



# IndyEAP Helps Marion County Residents Keep the Heat on this Winter

Since May 2014, Connect2Help211 has partnered with the United Way of Central Indiana and the John H. Boner Community Center to administer and provide the Energy Assistance Program (EAP) for Marion County residents. This vital service helps over 20,000 families survive during the winter's coldest months.

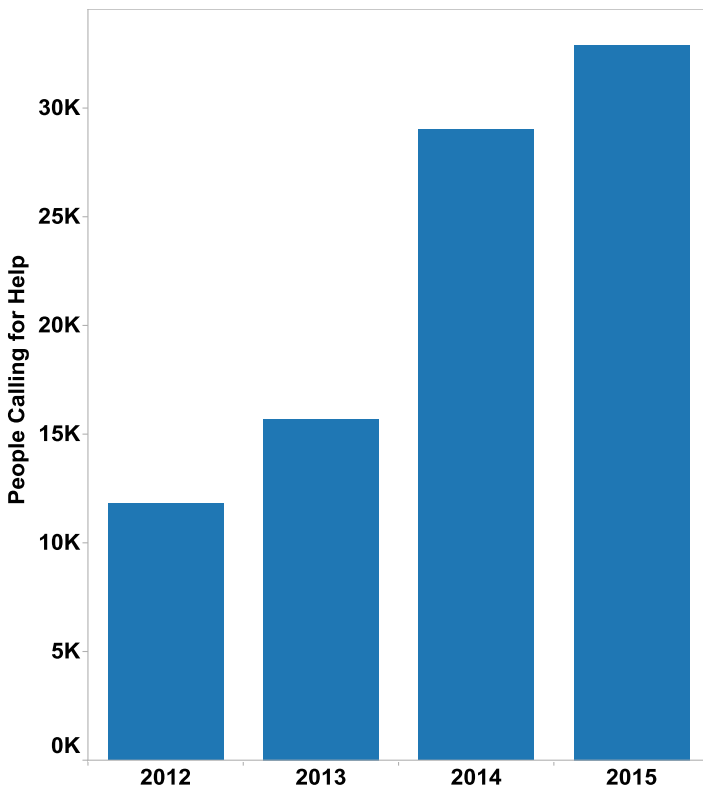


**We've seen a marked increase in calls looking for help with the utility bills.**

**Increased efficiency means more people get help faster!**

**In the first 30 days of this heating season:**

Requests for Energy Assistance 2012 - 2015



- Adding a new "Callback" feature has helped us set 665 more appointments (**10 % increase**) than last year.
- Adding over-the-phone self-service instructions for downloading and submitting applications has cut the number of residents waiting for a mail-in application by more than half (**53%**).
- 505 more residents (**25% increase**) were able to speak directly with a trained specialist about questions regarding applying for assistance. Since **2-1-1 is a 24 hour service**, they are able to call anytime, day or night.



**Need help keeping warm this winter? Call 2-1-1 or go to [www.IndyEAP.org](http://www.IndyEAP.org) for more information.**



**Available 24/7/365 by phone or web.**

