



United Way of Southwestern Indiana 2-1-1 Center History

Our Mission:
To link individuals
in need of social
services with the
appropriate service
providers in the
community.

1986 – United Way of Southwestern Indiana implements First Call For Help, a telephone-based service that gives information and referral (I&R) to individuals and agencies in Vanderburgh, Warrick and Spencer Counties. Client contacts average a few per day.

1998 – First Call for Help purchases a computer system with automation of resource information, client tracking and directory production.

2004 – United Way First Call For Help becomes a 2-1-1 center, serving Vanderburgh, Warrick and Spencer Counties. In addition, the 2-1-1 center applies for Alliance of Information and Referral Systems (AIRS) Accreditation in August 2004.

2005 – United Way First Call For Help publicly announces that 2-1-1 service is live in Vanderburgh, Warrick and Spencer Counties. City of Evansville designates 2-1-1 as the one call source for disaster assistance for victims of the November 2005 tornado.

2006 – The United Way 2-1-1 center adds Posey County to the service area. The center also earns Accreditation from AIRS. In the 20th year of operation, clients served locally through United Way 2-1-1 surpasses 22,000 per year.

2007 – All Staff members are Certified Information and Referral Specialists or Certified Resource Specialists (only center in the state with 100% of staff certified).

2008 – The United Way 2-1-1 center adds Gibson County to the service area.



2-1-1 Center 2008 Statistics

Callers Served

19,220

Type of Call

Advocacy – 3

Assessment – 14,785

Crisis – 2

Information only – 2,242

Sex of Caller

Female – 12,345

Male – 4,376

Top Five Needs

1. Food

2. Financial Assistance

3. Information

4. Holiday

5. Housing

Top 5 Unmet Needs

needs are unmet due to a lack of resources, a caller's ineligibility, lack of transportation or a previously exhausted resource

1. Financial Assistance

2. Food

3. Transportation

4. Housing

5. Health/Medical

Agencies & Programs in the Database

Agencies – 518

Programs – 945

Number of Referrals Made

27,809

Call 2-1-1 for Help

To learn more,
call: 2-1-1 or
812-421-2800
fax: 812-421-2060

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