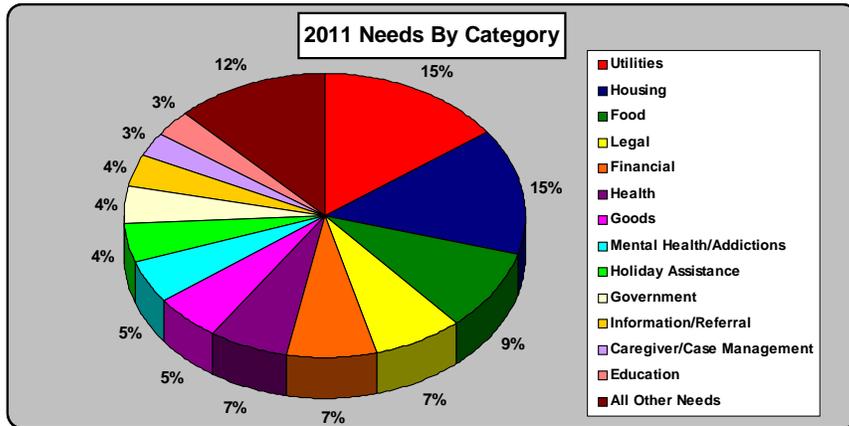


## Theme Remains the Same: Basic Needs Continue to Drive Calls

The theme is not new, but that doesn't mean that we shouldn't pay attention. **Thousands in our community are struggling everyday** to pay their rent, heat their homes and feed their families. For some, these financial battles are generational; however, for **tens of thousands of others, these are new problems**. Based on Connect2Help Outcome Survey data for 2011, 42% of people calling 2-1-1 had never called for help before.



While we are seeing some very slow improvement in unemployment rates (a state rate of 9.4% in November 2010 compared to 8.7% in November 2011, according to STATSIndiana), the stunted economic growth is making it difficult for thousands of families in central Indiana to live stable, healthy lives. **This limits our progress as a community.** Children can't learn when they don't have enough to eat or when they sleep somewhere different every night. Adults who can't find work can't support their families and don't pay taxes to help support vital community services.

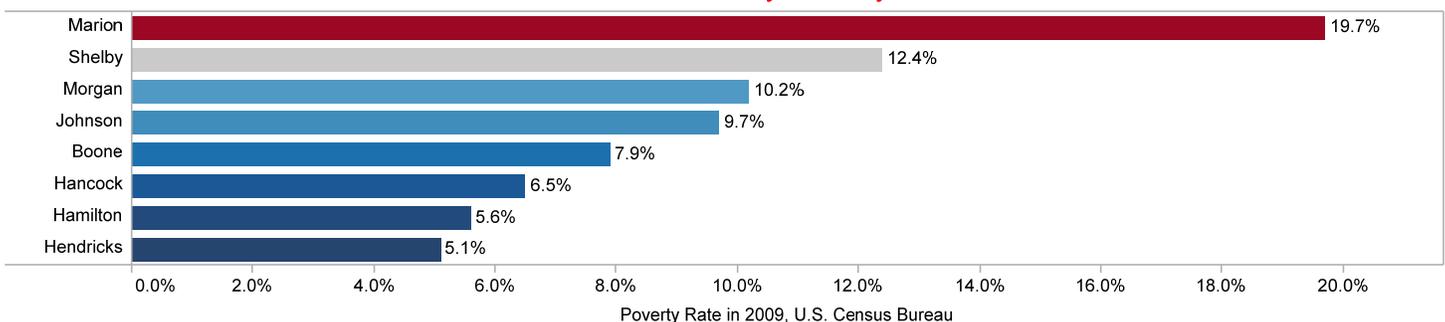
Connect2Help heard from over a quarter of a million Hoosiers in 2011. Nearly 40% of them needed help paying their utilities, finding and keeping decent, affordable housing, and feeding their families. Again, this is not a new theme; these were the same top needs in 2010. However, **these needs increased by 10% for utilities and housing, and 21% for food in 2011.** A look into the lives of people calling for help reveals some of their barriers:

- Almost 43,000 reported that they, or someone in their household, was unemployed;
- More than 35,000 had someone in their household with an illness or disability;
- Over 10,000 told C2H that their hours had been reduced at work.

In all, callers reported more than 310,000 individual needs during 2011. There ARE community resources available. Connect2Help has a database of almost 6,000 services that it uses to help connect people to resources every day of the year. In 2011, Connect2Help made over 420,000 referrals to these resources. However, community resources are finite; the demand continues to outstrip supply. Eight percent of the needs, almost 30,000, were not able to be met with existing resources. The top unmet needs included **utility assistance, rent help and emergency shelter.**

Based on available data, 38% of people needing help received some kind of public assistance; 26% were employed (15% FT and 11% PT); 19% had no income; 6% received Social Security or pension income; and 10% had some "other" form of income (e.g. unemployment, child support). These data suggest that at least 57% of the callers (i.e. those receiving public assistance and those with no income) were well below the poverty level. According to the most recent U.S. Census Bureau data (2009), the poverty rate for people of all ages in Indiana was 16.1%. The following chart shows the poverty rate distribution for the 8 central Indiana counties.

### Central Indiana County Poverty Rates



We cannot change the poverty rate overnight, but each person helped can have a ripple effect on the health of the community. Connect2Help will continue to monitor and report on the community's progress toward reversing our current "theme."

Join us at [www.connect2help.org](http://www.connect2help.org).