

# Connect2Help™

Serving as your 2-1-1 Center for Central Indiana

## 2-1-1 is Ready to Help 24/7/365

### Families

•Scott Watson, a staff member at Heartland Intervention, emailed 2-1-1. "I had a client in crisis last month and your operator was outstanding ... connecting us (literally connected the call) with a resource. It is not a stretch to say the efforts of your staff may have saved the client's life and that of her three kids! Well done!!!"

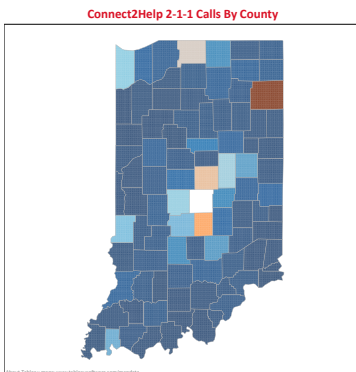
### Veterans

•James called 2-1-1 in January after returning home from the hospital for open heart surgery. His furnace was broken and he and his wife had no heat. During the course of the call, the 2-1-1 Specialist discovered that James, 67, was a veteran of the Korean War. She called the Veterans Service Office (VSO) to see if they could provide any help. The VSO said they would try to find some financial help for the furnace; they also told James that he was eligible for a pension that he was not receiving, and offered to help him apply for this benefit that would provide extra household income.

### Seniors

•2-1-1 received several calls from seniors who were having difficulty accessing hot meal sites because of a requirement by many of the sites to call first to enroll. The problem was that some of these sites did not have anyone available during regular business hours to accept the calls. The 2-1-1 Resource Database staff contacted the agency to explain the situation. The agency, in turn, implemented a central phone number to make it easier for seniors to enroll in the food program.

These are just 3 examples of how 2-1-1 is making a difference in our community. Despite a slight uptick in the economy, hundreds of thousands of people still need help. A quarter of a million people called Connect2Help 2-1-1 during fiscal year 2011-2012. Nearly 70,000 more searched our online resource database ([www.connect2help.org](http://www.connect2help.org)). Both of these services are **available every hour of every day of the year**. Connect2Help's main service area includes the 8 Central Indiana counties, 5 Wabash Valley Area counties (Clay, Parke, Sullivan, Vermillion and Vigo) and Elkhart County. However, after business hours and on the weekends, C2H 2-1-1 takes calls from most of Indiana. During FY11-12, **C2H 2-1-1 helped callers from every county in the state.**



Follow-up contacts with 2-1-1 callers show that the service really does help people find help. Based on Outcome Survey data, **84% contacted at least one referral** provided to them by 2-1-1. Of those who made contact with at least one referral agency, **73% reported improvement in their situation**. Data also revealed that 41% of those surveyed were first time callers. This translates into more than **100,000 people who have never asked for help before**, and who do not know how to navigate the incredibly complex maze of human services with all different kinds of intake, eligibility and service hour availability.

C2H database staff manages all of this information with a database of **more than 1,800 non-profit, governmental and faith-based organizations that provide over 6,000 services**. Database changes are made daily and are immediately available to 2-1-1 Specialists as they help people find help.

Callers asked for help with **more than 306,000 needs**. More than half (52%) of these were for basic needs, including housing issues, utility payments, emergency food, legal help and health-related issues. **Eight percent (8%) of all reported needs were recorded as "unmet"** by 2-1-1. The **top "unmet" needs** were: housing (21%), utilities (16%) and holiday assistance (13%). The **main reasons** for recording needs as "unmet" were: no resource (35%), client not eligible for service (18%), call interrupted (most often because of problems with cellular service) (16%).



For more information about community needs or resources, call 2-1-1 or visit [www.connect2help.org](http://www.connect2help.org).

