

The Hoosier Connection

a resource GUIDE

Provided by the Office of
U.S. Senator Richard G. Lugar

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EMPLOYMENT & TRAINING

Federal / State Employment

- **USA Jobs (OPM)** – Employment information and application site for the federal government.
(202) 606-2525 or <http://www.usajobs.opm.gov>
- **Indiana State Personnel Department** – Employment information and application site for the state government.
1-877-248-0007 or (317) 232-0200 or <http://www.in.gov/spd/2333.htm>

Training

- **WorkOne** – Helps Hoosiers find a new or better job, choose a career, find a qualified employee, access training, improve job skills or get workplace information.
1-800-891-6499 or <http://www.in.gov/dwd/WorkOne/index.html>
- **Vocational Rehabilitation** – Employment services, supported employment, assistive technology, transition services or assistance with independent living.
1-877-241-8144 or <http://www.in.gov/fssa/ddrs/2759.htm> (regional directory)
- **Career Advancement Accounts** – Self-managed personal accounts in which individuals in need of new skills receive funds to pay for expenses related to training and education. (Only available in east-central Indiana Counties: Blackford, Delaware, Fayette, Henry, Jay, Randolph, Rush, Union and Wayne)
1-877-967-5148 ext. 2108 or
<http://www.careeradvancementaccounts.com/contact.html>
- **Employment & Training Administration** – Administers programs, resources and provides tools to assist with all stages of job and career development. These services are primarily provided through state and local workforce development offices.
1-877-US-2JOBS (872-5637) or www.doleta.gov/jobseekers

Unemployment

- **WorkOne** – Helps Hoosiers file for unemployment benefits. Assists with application process and answering questions regarding eligibility.
1-800-891-6499 or <http://www.in.gov/dwd/WorkOne/regions.html>

FINANCIAL

Pension or Income Assistance

- **Indiana Township Trustee Association** - Provide the financing and administration of poor relief which may include food, shelter, clothing, utility bills, school books and lunches.
317-813-3240 or <http://indianatownshipassoc.org>
- **Pension Benefit Guaranty Corporation** – helps protect retirement benefits in private-sector traditional pension plans known as defined benefit plans.
Worker/Retiree: 1-800-400-7242
Plan Sponsor/Administrator: 1-800-736-2444 or <http://www.pbgc.gov>
- **Temporary Assistance for Needy Families (TANF)** – Provides cash assistance and supportive services to assist the family, helping them achieve economic self-sufficiency. (This was formerly known as the welfare program)
1-800-622-4932 or <http://www.in.gov/fssa/dfr/2999.htm>
- **Social Security Retirement, Social Security Disability Insurance (SSDI) & Supplemental Security Income (SSI)** – Retirement, disability, and survivors benefit payment programs through the Social Security Administration.
1-800-772-1213 or <http://www.ssa.gov>
- **Federal Emergency Management Agency (FEMA)** – Disaster assistance in the form of cash, in kind vouchers or direct assistance to individuals, families and businesses in an area whose property has been damaged or destroyed and whose losses are not covered by insurance; meant to help with critical expenses that cannot be covered in other ways; this assistance is not intended to restore damaged property to its condition before the disaster.
1-800-621-3362 or <http://www.fema.gov>
- **Community Economic Relief Fund** - provides basic and emergency services to low-moderate income families in central Indiana during this time of economic turmoil. The only way to access these files is to call 2-1-1.
2-1-1 or (317) 921-7527 or <http://www.in211.org/>

Tax Assistance

- **Taxpayer Advocate Service** – An independent organization within the IRS to help taxpayers resolve problems with their federal tax concerns.
1-877-777-4778 or (317) 685-7840 or <http://www.irs.gov/advocate>

- **Volunteer Income Tax Assistance (VITA) sites** – Offers free tax assistance to low to moderate income taxpayers at community and neighborhood centers.
1-800-829-1040 or <http://www.irs.gov/individuals/article/0,,id=119845,00.html>
* For legal assistance see pg. 9

