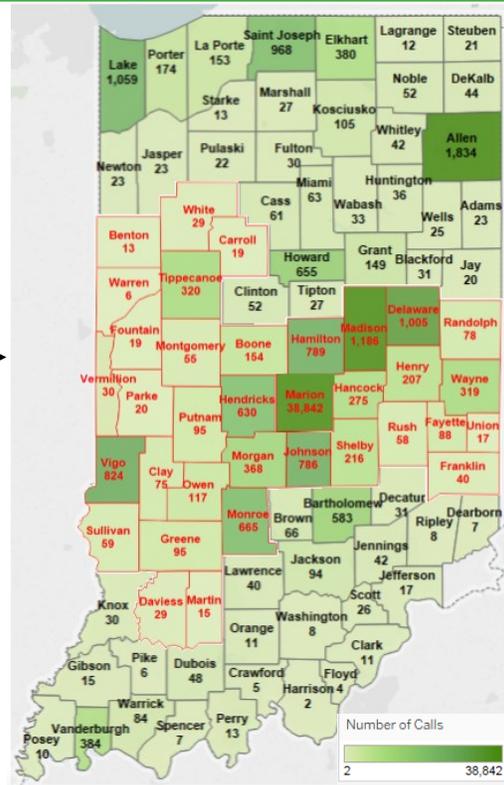


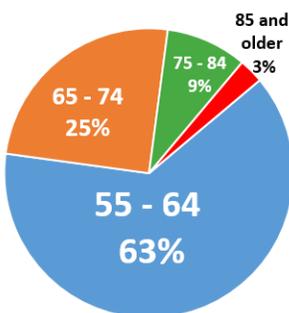


Martha*, a 73 year old Indianapolis resident, called 2-1-1 needing help with her electric bill. She fell behind when she had to pay her property taxes and now her service was up for disconnection. She knew she couldn't pay the whole bill and wanted to make payment arrangements. With Martha on the line, the Connect2Help211 Specialist called the electric company and set up payment arrangements for her. She also screened Martha to see if she might qualify for the Energy Assistance Program (EAP). It appeared that she did qualify, so the Specialist set Martha an appointment to get additional help paying that electric bill. Since her income level would qualify for EAP, the Specialist knew that Martha should qualify for SNAP (food stamp) benefits too. The Specialist connected Martha to a case manager who could sign her up. Martha was so glad she called. With all this new help, she felt sure she could avoid falling behind on her utility bills in the future.

The map to the right shows senior calls answered by Connect2Help211. Our service area is in red. Connect2Help211 provides after-hours 211 service (evening and weekend coverage) to most of the rest of the state.



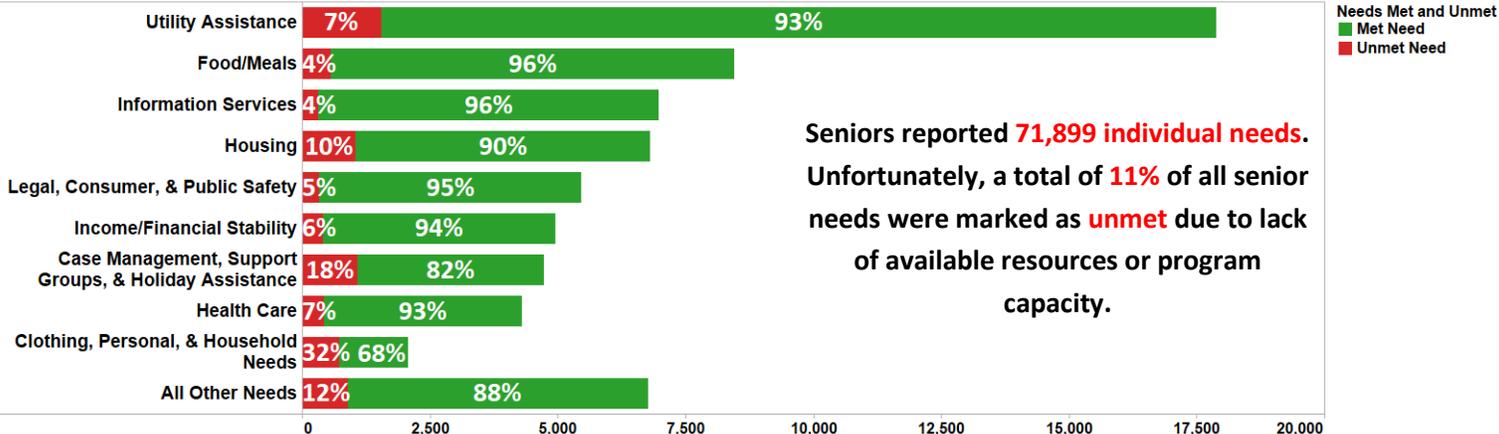
Age Range of Senior Callers



21%

Martha is just one of **55,499 seniors** who called Connect2Help211 during the past 12 months. Seniors account for more than 1 out of every 5 Connect2Help211 callers.

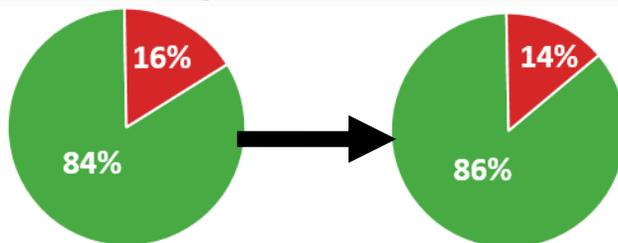
Connect2Help211 Seniors' (55+) Needs May 2016 - April 2017



Seniors reported **71,899 individual needs**. Unfortunately, a total of **11%** of all senior needs were marked as **unmet** due to lack of available resources or program capacity.



Contacting 2-1-1 Makes a Difference



Outcome Surveys show that for those Seniors who follow through with the referrals they received, **86% report an improvement in their situation**.



Connect2Help211 specialists made **86,755 referrals** from our database of over **6,000 agencies** offering help.

For more information: dial 2-1-1, text 898211, or visit www.connect2help211.org. Available 24/7/365