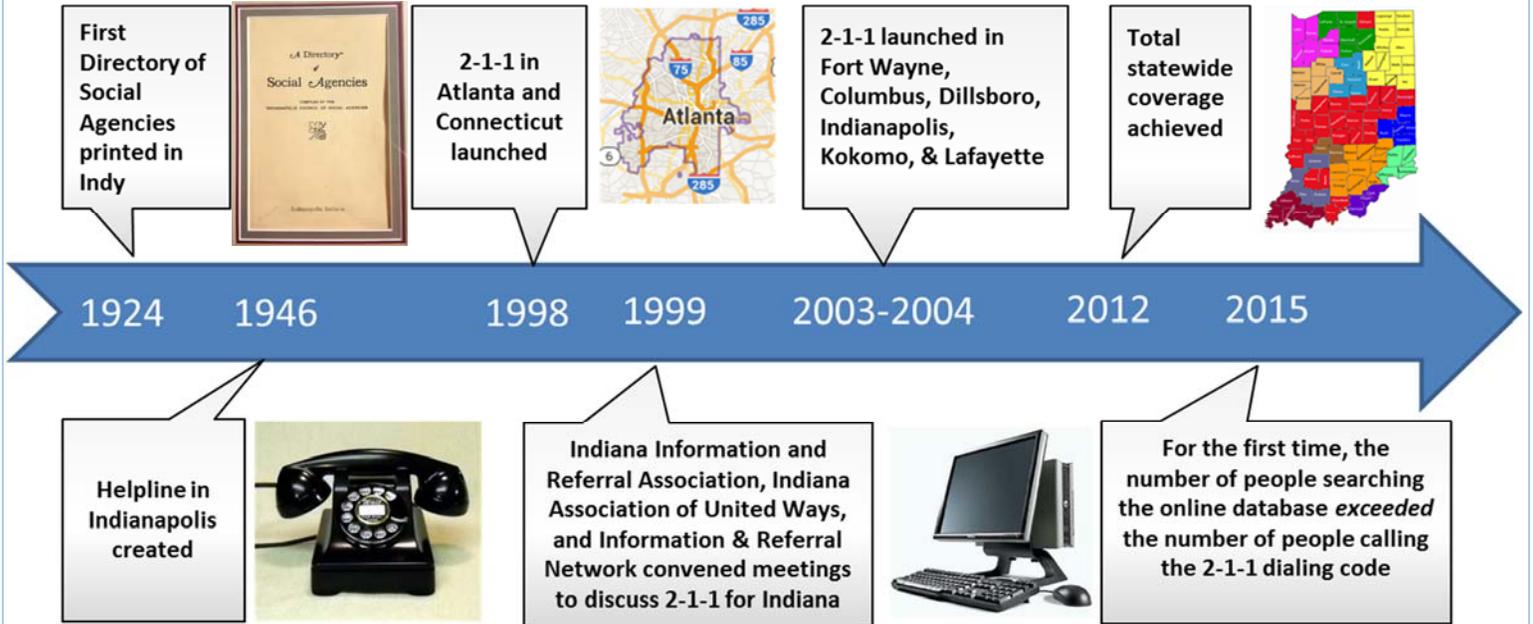


## 2015 Year in Review Report

Since 1946, social service help has been just a phone call away for Hoosiers. As times and technologies have changed, the Indiana 211 Partnership continues to meet Hoosiers' needs by whichever mediums they choose to use. Many Hoosiers are moving away from having landlines, relying on cell phones instead. Having the resource database on our websites allows residents to search for help without needing to use their cell minutes. In 2015, for the first time, the number of people searching the online database *exceeded* the number of people calling the 2-1-1 dialing code. IN211 will continue to meet Hoosiers' needs, be that by phone, email, website, or very soon—even by texting.



In 2015, **360,282** callers dialed 2-1-1; another **415,019** searched our online database for community resources. These clients reported **1,013,955** needs and received **1,095,830** referrals to community resources, from a database of **15,243** programs that serve Hoosiers.

*There are some interesting differences between the searches online versus the calls:*

### Who

The largest age group of callers is 25-39 year olds at 34%. But for website users, it's 19-24 year olds at 43%.



### What

The needs of the 2 groups are similar, but there are some marked differences:

#### Callers' Needs:

1. Utilities—21%
2. Housing—14%
3. Food—9%
4. Income Support—8%
5. Health—6%

#### Website Users' Needs:

1. Volunteer/Donation—20%
2. Food—11%
3. Mental Health/Addictions—11%
4. Holiday Assistance—10%
5. Housing—9%

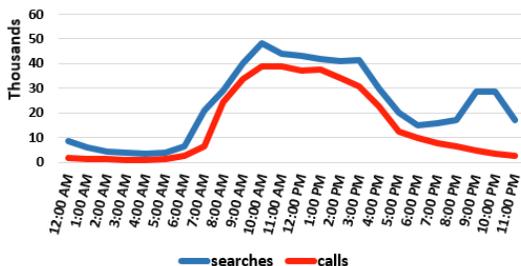
### Where

Counties in blue indicate counties where the number of web searches exceeds the number of calls.



### When

Calls vs. Searches by Time of Day



### Why

Many clients have an underlying situation which exacerbates their needs. Below are the three most common factors:

1. Illness / Disability - 31%
2. Unemployed / Laid-Off - 22%
3. Homeless / Doubled-Up - 12%

### How did it turn out?

According to follow-up surveys conducted with clients:

**85%**

Reported contacting the programs they were referred to.

**84%**

Reported an improvement in their situation afterward.

**97%**

Reported they would call 2-1-1 again if they need help.

### But not all needs are met

10% of all needs are marked unmet, mainly due to lack of programs or capacity to meet the need. The top five unmet needs are:

1. Housing - 24%
2. Utilities - 20%
3. Goods - 9%
4. Food - 6%
5. Holiday Assistance - 6%



Call **2-1-1** or visit **www.in211.org**

Available 24/7/365