Consumer Protection

- **Consumer Credit Counseling Service** – Provides free and confidential debt counseling.
 - Northwest:** 1-800-982-4801
 - Northeast:** 1-800-432-0420
 - Central:** 1-888-711-7227
 - Southern:** 1-888-711-7227
- **Indiana Attorney General** – Assists Hoosiers with consumer and legal rights.
1-800-382-5516 or <http://www.in.gov/attorneygeneral/about>
 - **Indiana Do Not Call List** – Register your residential phone number to reduce the number of telemarketing calls you receive.
1-888-834-9969 or <http://www.in.gov/attorneygeneral/consumer>
 - **Indiana Unclaimed Property** – Unclaimed items (e.g. wages, checking/savings accounts, insurance proceeds, etc.)
<https://www.indianaunclaimed.com/apps/ag/ucp/index.html>
- **Federal Trade Commission (FTC)** – Helps prevent fraud, deception, and unfair business practices in the marketplace. Consumers may contact the FTC to file a complaint or obtain informative publications.
1-877-FTC-HELP (382-4357) or <http://www.ftc.gov>
 - **ID Theft (FTC)** – Information for consumers to help combat ID Theft.
1-877-ID-THEFT (438-4338) or <http://www.ftc.gov/bcp/edu/microsites/idtheft>
 - **National Do Not Call Registry** – Register your residential phone number to reduce the amount of telemarketing calls you receive.
1-888-382-1222 or <https://www.donotcall.gov/register/reg.aspx>

- **Annual Credit Report Request Form** – To access a free copy of your credit report from one of the three nationwide consumer reporting agencies.

<http://www.ftc.gov/bcp/edu/resources/forms/requestformfinal.pdf>

- Experian *1-888-EXPERIAN (397-3742)*
<http://www.experian.com>
- Equifax *1-800-525-6285*
<http://www.equifax.com/home>
- TransUnion *1-800-680-7289*
<http://www.transunion.com>

FOOD

- **Directory of Indiana Food Assistance Organizations** – Organizations that provide food assistance.

List of food banks by county:

<http://www.cfs.purdue.edu/safefood/searchOnlineDirectory.asp>

- **Supplemental Nutrition Assistance Program (SNAP)** – Food assistance program for low income households. (Formerly known as the food stamp program)
1-800-622-4932 or <http://www.in.gov/fssa/dfr/2691.htm>
- **Women, Infant & Children (WIC) Program** – Provides food, nutrition information and health care referrals to low-income women and children up to age five.
1-800-522-0874 or visit <http://www.in.gov/isdh/19691.htm>
- **Child Nutrition Programs: School Breakfast / Lunch / Snack** – Food assistance program administered by schools to children who meet eligibility guidelines.
1-800-527-4931 or (317) 232-0850 or
<http://www.doe.in.gov/food/welcome.html>
- **Summer Food Service Program for Children** - Serves nutritious meals to children when National School Lunch and School Breakfast Program meals are not available.
1-800-537-1142 or (317) 232-0850 or
<http://www.doe.in.gov/food/summer/welcome.html>
- **Meals on Wheels** – Delivers meals to homebound Hoosiers.
(317) 633-6325 or <http://www.mealcall.org/meals-on-wheels/in/index.htm>

HOUSING

Shelter / Homeless

- **Emergency Homeless Shelters** – Provide basic needs of shelter, food, clothing and other necessities. Most offer case management, referrals, rental assistance and other services to individuals and/or families.
1-800-457-8283 or <http://www.in.gov/ihcda/2509.htm>
- **Federal Emergency Management Agency (FEMA)** – Offers emergency food and shelter per Presidential Disaster Declaration.
1-800-621-3362 or <http://www.fema.gov>
- **Emergency Food and Shelter** – Provides food, shelter, and other basic needs in emergency situations.
 - **Indiana Housing and Community Development Authority (IHCDA)**
1-800-872-0371 or visit the website for a county list.
http://www.in.gov/ihcda/files/Emergency_Shelter_List.pdf
- **Emergency Food and Shelter National Board Program** – Helps Hoosiers in need of emergency assistance. Visit website for a county list.
<http://www.efsp.unitedway.org/EFSP/wc.dll?EFSP~fundedcounties~18>

