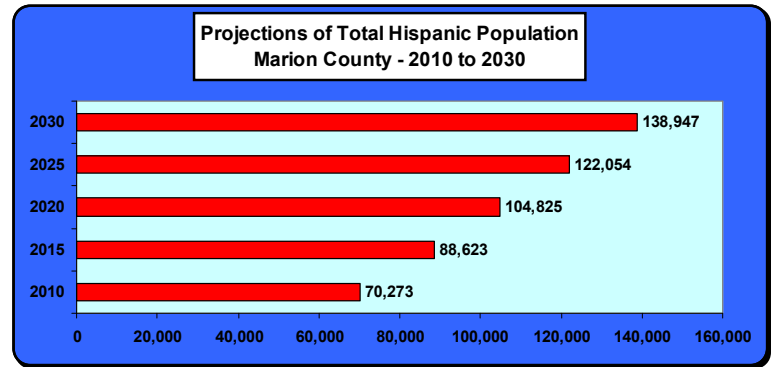
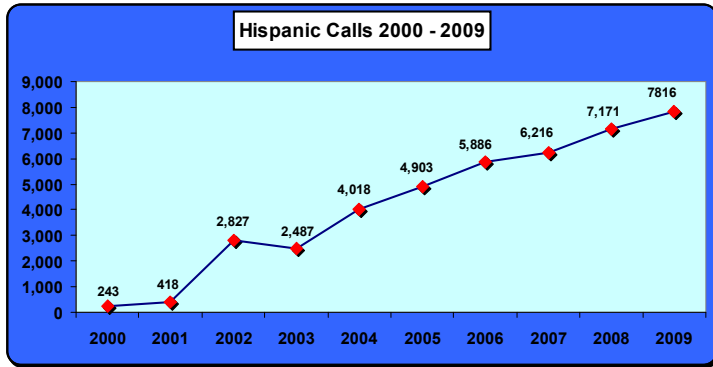


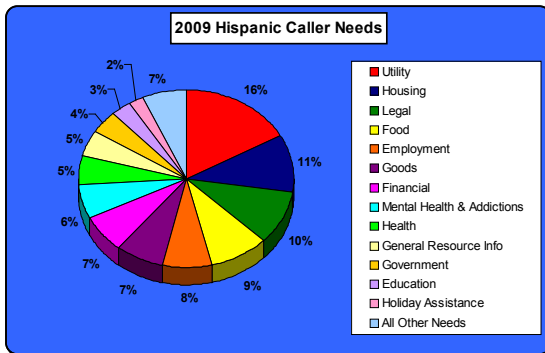
Connect2Help™

Serving as your 2-1-1 Center for Central Indiana

A Decade of Explosive Growth in Hispanic Population Is Just the Beginning, Experts Predict

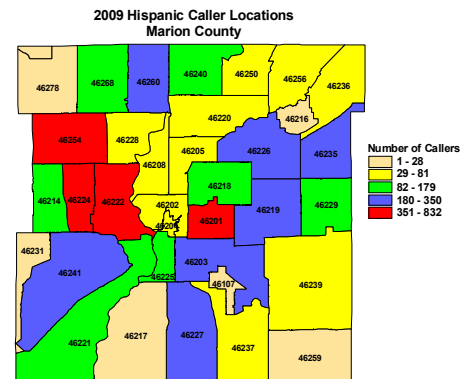


- According to the U.S. Census Bureau, the **Hispanic population** in Central Indiana **doubled from 2000 to 2008**. **Connect2Help data** from Hispanic callers show an even more dramatic **rise during the decade 2000-2009 - 3116%**. Projections from the **Indiana Business Research Center** indicate that the Indiana Hispanic population will increase from **4.5% in 2005 to 8% in 2030**. Marion County is projected to have the largest numeric increase; other Central Indiana counties with expected large percentage increases include Hamilton (202%) and Hendricks (163%).
- This explosive growth is putting additional stress on an already overwhelmed human services delivery system; adding to the strain is the **language barrier**. In 2009, **nearly half of these callers (49%) did not speak enough English** to contact service providers on their own behalf. In emergency situations, C2H bi-lingual Specialists made contact with service providers for the caller. For all other situations, callers were encouraged to have a family member or friend provide interpretation services.
- Spanish-speaking staff at human services agencies is in very short supply; a review of the C2H resource database reveals that **only 10% of agencies have staff who speaks at least some Spanish**. Connect2Help continues to respond to growth in Hispanic calls by **hiring more Spanish-speaking staff** and by **researching community resources** to find the ones that offer services in Spanish.



- Calls for **help paying utility bills topped the list** as the most pressing need for Hispanics during 2009, rising 55% compared to 2008.
- As a category, **housing needs rose 28%** compared to 2008. Within this category, rent was the most sought-after resource. **Rent needs in 2009 surpassed 2008 totals by 68%**.
- While not in the list of top 3 need categories, calls for **mental health and addiction resources** were the third largest growth category, **exceeding 2008 totals by 20%**.
- **Six percent (6%)** of Hispanic callers' needs were recorded as "unmet" by C2H. More than half (51%) of all unmet needs were made up of just 5 individual needs, including: rent assistance, electric bill help, gas bill help, job search help and shelter.

- Most Hispanic callers (**86%**) lived in **Marion County**; 4% came from the 7 counties surrounding Marion; and 10% came from outside Central Indiana. The map to the right shows the distribution of callers by zip code in Marion County.
- **Forty-four percent (44%*)** were employed (27% FT and 17% PT); 30% had no income; 16% received some kind of public assistance; and 10% reported some "other" kind of income (e.g. child support, unemployment, etc.).
- The **top 5 referrals** were: CAGI – Energy Assistance Program; LaPlaza – Case Management; Hispanic For-Profit Job List; SVDP Client Choice Food Pantry; and Neighborhood Christian Legal Clinic – Legal Representation.



*Percentages are based on available data.



Community Partner

