

Connecting Hoosiers to Quality Health Care

December 2015—November 2016 Community Report

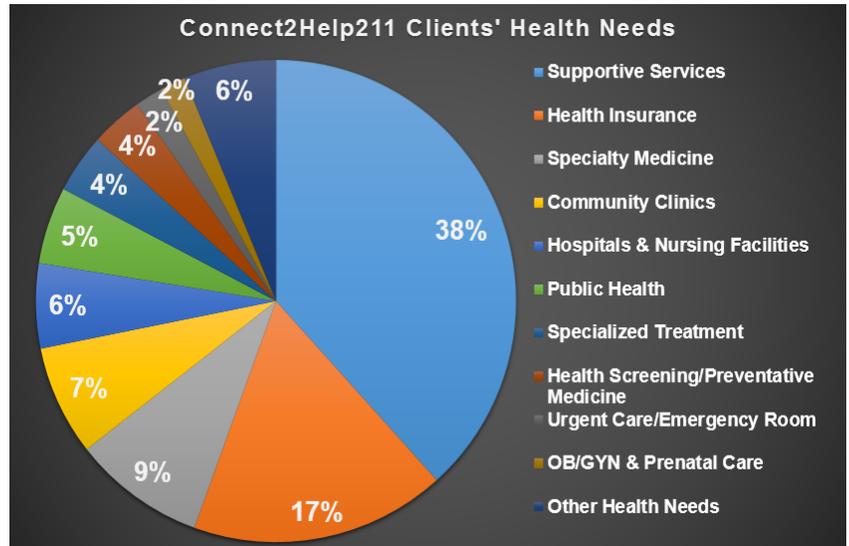


Hundreds of thousands of Indiana residents still have to worry about finding access to quality healthcare. According to US Census data¹, between 10-12% of Hoosiers have no health insurance. In an effort to help, Connect2Help211 surveyed over **116,000 Indiana residents and asked if** they had health insurance. We found that **20% responded no**; they were without coverage. Of those that participated in a quick pre-screening with our Specialists, we offered referrals to **97%** for the health insurance programs matching their particular situation (either **Medicare, Medicaid, HIP2.0, or the Marketplace**).

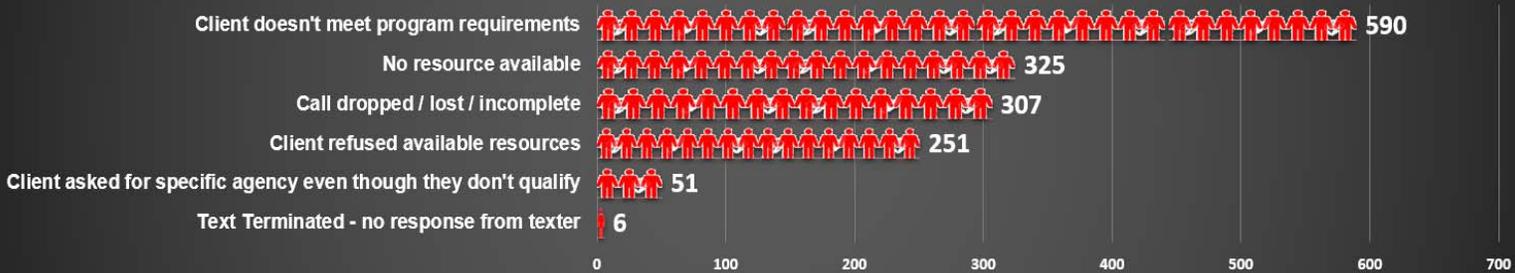
Between December 1st, 2015 to November 30th, 2016, Connect2Help211 answered **12,354 calls** from Hoosiers with health needs; an additional **13,092 used** the comprehensive website database at www.connect2help211.org to find health care options. Together, these callers and searches represented **31,907 individual needs**, which are broken out by type and illustrated in the graph to the right.

Connect2Help211's highly trained specialists made **34,792 referrals** from the IN211 database, which contains detailed information on **1,136 health programs** to help Hoosiers.

Unfortunately, not all needs could be met; **7%** of all clients' health needs were marked as **"unmet."** The three most common unmet health needs were those for **Dental Care, Community Clinics, and Prescription Cost Assistance**. To better understand the gaps in the social service safety net, **Connect2Help211** offers detailed information on why these needs were unmet:



Connect2Help211 Unmet Health Needs Reasons



To ensure our callers get the help they need, Connect2Help211 conducts **outcome surveys**. Data from these surveys reveals that our services have a significant community impact. We can document that **82%** of those surveyed reported that they had contacted at least one of the referrals provided by Connect2Help211, and of those who did so, **83%** reported an improvement in their situation.

Connect2Help211 Outcome Data from Health Calls