Mortgage / Rental Assistance

- **Department of Housing and Urban Development (HUD)** – Offers information on affordable housing, homeownership, home repair, and housing counseling.
1-800-569-4287 or <http://www.hud.gov>
- **Homeownership Preservation Foundation** – National alliance to help homeowners avoid foreclosure.
1-800-995-HOPE (4673) or <http://www.995hope.org>
- **Indiana Foreclosure Prevention Network (IFPN)** – Indiana program that provides free counseling to assist homeowners with foreclosure prevention.
1-877-GET-HOPE (438-4673) or <http://www.877gethope.org>
- **Federal Housing Administration (FHA) Homeownership Center** – Assists with FHA mortgage insurance and oversees the sale of HUD homes.
1-800-CALL-FHA (225-5342) or <http://www.fha.gov>

- **Rural Development** – Offers homeowners income-based mortgage and home repair assistance.
317-290-3100 or <http://www.rurdev.usda.gov/rd/index.html>
- **Section 8 Rental Assistance Program** – Offers income-based housing assistance.
 - **Indiana Housing & Community Development Authority (IHCDA)**
1-800-872-0371 or <http://www.in.gov/ihcda>
- **Indiana Legal Services Housing Law Center** – Offers free legal counseling to low-income people throughout Indiana.
(812) 339-7668 or
http://www.indianajustice.org/Data/LegalServices/LegalService_178

* For legal assistance see pg. 9

Utilities / Heating / Weatherization / Home Repair

- **Indiana Office of Utility Consumer Counselor** – Represents the interests of utility consumers regarding electricity, natural gas, water and wastewater disposal services.
1-888-441-2494 or <http://www.in.gov/oucc>
 - **Indiana Community Action Programs** – Offers low-income households with utility and home repair assistance.
1-800-382-9895 or (317) 638-4232 or <http://www.incap.org>
 - **Energy Assistance Programs (EAP)** administered by IHCDA
1-800-872-0371
 - **Weatherization Assistance Programs (WAP)** administered by IHCDA
1-800-872-0371
- Visit the website for a county list: <http://www.in.gov/ihcda/files/CAPS.pdf>
- **Emergency Food and Shelter**
 - **Indiana Housing and Community Development Authority (IHCDA)**
1-800-872-0371 or visit the website for a county list.
http://www.in.gov/ihcda/files/Emergency_Shelter_List.pdf

LEGAL / LAW ENFORCEMENT

Legal

- **Indiana State Bar Association** – A referral service to locate a licensed attorney in Indiana.
1-800-266-2581 or <http://www.inbar.org/content/contact/contactus.asp>
(Includes links and contact information for Local Bar Associations in Indiana)
- **Indiana Legal Services (ILS)** – Nonprofit law firm that provides free civil legal assistance to [eligible](#) low-income people throughout the state of Indiana. Call 1-800-869-0212 or
<http://www.indianajustice.org/Home/PublicWeb/LegalSvcs/CountyMap>

ILS also offers assistance in several specialty areas available:
[Indiana Legal Services - Consumer Law Center](#) or (812)-945-4123
[Indiana Legal Services - Hispanic Law Center](#) or (574)-234-8121
[Indiana Legal Services - Housing Law Center](#) or (812) 339-7668
[Indiana Legal Services - Migrant Farm Worker Center](#) or (317) 631-9410
[Indiana Legal Services - Senior Law Project](#) or (317) 631-9410
[Indiana Legal Services, Inc. Low Income Taxpayer Clinic](#) or (800) 822-4774
Immigration Language Rights Center (866) 964-2138
- **Indiana Public Defender Council** – A Public Defender for individuals charged with a criminal offense(s). Please note the Public Defender does not provide legal advice or referrals. For a list of Public Defender offices by county, visit the link below.
(317) 232-2490 or <http://www.in.gov/ipdc/general/government.html>
- **Indianapolis Bar Association** – Offers a lawyer referral service to locate licensed attorneys in the Indianapolis area.
Legal Hotline (317) 269-2000 (2nd Tues, 6 – 8 pm)
Bankruptcy Hotline: (317) 269-1901 (2nd & 4th Wed, 6-8 pm)
Pro Bono Commission: (317) 269-2415
<http://www.in.gov/judiciary/probono/attorneys/provider/index.html>
- **Legal Aid** – Legal services for those unable to afford an attorney.
(317) 635-9538 or <http://www.indylas.org>
- **Employment Opportunity Commission (EEOC)** – Enforces federal job discrimination laws.
1-800-669-4000 or <http://www.eeoc.gov>

