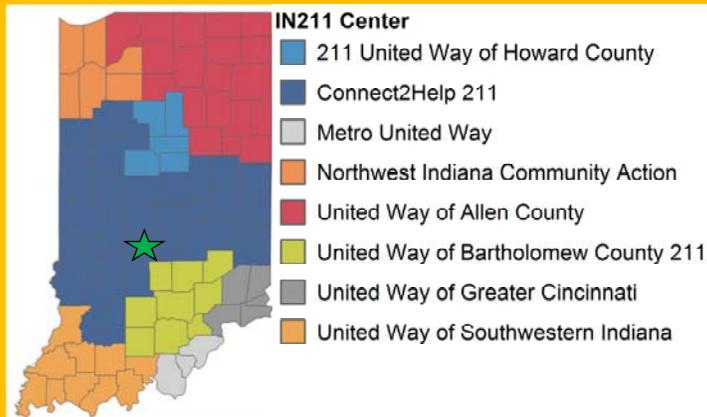


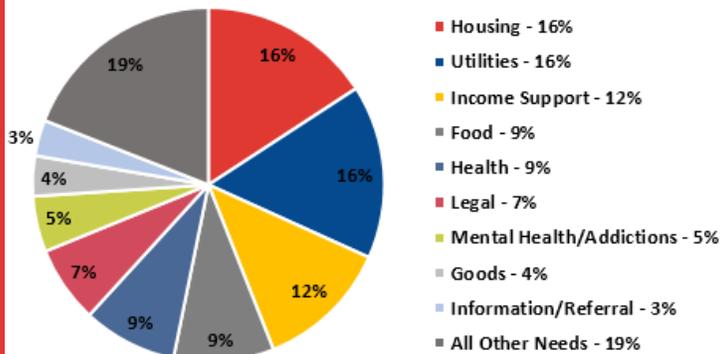
# 2-1-1 Connects Morgan County Residents To Resources

In 2014, **3,245** people, **one out of every 20 Morgan County residents, contacted 2-1-1** to connect to a community resource. The majority (**58%**) dialed the easy-to-remember 3-digit phone number— 2-1-1. Another (growing) group (**42%**) searched for resources using the 2-1-1 online database (available at [www.Connect2Help211.org](http://www.Connect2Help211.org)).

**2-1-1** is available **24/7/365** for all Hoosiers. The map to the right shows coverage by county for the 8 Indiana 211 Centers in the state. **2-1-1 services for Morgan County** are provided by **Connect2Help 211**.



## Morgan County 2-1-1 Callers' Needs - 2014



Residents reported **4,135** needs and received **5,024** referrals to community resources. **9%** of callers' needs were recorded as "unmet" by 2-1-1.

### Top 5 Needs

- Housing - 16%
- Utilities - 16%
- Income Support - 12%
- Food - 9%
- Health - 9%

### Top 5 Unmet Needs

- Housing - 23%
- Utilities - 13%
- Food - 9%
- Goods - 8%
- Holiday Assistance - 8%

To provide **efficient and effective** community connections, 2-1-1 maintains a **centralized database of 2,932 programs that serve Morgan County residents**. Each service is updated annually (and often more frequently). Critical information, such as eligibility, hours, phone number, address, and what documentation is required, is collected for each resource. As resources change, the new information is immediately available to 2-1-1 callers and to those who search the online database.



The **sheer volume** of available information can be overwhelming for someone who needs help. **2-1-1 cuts through the confusion** by assessing a caller's situation, identifying resources, and determining if the caller is eligible BEFORE making the referral. This creates **2 positive outcomes**: *the caller is connected with the correct resource* AND *agencies only spend staff time fielding calls from people who are eligible for their services*.

In many cases, the needs presented by Morgan County 2-1-1 callers were symptoms of a larger (often economic) issue.

**Illness / Disability - 25%**

**Unemployed / Laid-Off - 19%**

**Homeless / Doubled-Up - 10%**

## 2-1-1 Works

An average 2-1-1 call lasts 6 minutes. 2-1-1 Outcome Survey data\* show that the return on investment (ROI) for these six minutes is **high**: of the **85%** of people who contacted the referrals provided to them by 2-1-1, **78%** reported improvement in their situation.

\*Outcome survey data provided by Connect2Help 211.