

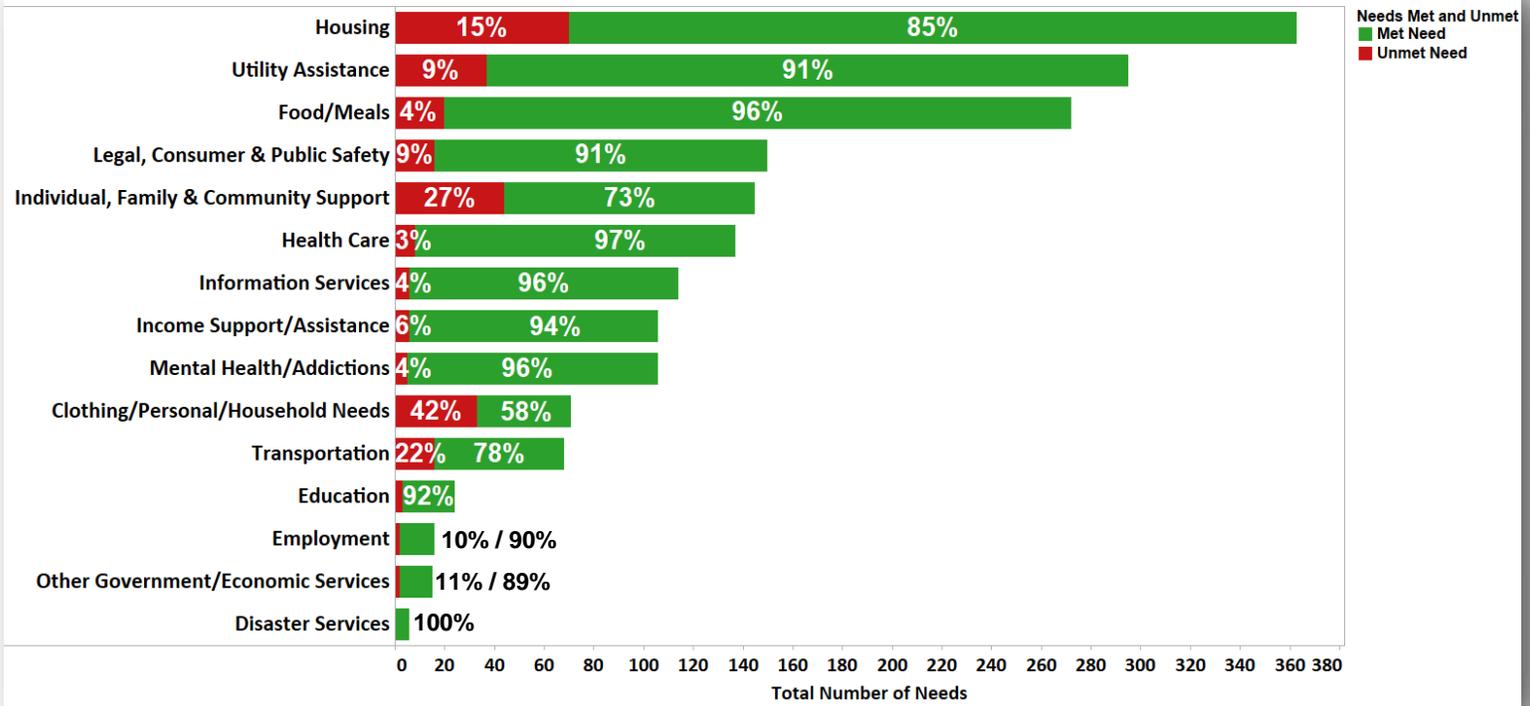
Morgan County Quarterly Report Year in Review: January 1st—December 31st, 2016



In 2013, an Indiana poll¹ found that **job creation was the top concern of 83% of Hoosiers**. Recent data says that this has not changed. In advance of last year's general election, WTHR surveyed social media² and again found that job creation is Hoosiers' number one concern. When our callers share the conditions that are making their situations more difficult to handle, we see the same two over and over. They are **Unemployment or being Laid Off** and a **Reduction in Hours or Income**. Finding jobs that pay a sustainable living wage continues to be a struggle for many Hoosiers. Without enough money to make ends meet, many households juggle to meet even the most basic of needs and if an unforeseen circumstance or expense should occur, everything can come crashing down. Suddenly basic day to day living is no longer attainable or sustainable.

In 2016, **Connect2Help211** answered **1,326 calls** from **Morgan County** residents. A further **1,786 searched** our online database at www.Connect2Help211.org. Together, these residents presented **3,657 individual needs**. Between the website and our highly trained 2-1-1 specialists, these residents received **3,933 referrals** to programs from our database of **4,183 programs** that serve **Morgan County** residents. Unfortunately, due to lack of resources or program capacity, **13%** of all needs were unable to be met. Our specialists record these unmet needs so we have a clearer understanding of the needs in our communities. **Morgan County** callers' needs, both met and unmet, are presented in the graph below.

2016 Connect2Help211 Morgan County's Callers' Needs



Often, clients face barriers to getting the help that they need. The three most common barriers for **Morgan County** residents are listed below.

Illness / Disability - 28%

Unemployed / Laid Off - 13%

Reduction in Income / Hours - 12%

Our outcome survey data shows that callers who do dial 2-1-1 for help, find it. **85%** of callers contacted the referrals we offered. Of that number, **81%** reported an **improvement** in their situations. One quick call got them on the road to assistance and changed what could have been a potentially catastrophic event.



For 5 years, **Connect2Help211** has been part of a collaborative effort between the Indiana 211 Partnership and the Indiana Family and Social Services Administration to ensure that those Hoosiers who qualify for SNAP benefits (food stamps) are both aware of the program and are encouraged to sign up. In 2016, Connect2Help Specialists asked **63% of Morgan County callers** if they were receiving food stamps. For those that weren't and agreed to be pre-screened for eligibility, **10%** appeared to qualify and were referred to the local Division of Family Resources for further assistance.