- **DOJ Civil Rights Division** – Coordinates civil rights enforcement efforts of federal agencies.
(202) 514-3204 or <http://www.usdoj.gov/crt>
- **Indiana Civil Rights Commission** - Enforces Indiana civil rights laws.
1-800-628-2909 or (317) 232-2600 <http://www.in.gov/icrc/index.htm>

Law Enforcement

- **Federal Bureau of Investigation** – Investigates federal crimes including but not limited to civil rights, violation of privacy, federal fraud, and cyber crimes.
(317) 639-3301 or <http://www.fbi.gov>
- **Indiana State Police** – Include but not limited to addressing state crimes, ensuring public safety, and upholding the law.
(317) 232-8200 or <http://www.in.gov/isp/2359.htm>
- **Immigration and Customs Enforcement** – Toll-free public hotline (24 hours) to report suspicious activity, including immigration violations, child pornography, national security threats, human trafficking, identity theft and financial crimes.
1-866-DHS-2ICE (347-2423) or <http://www.ice.gov>

Protection Services

- **Adult Protective Services** – Investigates and provides intervention and protection to vulnerable adults who are victims of abuse, neglect, or exploitation.
1-800-992-6978 or <http://www.in.gov/fssa/da/3479.htm>
- **Child Protective Services** – Protects children from abuse and neglect. DCS does this by partnering with families and communities to provide safe, nurturing, and stable homes.
Child Abuse Hotline: 1-800-800-5556 General Info: (317) 232-4705
or <http://www.in.gov/dcs/index.htm>
- **Indiana Coalition Against Domestic Violence** – Provides public awareness, advocacy, and educational resources to promote the prevention of domestic violence.
1-800-332-7385 (*Crisis Line*) or <http://violenceresource.org/home.htm>
- **Indiana Victim Information and Notification Service** – Provides a hotline (24 hours) and website for victims of crime, their families and others who are concerned about the custody status and expected releases dates of offenders held at Indiana county jails and the Indiana Department of Correction.
1-866-959-VINE (8463) or <http://www.in.gov/idoc/2313.htm>

- **National Domestic Violence Hotline** – Provides crisis intervention, information and referral to victims of domestic violence, perpetrators, friends and families. 1-800-799-SAFE (7233) or <http://www.ndvh.org/>
- **Indiana Sheriff's Sex Offender Registry** – Registry of local sex offenders. (317) 232-1232 or <http://www.insor.org/insasoweb/>
- **National Suicide Prevention Lifeline** - A 24-hour, toll-free, confidential suicide prevention service available to anyone in suicidal crisis. 1-800-273-TALK (8255) or <http://www.suicidepreventionlifeline.org>
- **Indiana Occupational Safety and Health Administration (IOSHA)** – Promotes the safety and health of workers in an effort to prevent work related injuries and illnesses. 1-800-321-OSHA (6742) or (317) 226-7290 or <http://www.osha.gov/dcsp/osp/stateprogs/indiana.html>

MEDICAL

Insurance & Healthcare Assistance

- **Healthy Indiana Plan (HIP) Program** – Medical coverage for uninsured adult Hoosiers between the ages 18-64 who are not eligible for Medicaid.
1-877-438-4479 or <http://www.in.gov/fssa/hip>
- **Consolidated Omnibus Budget Reconciliation Act (COBRA)** - Provides certain former employees, retirees, spouses and dependent children temporary continuation of health coverage at group rates.
1-866-487-2365 or visit <http://www.dol.gov/dol/topic/health-plans/cobra.htm>
- **Medicaid** –Medical coverage for low-income seniors, children, disabled, and pregnant women.
1-877-707-5750 or <http://www.indianamedicaid.com/ihcp/index.asp>
- **Hoosier Healthwise** – Indiana's health care program for children, pregnant women, and low-income families.
1-800-889-9949 or <http://www.healthcareforhoosiers.com/index.html>
- **Children's Health Insurance Program (CHIP)** – Federally funded program administered, as part of Hoosier Healthwise program, to provide healthcare for uninsured children.
1-800-889-9949 or <http://www.cms.hhs.gov/home/chip.asp>
- **Indiana Comprehensive Health Insurance Association (ICHIA)** – Offers high risk individuals or Hoosiers who experience difficulty obtaining or maintaining health insurance coverage due to a medical condition.
1-800-552-7921 or (317) 614-2133 or <http://www.onlinehealthplan.com>
- **Extra Help for Medicare Part D** – Financial assistance for paying Medicare prescription drug plan premiums, copayments/coinsurance, and deductibles. (administered through the Social Security Administration)
1-800-772-1213 or <http://www.ssa.gov>

