

Connect2Help™

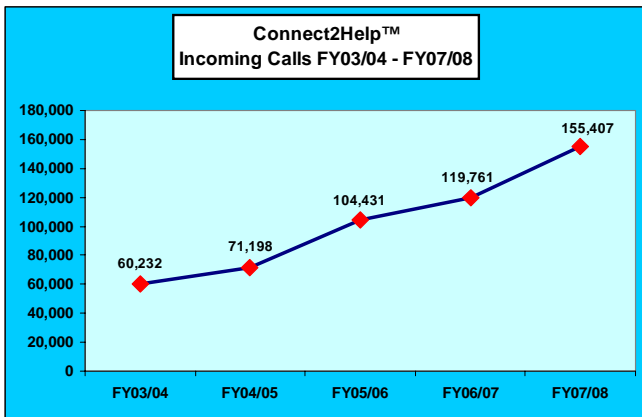
Connect2Help™ facilitates connections between people who need human services and those who provide them.

3901 N. Meridian St., Ste. 300, Indianapolis, IN 46208; (317) 920-4850; Fax: (317) 920-4885; www.Connect2Help.org

For Connect2Help™ Services: dial 2-1-1 or (317) 926-4357

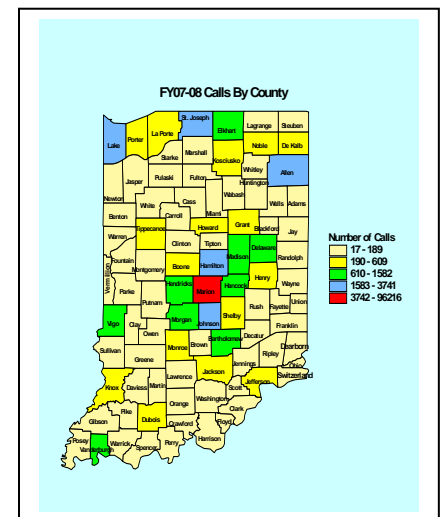
A Year in Review: Fiscal Year 2007-2008

Calls for Help Continue to Rise



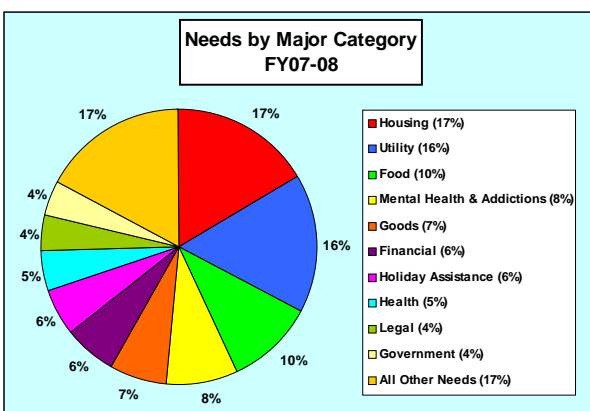
- The number of people calling Connect2Help™ (C2H) has soared 158% in the last 5 years. During FY07-08, calls rose 30% to more than 155,000.
- A weakening economy, combined with the ease of dialing 2-1-1 at any time of the day or night, has perhaps motivated more and more people to reach out for help.

Who is Calling for Help?



- Most of the people calling C2H lived in Marion County (76%). Another 4% lived in the 7 counties surrounding Marion. The remaining 20% lived in counties outside of the central Indiana area.
- C2H answers 2-1-1 calls from most areas of the state in the evenings and 24 hours on the weekends. We also answer calls statewide from people calling one of 4 FSSA mental health and addictions lines, as well as from people calling the 1-800-CHILDREN child abuse hotline, National Suicide Prevention Lifeline hotlines (1-800-273-TALK and 1-800-SUICIDE) and the Child Abuse & Sexual Assault line (1-866-FOR-LIGHT).

What Help do People Need?



- In terms of general categories, housing was the number one reason people called C2H. Help paying utility bills was a close second, followed by food.
- Each of these general categories is made up of specific individual needs (e.g. the housing category includes specific needs such as rent assistance, shelter and low-cost housing).
- Looking at the needs in this way, the top 5 reasons people called C2H were for: referrals to a food pantry, help paying a gas bill, help paying an electric bill, emergency shelter and help paying rent.
- Almost 20% of all needs reported by callers were not able to be met (as coded by C2H), mainly because of lack of community resources for the needs. It's much more difficult to help people find money to pay bills than it is to find goods and services (such as clothing or home health care) to meet their other needs. The top 3 unmet needs were help paying rent, gas and electric bills.



Call Connect2Help™ for more information on community needs and resources.

Formerly Information & Referral Network

