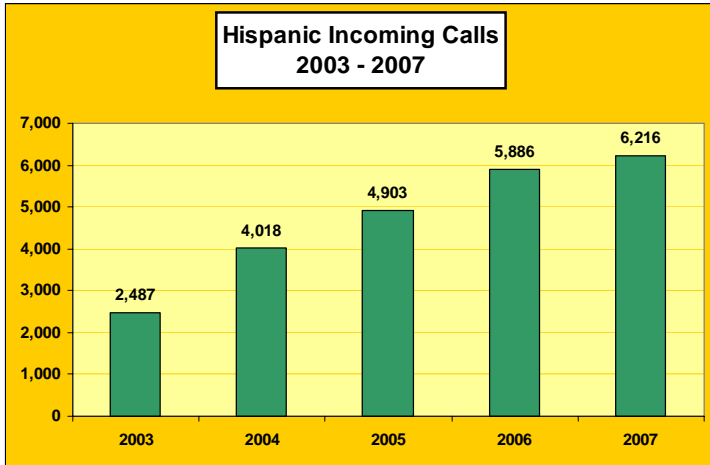


# Connect2Help™

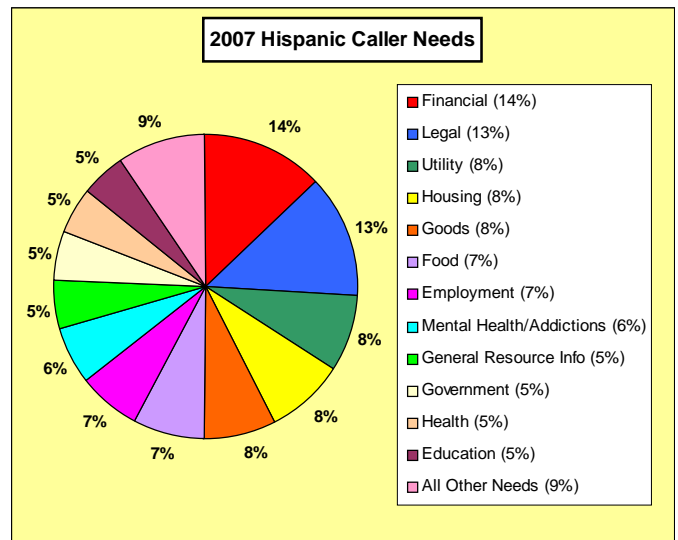
Connect2Help™ facilitates connections between people who need human services and those who provide them.

P.O. Box 30530, Indianapolis, IN 46230-0530; (317) 920-4850; Fax: (317) 920-4885; www.Connect2Help.org

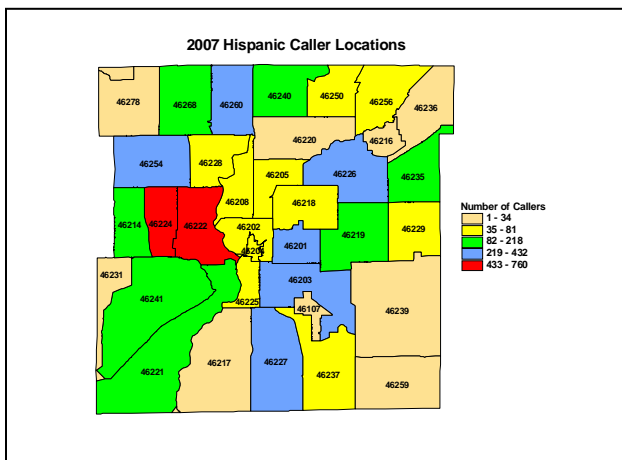
For Connect2Help™ Services: dial 2-1-1 or (317) 926-4357



- Connect2Help™ (C2H) has responded to a growing number of Hispanic callers in the last 5 years. The chart to the left demonstrates this trend.
- There was a 6% increase in Hispanic calls from 2006 to 2007.
- Hispanic callers accounted for 6% of all C2H I&R callers.



- Callers reported 8,300 needs and received 11,700 referrals to community resources to meet those needs.
- The chart to the right shows the distribution of callers' need by major category. Within each category (e.g. "Financial"), there are individual needs. The top 5 individual needs (from a list of 143) were: legal assistance, job search assistance, food pantry assistance, Christmas assistance and gas bill assistance.
- Thirteen percent (13%) of these needs were recorded as "unmet" by C2H I&R Specialists. The top 5 unmet needs were: rent assistance, gas bill assistance, electric bill assistance, legal assistance and job search assistance.



The majority of Hispanic calls (87%) came from Marion County; 5% came from the 7 counties surrounding Marion; and 8% came from outside of central Indiana.

The map to the left shows the location of callers in Marion County. The zip code areas with the most calls were 46222 and 46224. The "typical" Hispanic caller was a female in her 30's from a 2-parent family household who was employed full-time. (The "typical" Connect2Help™ caller also was a female in her 30's and employed full-time, but she was White and lived in a single-parent household). Nearly half (47%) of Hispanic callers did not speak English; 22% had insufficient legal documentation. Six percent (6%) of Hispanic callers reported domestic abuse; 4% had some type of illness/disability; 2% had substance abuse issues; and 2% were offenders or ex-offenders.



For more information on Hispanic caller needs or resources, call Connect2Help™

Formerly Information & Referral Network

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