# 2016 Annual Report

Mandy*, a 32 year old mother of two, dialed 2-1-1 looking for help. Originally from Indiana, Mandy had moved to California when she got married 10 years ago. After the birth of their two children, Mandy's husband had become mentally and physically abusive towards both her and the children. Fearing for their safety, Mandy and the children fled back to Indiana and were staying with family. She was trying to find a job to support her family, but she didn't see how she could possibly afford the child care. She also felt badly that she was forced to rely on her family to keep her kids fed. The Connect2Help211 Specialist offered child care programs with sliding scale fees (the cost of child care is based upon the family's income level) and an additional program that could provide child care vouchers. He also screened Mandy for SNAP benefits (food stamps) to help feed her children and gave her the information on how to apply. Finally, he connected her with a case manager from a program that helps women who have fled abusive situations. A week later, he followed up with Mandy to see how things were going. Mandy not only had a job interview scheduled, but had found a child care program that fit her need. Mandy's situation had changed dramatically and she was glad she had dialed 2-1-1.

name changed to protect confidentiality

Mandy is just one of **266,000 Hoosiers who called** Connect2Help211 in 2016 for help. An additional **232,000 searched** our database at *www.connect2help.org* to find resources for help. **535 chose to text** 898211 to receive help. This is a new feature that was unveiled in April 2016. Together, these clients presented over **541,000 needs,** demonstrated in the chart below, along with those needs that remained unmet. When a need is marked "unmet," it is often due to limited resources or a lack program capacity. Unfortunately, **31,000, or 11% of all needs, were marked as "unmet."**

**2016 Connect2Help211 Callers' & Texters' Needs**
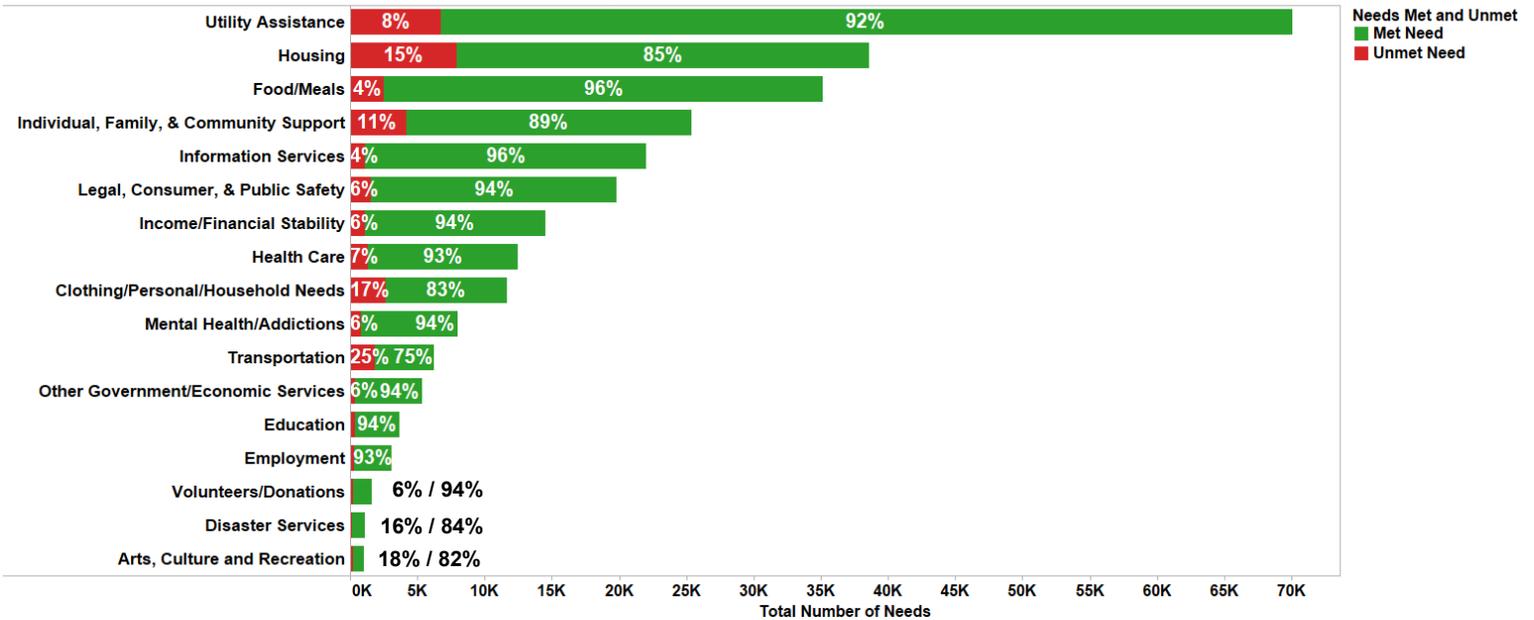
Connect2Help211 Specialists made over **622,000 referrals** using its resource database, which contains over **4,900 agencies** with **14,000 programs** offering help to Hoosiers living in Connect2Help211's main service area.

