



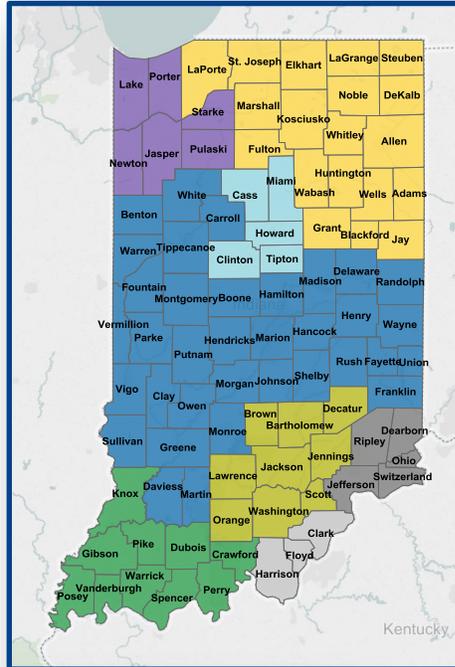
200 years ago in Indiana, a crop failure or inability to hunt or fish, could mean certain death for a Hoosier pioneer. Neighbors might have been miles away and not necessarily in a position to offer help. It was a very difficult existence, and life was a daily struggle. 100 years ago, many churches and benevolent societies started programs to help Hoosier widows, orphans, and disabled soldiers to be able to survive. With no means of supporting themselves, they often faced very bleak prospects. Now in 2016, as our state celebrates the bicentennial of its founding, many Hoosiers still face daily struggles. Thankfully, we now have a social safety net of philanthropic, faith-based, and government programs to make sure our neighbors don't suffer the same fate that many of our forebearers did. Indiana 2-1-1 is there to ensure that every Hoosier in need gets connected to the help that is available.

From July 1st, 2015—June 30th, 2016:

310,136 Hoosiers dialed **2-1-1** needing help. Our highly trained Specialists made **524,845** referrals for assistance from our database of over **6,000** different agencies offering help.

Another **368,607** Hoosiers searched for resources using the **2-1-1** online database on our website at www.in211.org. These clients received **448,097** referrals for help.

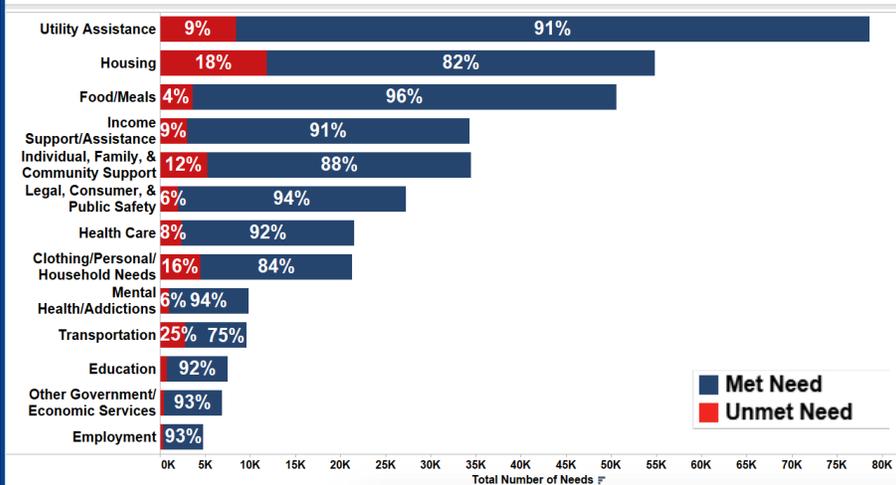
Callers reported **423,608** needs, demonstrated in the graph below. Not all needs were able to be met, however. **46,832** needs, or **11%**, were marked as **unmet**. Often, this is due to a lack of capacity and/or financial resources of existing programs.



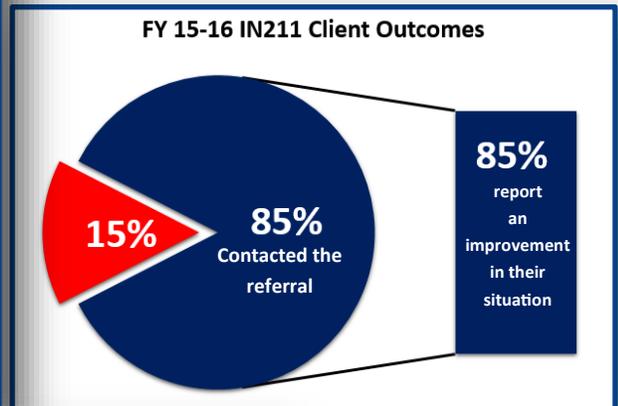
2-1-1 services are available **24/7/365**, and are provided by **8 different centers**. Each of these centers is a member of the **Indiana 211 Partnership (IN211)**, an independent, non-profit organization. The Indiana Utility Regulatory Commission granted the IN211 Partnership use of the **2-1-1** dialing code in 2004.



IN211 Callers' Needs FY 15-16



Data from **Outcome Surveys** demonstrates that **2-1-1 works**: 85% of those who contact the referral report an improvement in their situation:



What Can You Do To Help?

Much like the social safety net, 2-1-1 is supported by a mix of philanthropic, faith-based, and now government funds. Call or write your state representatives and senators and encourage them to continue the state's recent support of 2-1-1. Their continued partnership with these philanthropic and faith-based organizations can help to ensure that Hoosiers get connected to the help they need.

