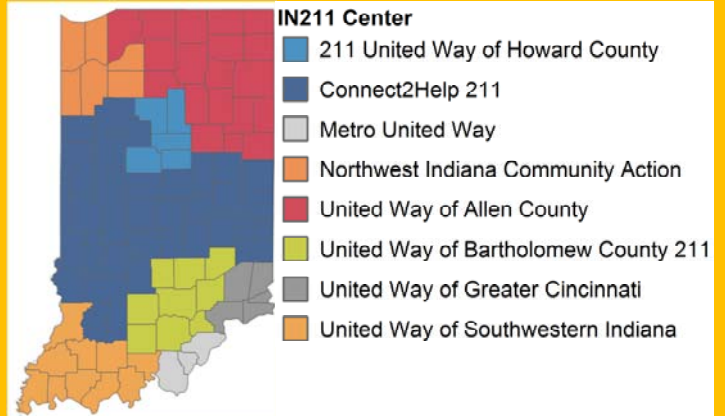


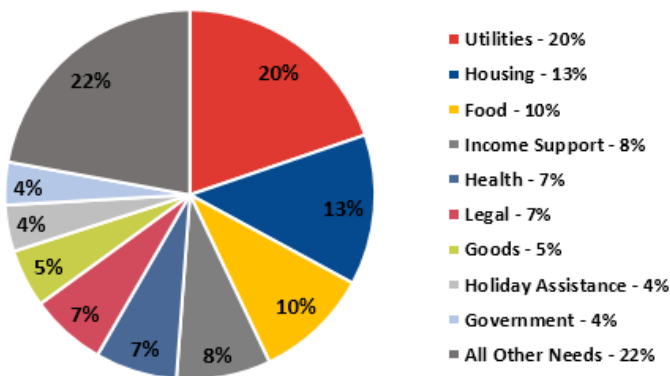
2-1-1 Connects Hoosiers To Resources

In 2014, **464,797** people, **more than one out of seven people in the Connect2Help 211 35-county service area, contacted 2-1-1** to connect to a community resource. The majority (64%) dialed the easy-to-remember 3-digit phone number— 2-1-1. Another (growing) group (36%) searched for resources using the 2-1-1 online database (available at www.Connect2Help211.org).

2-1-1 is available **24/7/365** for all Hoosiers. The map to the right shows coverage by county for the 8 Indiana 211 Centers in the state. **2-1-1 services for the 35 counties in the center of the state are provided by Connect2Help 211.**



C2H 211 Callers' Needs - 2014



Residents reported more than 570,000 needs and received nearly 689,000 referrals to community resources. 9% of callers' needs were recorded as "unmet" by 2-1-1.

Top 5 Needs

- Utilities - 20%
- Housing - 13%
- Food - 10%
- Income Support - 8%
- Health - 7%

Top 5 Unmet Needs

- Housing - 20%
- Utilities - 18%
- Food - 7%
- Goods - 7%
- Holiday Assistance - 6%

To provide **efficient and effective** community connections, Connect2Help 211 maintains a **centralized database of nearly 11,000 programs that serve Hoosiers in the 35-county area.** Each service is updated annually (and often more frequently). Critical information, such as eligibility, hours, phone number, address, and what documentation is required, is collected for each resource. As resources change, the new information is immediately available to 2-1-1 callers and to those who search the online database.



The **sheer volume** of available information can be overwhelming for someone who needs help. **2-1-1 cuts through the confusion** by assessing a caller's situation, identifying resources, and determining if the caller is eligible BEFORE making the referral. This creates **2 positive outcomes: the caller is connected with the correct resource AND agencies only spend staff time fielding calls from people who are eligible for their services.**

In many cases, the needs presented by 2-1-1 callers were symptoms of a larger (often economic) issue.

Illness / Disability - 17%

Unemployed / Laid-Off - 13%

Homeless / Doubled-Up - 17%

2-1-1 Works

An average 2-1-1 call lasts 6 minutes. 2-1-1 Outcome Survey data* show that the return on investment (ROI) for these six minutes is high: of the 85% of people who contacted the referrals provided to them by 2-1-1, 78% reported improvement in their situation.

*Outcome survey data provided by Connect2Help 211.