Many of those needing help have an underlying situation that can exacerbate their situation or make it harder to receive help. Connect2Help211 tracks these situations to have a better understanding of the needs within our community. The three most common underlying situations are:

- **Illness / Disability—15% of all calls**

- **Reduction in Hours / Income—9% of all calls**

- **Unemployed / Underemployed—8% of all calls**

Connect2Help211 conducts **outcome surveys** as a means of following up to see if the clients got the help they needed, and also as quality control to make sure we are helping Hoosiers in the best way possible. Outcome survey data show that **85%** of clients **contacted the programs** they were referred to. **81%** of those who contacted the referrals **reported an improvement** in their situation.

While Connect2Help211's core service area is comprised of 35 counties in Central and Southern Indiana (outlined in red), during the after-hours and weekends, we take calls for the rest of the state, as demonstrated in the map to the right.
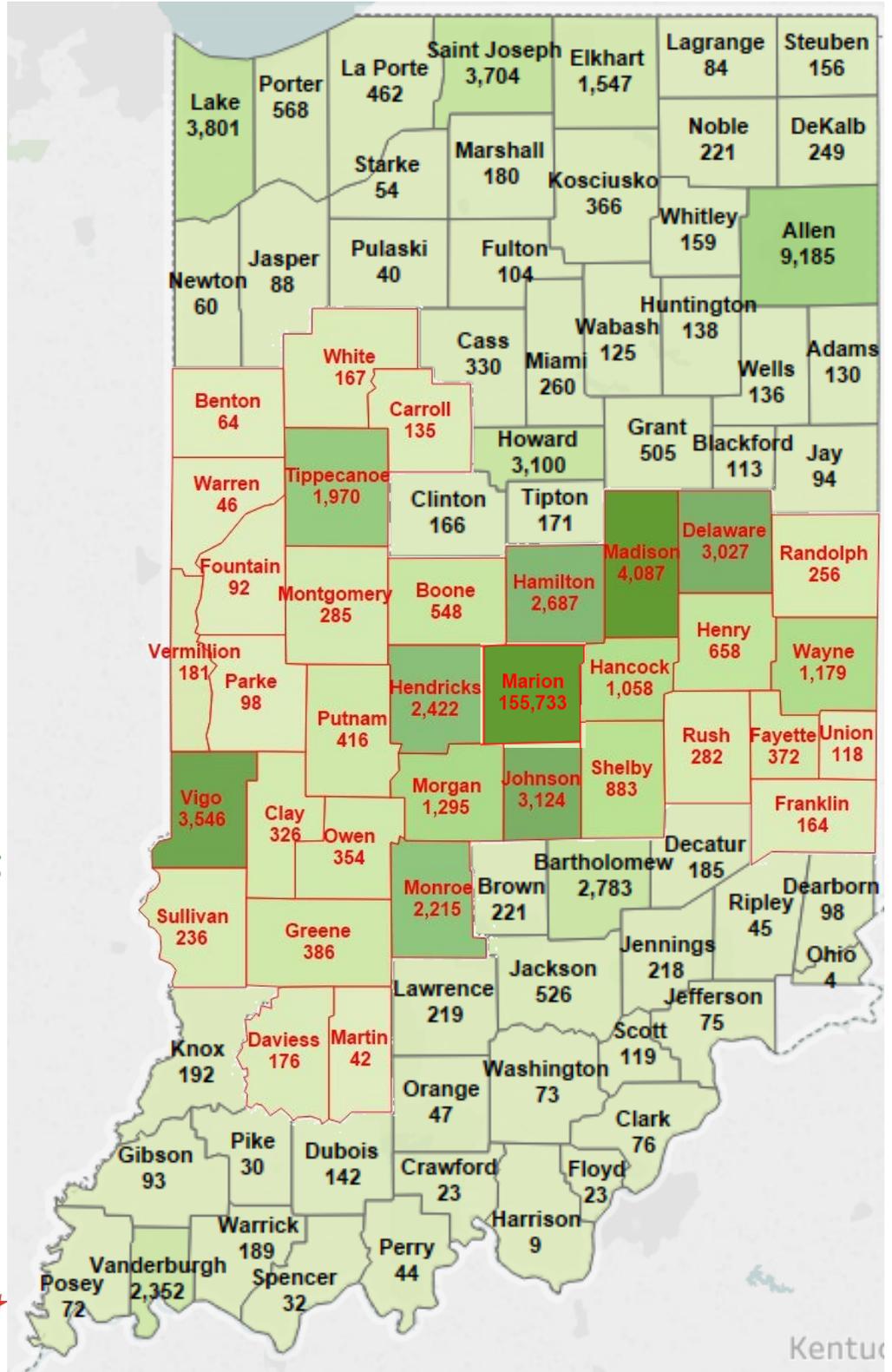
For more information about Connect2Help211:

