

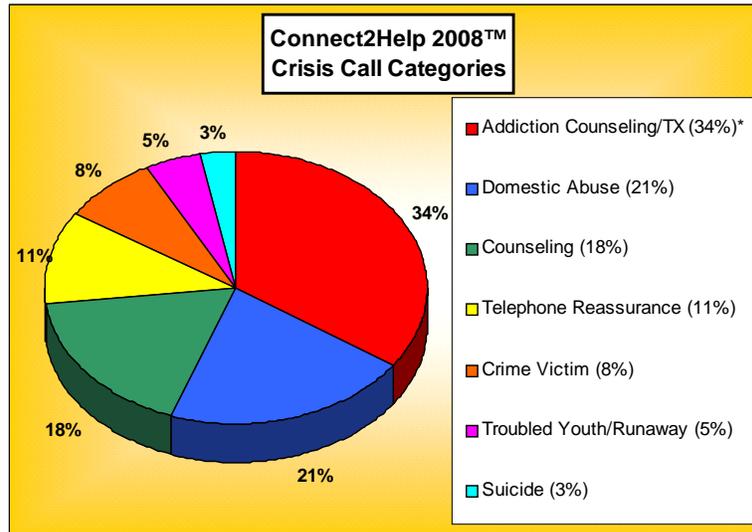
Connect2Help™

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

Crisis Calls Rise in a Shaky Economy

Most of the people calling Connect2Help™ (C2H) are in a difficult situation; frequently, they need help getting the most basic needs of a warm, safe home and food on the table. Unfortunately, even though their lives are tough enough without throwing in addiction, physical abuse, shattered relationships and overwhelming feelings of hopelessness, these factors frequently add to the burden of people already struggling to obtain self-sufficiency.

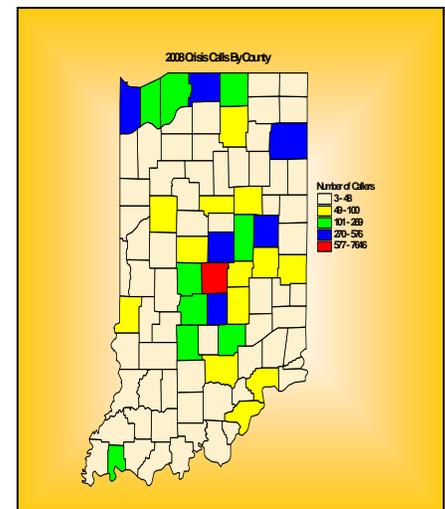
Jane* had been forced to move back with her ex-husband because she was injured and couldn't work. After she moved back out again because he had beaten her so badly, she was staying in a house with no utilities and, even though she said it was better than where she had been before, she still needed help starting all over once again.



Tim* called C2H saying that he was thinking of committing suicide because he could not provide for his two children. He had tried everything he could think of to find a job and make a home again for his family. The Specialist, who was trained in crisis intervention, was able to de-escalate the situation and provide resources for his financial difficulties.

- For a growing number of C2H callers, **1 out of every 10** in fact, this is their reality. During 2008, 15,000 people involved in a crisis situation called for help. This is an 18% increase compared to 2007. A deep economic recession only added fuel to the fire for many of these callers; nearly twenty percent (19%) reported that at least one member of their household was unemployed, a **40% increase** compared to 2007.
- The chart above shows crisis calls by category. Addiction treatment, issues of domestic abuse and mental health counseling accounted for nearly three-fourths (73%) of all needs for callers in crisis; these were increases of 16%, 7% and 24%, respectively, compared to 2007. Suicide calls represented the largest percent increase; **there were 49% more suicide calls in 2008 than in 2007.**
- Half of all crisis calls (50%) came from Marion County;** 11% came from the 7 counties surrounding Marion; and 38% came from outside of Central Indiana.
- The **majority (63%)** of these callers contacted C2H during **weekday "daytime" hours** (i.e. M-F 8am-8pm); 20% called on the weekends; and 15% called during weekday "overnight" hours (M-F 8pm-8am).
- Thirty-nine percent** (39%) were employed** (30% FT and 9% PT); 38% reported having no income; 16% received some kind of public assistance; and 7% had some "other" income source.
- Thirty-five percent (35%) were in their 30's;** 27% were in their 20's; 20% were in their 40's; 9% were in their 50's; 6% were under 20; and 3% were over 60.
- Due to their complex nature, **C2H spent twice as much time with callers in crisis** (an average of 13 minutes) as with ALL C2H callers. (Suicide calls averaged 29 minutes).

*Names are changed for confidentiality
 **Percentages are based on known data.



Community Partner

For assistance or more information about human services needs in Central Indiana, dial 2-1-1 or (317) 926-4357.

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