Prescription Assistance

- **Hoosier Rx** – Offers low-income, Hoosier seniors age 65 or older payment assistance with Medicare Part D premiums for the prescription drug plan.
1-866-267-4679 or <http://www.in.gov/fssa/ompp/2669.htm>

- **Partnership for Prescription Assistance (PPARx)** – Program administered through Pharmaceutical Research and Manufacturers Association (PhRMA) to help qualifying patients receive prescription coverage.
1-888-477-2669 or <https://www.pparx.org/Intro.php>
- **Rx for Indiana** – Helps low-income, uninsured Indiana residents get free or discounted brand-name medicines direct from the pharmaceutical manufacturer. (works in partnership with PhRMA)
1-877-793-0765 or <http://rxforindiana.org>
- **Indiana State Health Insurance Information Program (SHIP)** – Free counseling to answer questions about Medicare, Medicare Supplemental Insurance, Medicare Advantage Plans, Medicaid, and prescription drug coverage for elderly or disabled.
1-800-452-4800 or <http://www.in.gov/idoi/2399.htm>

Treatment

- **Indiana Council of Community Mental Health Centers (ICCMHC)** – Promotes comprehensive and accessible community mental health care services for all Hoosiers
(317) 684-3684 or <http://www.iccmhc.org>
- **Indiana Community Health Centers** – Provides affordable primary health care services by state licensed professionals to all residents in the community. For a complete list of Community Health Centers, see link below.
http://www.in.gov/isdh/files/CHC_and_maps_GIS_08.pdf

MILITARY & VETERANS

- **American Red Cross** – Immediate Emergencies involving immediate family of service members. Facilitates communication to reunite family members.
(317) 684-1441 (Indianapolis) *All other locations MUST CONTACT LOCAL CHAPTER or <http://redcross.org>
- **VA Regional Office** – Manages disability claims, pension claims, burial benefits, widow's pensions for veterans.
1-800-827-1000 or <http://www.va.gov>
* For financial assistance see pg. 4

Medical/Psychiatric Care

- **Roudebush VA Medical Center, Indianapolis** – Inpatient/ outpatient treatment facility. For a list of other VA Medical Centers, see link below.
(317) 554-0000 or (317) 554-3069 (Patient Advocate) or <http://www.va.gov>
- **Indianapolis Vet Center** – Provides counseling services to military personnel, veterans, and family members.
(317) 988-1600
- **For Suicidal Veterans** – Hotline for suicidal veterans.
1-800-273-TALK (8255) and Press 1
- **TRICARE** – Offers medical insurance for members of the military, retirees and their families.
1-877-874-2273 or <http://www.tricare.mil>
- **Indiana Veterans Home** – Provides long term, assisted living and nursing home care for veterans.
(765) 463-1502 or <http://in.gov/dva>

General Counseling Services

- **Military OneSource** – Provides a variety of services related to child care, spousal employment, car repair, plumbing, money management, relocation, etc.
1-800-342-9647 or <http://www.militaryonesource.com>
- **Transition Assistance Advisor** – Provides assistance to Guardsmen and Reservists transitioning back to civilian life following a deployment.
(317) 247-3300 ext. 4020 or <http://inarnng.org/Warrior/Transition.htm>

- **National Resource Directory** – Provides information/services available to wounded and ill service members and their families, as well as the families of those killed in action.
<http://www.nationalresourcedirectory.org>
- **Wounded Warrior Resources** – Provides information about healthcare and benefits to wounded service personnel and their families.
1-800-342-9647 or <http://www.woundedwarriorresourcecenter.com>

