

Homelessness Still a Major Struggle for Many in Central Indiana

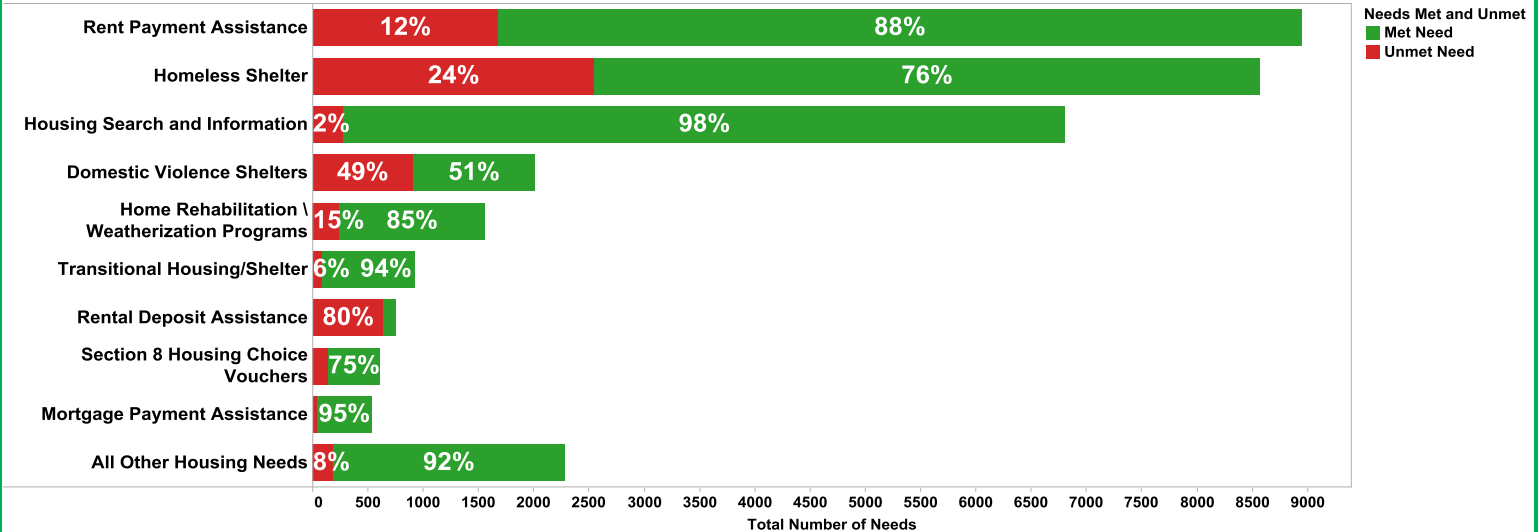


Bob*, a 37 year old husband and father of 3 small children, called 2-1-1 needing help. Bob and his family had come to Indianapolis to work, but he got hurt and had been off work for two months. During that time they had not been able to keep up on the rent and now were facing eviction. They needed to vacate, but they had nowhere to go, and no friends or family nearby to stay with. The Connect2Help211 Specialist called the three family shelters in Indianapolis and while the first two were full, the third one had a room open up that morning. Knowing that his family had a safe place to stay, Bob could now focus on getting back to work.

Housing continues to be one of the most commonly requested needs for Hoosiers who turn to 2-1-1 needing help. From August 2015 to July 2016, Connect2Help211 responded to **50,215** requests for help with housing. **28,613** dialed the easy to remember 2-1-1 number; another **21,596** searched our database online at www.connect2help.org, and a further **16** texted 898211 to get help via text, a new feature added just this year.

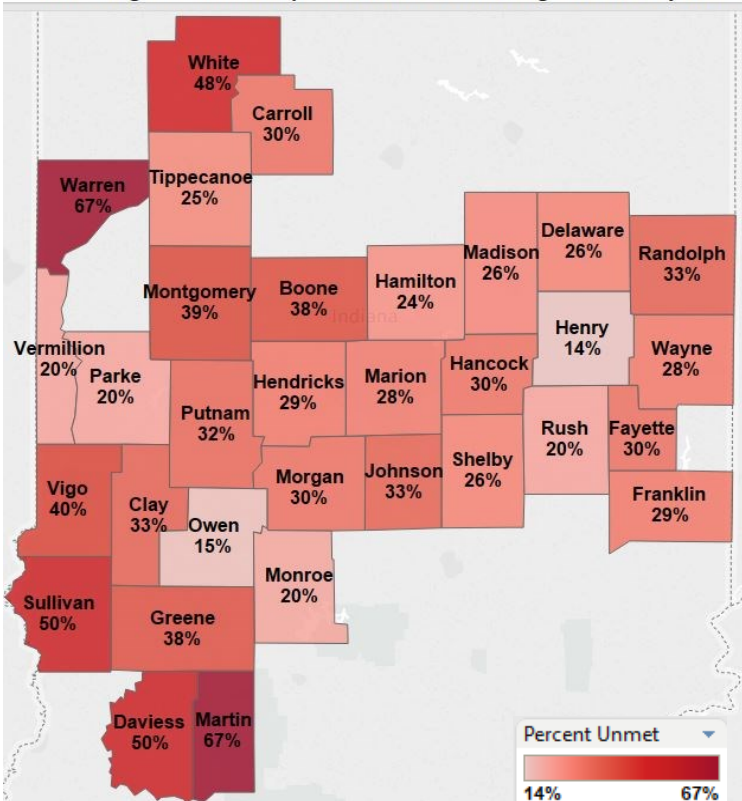


Connect2Help211 Callers' Housing Needs August 2015 - July 2016



Demonstrated in the graph above, not all needs were able to be met. Of the **54,888** individual needs presented, **9,219** needs, or **17%**, were marked as **unmet**. While Rent Payment Assistance was the top need, those seeking shelter—be it for homelessness, runaway youth, or those fleeing domestic violence— are more likely to not be able to get the help they need. In the map to the left, we can see the percentage of shelter requests that go unmet. According to the table below, lack of capacity is the main reason shelter needs go unmet.

Percentage of Shelter Requests that are Unmet Aug. 2015 to July 2016



Shelter is unavailable / already full	1,853
Client refused available resources	575
Call dropped / lost / incomplete	506
Client doesn't meet program requirements	492
No shelter in area	102
Client asked for specific agency even though they don't qualify	92

Of the 11,947 shelter requests received, 3,593 (or 30%) were unmet. Marion County, which has more shelters (10) than any other county in the state, still has a **28% unmet rate**. Shelters often have requirements to maximize their limited resources. Domestic violence shelters serve those fleeing a domestic violence situation; youth shelters can only serve those under a certain age limit; some homeless shelters only accept residents of the county where they are located. This means that in rural counties where no shelter exists, it presents additional barriers to connecting Hoosier families to the help they need.