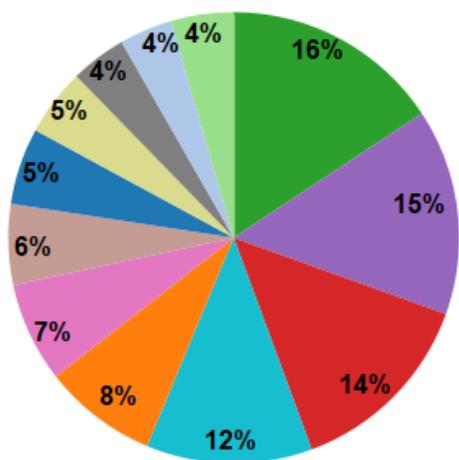


Morgan County Quarterly Report

As Autumn brings cooler temperatures, it's a struggle for many to keep their heat on. **Utility Assistance** remains the number one need for Hoosiers who call **2-1-1, accounting for 26% of all requests for help statewide**. Since 2004, Connect2Help211 has been there for Morgan County residents to connect them to those agencies offering assistance. Agencies like **South Central Community Action Program**, who is the Energy Assistance Program provider for Morgan County.

In the past 12 months, **1,333** Morgan County residents dialed 2-1-1, searching for help. An additional **955** used our self-service website to search on their own at www.connect2help211.org. Combined, these represent **2,798 individual needs**, as displayed in the pie chart below.

Morgan County Needs



Needs Legend

- Housing
- Food/Meals
- Utility Assistance
- Case Management, Support Groups, & Holiday Assistance
- Health Care
- Legal, Consumer & Public Safety
- Mental Health/Addictions
- Clothing/Personal/Household Needs
- Information Services
- Income Support/Assistance
- Transportation
- All Other Needs

Our highly trained Specialists made **3,296** referrals for Morgan County residents. These referrals came from the Indiana 211 Database which contains over **6,000 agencies**, **3,491** of them serving Morgan County. The database is updated continuously, **with over a 1,000 changes a day**, to ensure that those who contact 2-1-1 receive the most up to date and accurate information possible.

% Unmet for Morgan County Callers

Arts, Culture and Recreation	67%
Disaster Services	50%
Education	36%
Support Groups, Case Management, & Holiday Help	35%
Clothing/Personal/Household Needs	28%
Volunteers/Donations	20%
Housing	18%
Transportation	17%
Income Support/Assistance	13%
Health Care	12%
Utility Assistance	10%
Other Government/Economic Services	7%
Legal, Consumer, & Public Safety	7%
Employment	6%
Food/Meals	6%
Mental Health/Addictions	5%
Information Services	3%

Not all needs are able to be met though. For **13%** of Morgan County callers, their needs were marked as **unmet**, often due to lack of program capacity or no available resources in their area. The table to the right shows what percentage of each need was **unmet**.



Many clients face barriers to being able to get the help they need. For Morgan County callers, these are the three most common underlying situations:

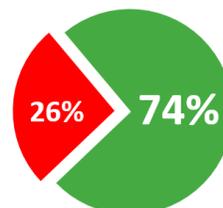
Illness / Disability - 27%

Unemployed / Laid Off - 13%

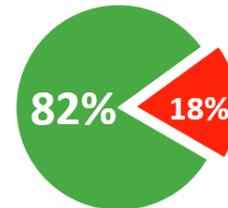
Reduction in Income/Hours - 12%

Contacting 2-1-1 helps!

We follow up with our callers to see if they received the help they needed. Our outcome surveys show that **74%** of callers contacted the referrals they received from 2-1-1, and **82%** of those who do contact them report an improvement in their situation.



■ Contacted Referral
■ Did Not Contact



■ Situation Improved
■ Did Not Improve

Need More Info?

Dial **2-1-1**, Text **898211** or visit www.connect2help211.org

Phone/Web available 24/7/365 Texting available Mon-Fri 8am-5pm