

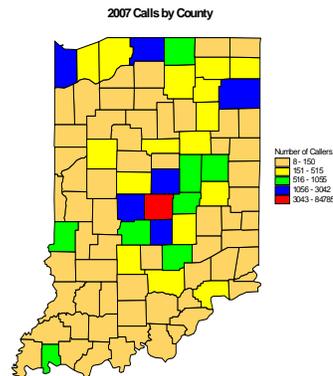
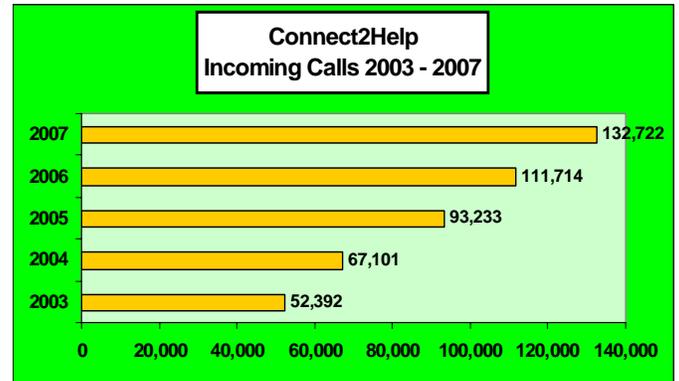
# Connect2Help™

Connect2Help™ facilitates connections between people who need human services and those who provide them.

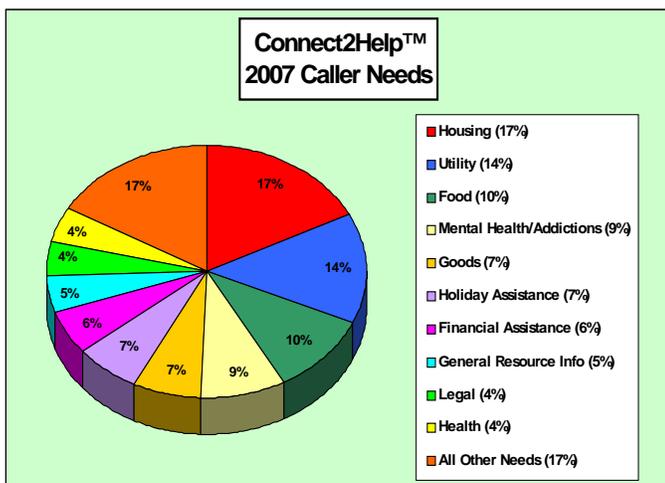
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Connect2Help™ 2-1-1: dial 2-1-1 or (317) 926-4357

- Connect2Help™ (C2H) services have expanded a great deal over the last 5 years; this expansion has resulted in a triple digit increase (153%) in call volume. This growth has been carefully planned; Connect2Help™ **has only taken on projects that fit with its mission to connect people who need human services with those who provide them.**
- In 2003, C2H contracted with the Domestic Violence Network of Greater Indianapolis to operate the Domestic Violence Navigation Hub. With one telephone call to the Hub, callers involved in a domestic abuse situation are connected to service providers who can help them break free of the cycle of violence.
- C2H also began gearing up to become one of the first 2-1-1 centers in the state of Indiana. This goal was achieved in February of 2004, allowing central Indiana residents easy access to I&R services with a free, easy-to-remember 3-digit telephone number.
- In September, 2004, C2H improved access again by beginning 24-hour availability. This 24/7 2-1-1 access allowed C2H to begin accepting after-hours, weekend and wireless calls from around the state in February, 2005.
- With this infrastructure in place, C2H was able to quickly implement "disaster-mode I&R services" in August of 2005, responding to thousands of volunteers who wanted to help Hurricanes Katrina and Rita evacuees, and to many evacuees themselves.
- In 2006, C2H entered into a contract with FSSA to connect thousands of consumers with gambling, alcohol or drug addictions or mental health complaints to service providers who could help them.



In 2007, C2H expanded its service provision by nearly 20%. The majority of callers connected to resources (81%) lived in central Indiana. C2H continued to be an advocate for the 2-1-1 system in Indiana, connecting callers from all 92 counties to services that could help them.



- In 2007, callers reported almost 140,000 needs and received over 200,000 referrals to human services programs to help meet these needs.
- The chart to the left shows needs of callers by category. Within each category (e.g. "Housing"), there are individual needs. The top 5 individual needs (from a list of 143) were: food pantry assistance, holiday assistance, gas bill assistance, electric bill assistance and shelter.
- Twenty percent (20%) of all needs were recorded as "unmet" by C2H Specialists. Four of the top 5 individual needs also accounted for 4 of the top 5 **unmet** needs: gas, electric, shelter and holiday assistance. The top unmet need was rent assistance.

For more information on human services needs, call Connect2Help™



Formerly Information & Referral Network

