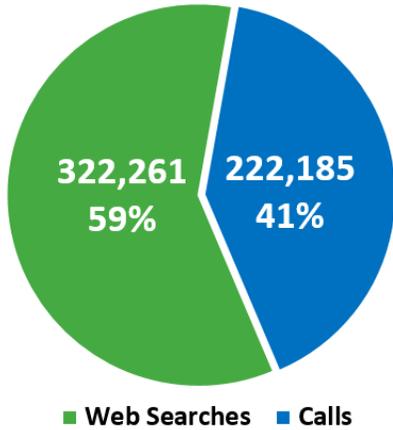


2-1-1 Connections Create Community Impact



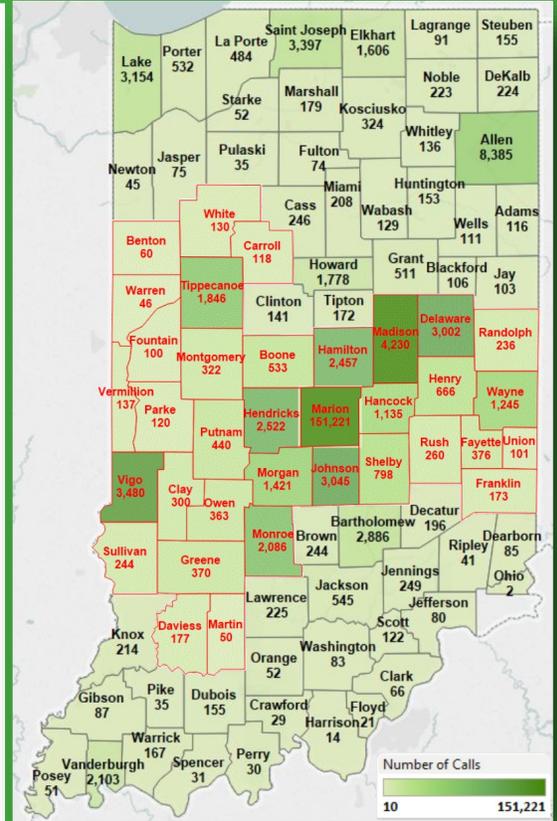
In January, Renee, a 49 year old Indianapolis resident called 2-1-1 needing help getting her gas turned back on. She has custody of her three small grandchildren and was worried about keeping them warm during the winter. The Connect2Help211 Specialist was able to set an emergency energy assistance appointment for her. Following up a couple weeks later, the specialist learned that she had been approved and the heat was back on.

Connect2Help211 Contacts
July 2015 - June 2016



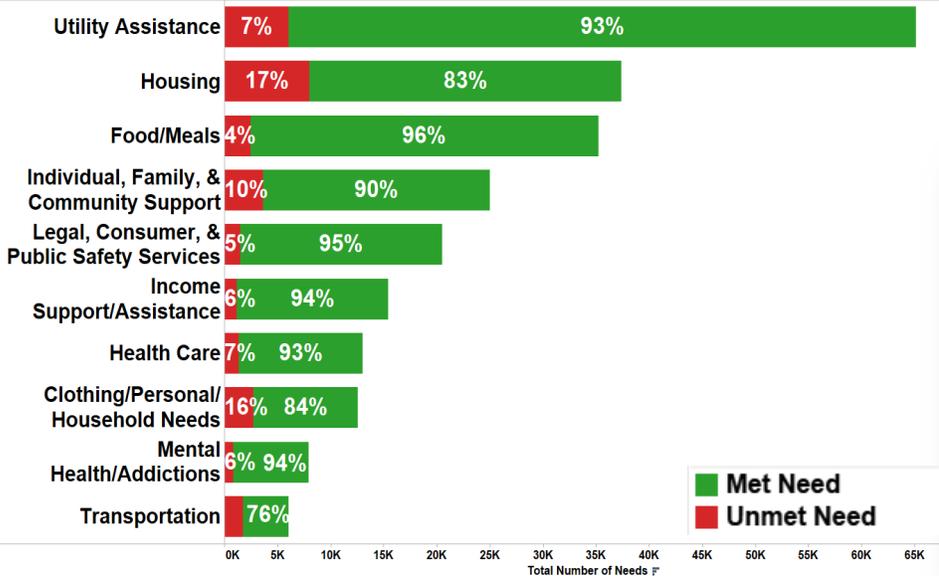
Renee is one of over *half a million Hoosiers*

helped by **Connect2Help211** from July 1st, 2015—June 30th, 2016. In the map to the right, we can see that while a majority of the calls came from **Connect2Help211's** core 35 county service area (in red), our **24/7/365** availability means that we help Hoosiers from every corner of the state. Additionally, having our database online at our website, www.Connect2Help211.org, means Hoosiers can search for community resources from the comfort and privacy of their homes. In April 2016, **Connect2Help211** began offering a texting option to provide information and referral services. So far, **seventy-nine** Hoosiers have opted to text **898211** to get help.



Connect2Help211 clients reported 619,237 needs and received 694,824 referrals to community resources, from our database of 15,243 programs. Not all needs are able to be met. 12% of the needs were unmet, often due to financial constraints, lack of program capacity, or the programs didn't exist in the clients' area. The met and unmet needs of the callers are graphed below:

Connect2Help211 Callers' Needs July 2015 - June 2016



Connect2Help211 follows up with clients through outcome surveys. The results show that 2-1-1 makes a significant, positive impact on the community. Of the 83% who contacted the referrals provided by 2-1-1, 80% reported that their situation had improved.

Connect2Help211 Outcome Data FY 15-16

