), rent assistance (733), furniture assistance (524), shelter assistance (448), and food stamps (435). There were notable increases for additional resources such as Medicaid (147), Medical Care/Treatment (280), and Prescription Assistance (215).

Top referrals for the year were Christmas Community Clearinghouse, First Call For Help 211 (1036), Sans Souci Voucher Assistance (941), Love Chapel-Emergency Assistance Fund (819), Bartholomew County Columbus Township Trustee (617), Energy Assistance Program, Human Services, Inc. Bartholomew County (461). Also in the top-ten were Bartholomew County School Supply Assistance Registration (402), Legal Aid-District Eleven (383), Clothes Closet VOUCHER, Faith Victory Church (361), First Call For Help 211 Publications, Housing List (346), and Love Chapel Food Pantry Holiday Visit (312).

County Call Volume

Bartholomew	9823	Jennings	271
Brown	624	Scott	461
Decatur	299	Other	946
Jackson	1222	Unknown	374

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

Phone: _____

I would like to learn more about helping with special events

E-mail: _____

Please send donations to:

My donation is: in honor of in memory of:

First Call For Help 211
1531 13th Street, Suite G900
Columbus, IN 47201
812.376.0011

I wish for my gift to remain anonymous

Mail To: 1531 13th St., Ste G900

Columbus, IN 47201

2-1-1 or 812.376.6666

www.firstcallforhelp211.org