dial 2-1-1,

text 898211,

or visit

www.connect2help211.org

Available 24 hours/day

365 days/year

Lake 3,801
Porter 568
La Porte 462
Saint Joseph 3,704
Elkhart 1,547
Lagrange 84
Steuben 156
Noble 221
DeKalb 249
Starke 54
Marshall 180
Kosciusko 366
Whitley 159
Allen 9,185
Newton 60
Jasper 88
Pulaski 40
Fulton 104
Huntington 138
Wabash 125
Adams 130
Wells 136
White 167
Cass 330
Miami 260
Benton 64
Carroll 135
Howard 3,100
Grant 505
Blackford 113
Jay 94
Warren 46
Tippecanoe 1,970
Clinton 166
Tipton 171
Madison 4,087
Delaware 3,027
Randolph 256
Fountain 92
Montgomery 285
Boone 548
Hamilton 2,687
Henry 658
Wayne 1,179
Vermillion 181
Parke 98
Hendricks 2,422
Marion 155,733
Hancock 1,058
Rush 282
Fayette 372
Union 118
Putnam 416
Morgan 1,295
Johnson 3,124
Shelby 883
Franklin 164
Vigo 3,546
Clay 326
Owen 354
Decatur 185
Bartholomew 2,783
Ripley 45
Dearborn 98
Monroe 2,215
Brown 221
Jennings 218
Ohio 4
Sullivan 236
Greene 386
Jackson 526
Jefferson 75
Lawrence 219
Scott 119
Clark 76
Knox 192
Daviess 176
Martin 42
Washington 73
Orange 47
Gibson 93
Pike 30
Dubois 142
Crawford 23
Floyd 23
Harrison 9
Warrick 189
Perry 44
Posey 72
Vanderburgh 2,352
Spencer 32