



Hoosiers Have Options When it Comes to Finding Help



2015 Year in Review Report

Since 1946, Connect2Help211 (then known as Information & Referral) has been just a phone call away for Hoosiers needing help. As times and technologies have changed, Connect2Help211 has strived to continue to meet Hoosiers' needs by whichever mediums they choose to use. Many Hoosiers are moving away from having landlines, relying on cell phones instead. Having the Connect2Help211 Database on our website allows residents to search for help without needing to use their cell minutes. In 2015, for the first time, the number of people searching the online database *exceeded* the number of people calling the 2-1-1 dialing code. And Connect2Help211 will continue to meet Hoosiers' needs, be that by phone, email, website, or very soon—even by texting and live chat.

In 2015, **254,731** callers dialed 2-1-1; another **315,393** searched our online database, www.Connect2Help211.org, for community resources. These clients reported **619,237** needs and received **694,824** referrals to community resources, from a database of **15,243** programs that serve Hoosiers.

However, there are some interesting differences between the searches online versus the calls :

What

The needs of the 2 groups are similar, but there are some marked differences:

Callers' Needs:

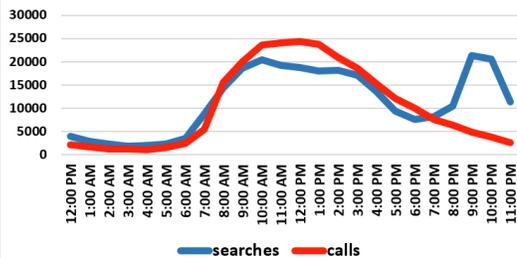
1. Utilities—24%
2. Housing—13%
3. Food—9%
4. Income Support—8%
5. Legal—6%

Website Users' Needs:

1. Holiday Asst.—24%
2. Food —14%
3. Mental Health/Addictions —13%
4. Housing —10%
5. Goods—8%

When

Calls vs. Searches by Time of Day



Why

Many clients have an underlying situation which exacerbates their needs. Below are the 3 most common factors:

1. Illness / Disability - 17%
2. Unemployed / Laid-Off - 13%
3. Homeless / Doubled-Up - 8%

For more information -

call **2-1-1** 24 hours a day or visit www.Connect2Help211.org.

Who

The largest age group of callers is 25-39 year olds at 34%. But for website users, it's 19-24 year olds at 49%.



Where

Counties in green indicate counties where the number of web searches exceeds the number of calls. Connect2Help211 service area includes 35 counties in Central Indiana; we also provide after hours coverage for most of the rest of the state.



But not all needs are met

10% of all needs are marked unmet, mainly due to lack of programs or capacity to meet the need. The top 5 unmet needs are:

1. Housing - 24%
2. Utilities - 20%
3. Goods - 9%
4. Food - 6%
5. Holiday Assistance - 6%