Education/Employment Concerns

- **VA GI Bill** – Provides guidance to determine VA eligibility for education benefits.
1-888-GI-BILL-1 or <http://www.gibill.va.gov>
- **Indiana Department of Veterans Affairs** – Provides assistance to veterans and members of the military.
(317) 232-3910 or <http://in.gov/dva>
- **Employer Support of the Guard and Reserve (ESGR)** – Provides assistance to members of the military who are encountering employment related problems as a result of deployment or active duty for training.
1-800-336-4590 or <http://esgr.org>
- **Disabled Veteran Outreach Program** – Provides assistance to disabled veterans seeking employment.
<http://www.in.gov/dwd>
- **Veterans Employment and Training Services (VETS)** – Provides assistance to veterans seeking employment.
1-877-US2-JOBS or <http://hirevetsfirst.gov>

Financial Assistance

- **Indiana Military Relief Fund** – Provides monetary assistance to service members whose military service caused financial difficulty or in an emergency during a deployment.
(317) 232-3910 or <http://in.gov/dva>
- **National Guard Relief Fund** – Provides monetary assistance to Indiana National Guardsmen and their families in emergency situations.
1-800-237-2850 ext. 3192 or <http://inarng.org>.
- **American Legion** – Provides utility assistance.
(317) 630-1300 or <http://indlegion.org>.

- **Hoosier Veterans Assistance Foundation** – Provides rent/mortgage and utility assistance.
(317) 951-0688 or <http://hvaf.org>.
- **VA Home Loan Guarantee Services** – Helps veterans and active duty personnel purchase and retain homes.
1-800-827-1000 or <http://homeloans.va.gov>
* For legal assistance see pg. 9; housing assistance see pg. 8

Homeless Veteran Resources

- **Roudebush VAMC Homeless Team** – Provides medical and psychiatric services, as well as emergency housing for homeless veterans.
(317) 554-0278 or <http://www.va.gov>
- **Hoosier Veterans Assistance Foundation** – Provides housing assistance for homeless veterans.
(317) 951-0688 or <http://hvaf.org>

TRANSPORTATION

Indiana Transit Services

- **American Public Transit Association** – A list of public and non-profit transit providers in Indiana. For a directory by county, see link below.
(202) 496-4800 or http://www.apta.com/links/state_local/in.cfm
- **Indiana Area Agencies on Aging** – Provides a list of Indiana Aging Councils. Transportation services available for seniors and disabled Hoosiers at select locations.
(317) 818-0702 or <http://www.iaaaa.org>
- **Indiana Metropolitan Planning Organizations (MPO's)** - Regional contact for assistance with transportation concerns. For a list of MPO's by county, see link below.
<http://www.indianampo.com/MPO/mpos.htm>

TRAVEL ABROAD

- **Office of Overseas Citizen Services** – Provides information regarding conditions in other countries, as well as works with US embassies and consulates to respond to emergencies involving US citizens traveling abroad.
1-888-407-4747 (in the US) or (202) 501-4444 (from Overseas)
<http://www.travel.state.gov>
- **Passport Agency** – Answers questions regarding the passport application process and responds to requests for status.
1-877-4-USA-PPT (1-877-487-2778) or <http://www.travel.state.gov>

STATE INFORMATION

- **Governor Mitch Daniels**
(317)-232-4567 or <http://www.in.gov/gov/2631.htm>
- **Indiana General Assembly**
To contact your state legislator visit <http://www.in.gov/apps/sos/legislator/search/>
 - Indiana House: (317) 232-9600 / 1-800-382-9842
 - Indiana Senate: (317) 232-9400 / 1-800-382-9467
- **US Congress Directory** – To determine your congressional district or contact your congressperson, you may visit to following website:
<http://www.in.gov/apps/sos/legislator/search/>
- **State Information Center** – Directory of state agencies.
(317)-233-0800 / 1-800-457-8283 or <http://www.in.gov/core/agencylist.htm>
- **Indiana 211** – Additional help for any unanswered questions within this document.
2-1-1 or (317) 921-7527 or <http://www.in211.org/>
- **Gov.Benefits** – A partnership of federal agencies and organizations to provide access to government benefit programs.
http://www.govbenefits.gov/govbenefits_en.portal