

Connect2Help™

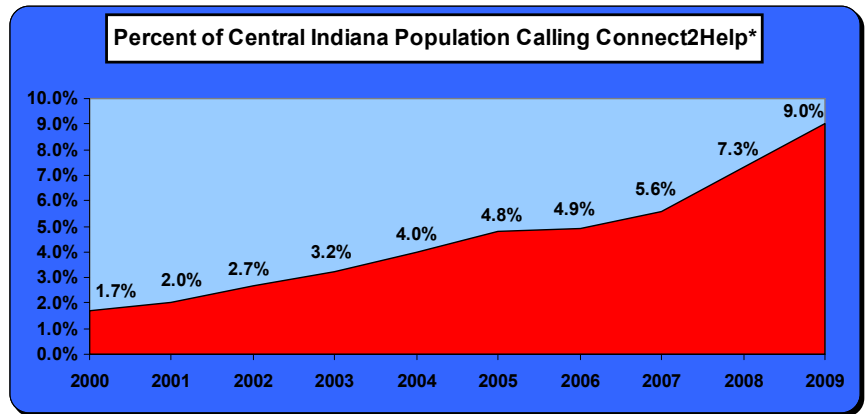
Serving as your 2-1-1 Center for Central Indiana

More in "Survival Mode" as Decade Progresses

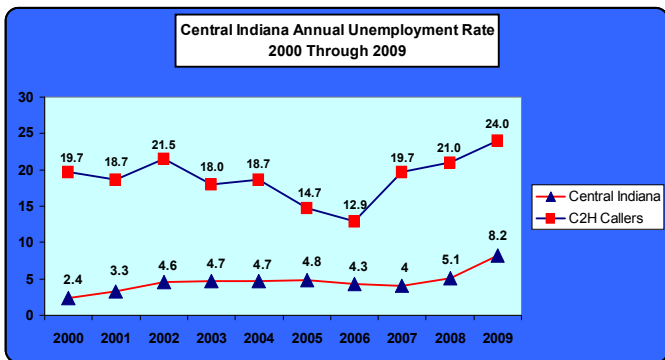
"Survival mode is the focused, determined, driven exertion of one's energy toward getting through the demands at hand. It's the attempt to manage a life that, for whatever reason, has become unmanageable." – Colleen Swindoll, "Surviving Survival Mode"

For an increasing percentage of the Central Indiana population, the decade out of which we have just emerged has been lived in **economic "survival mode."** Two recessions in the last 10 years have left many scrambling just to make ends meet.

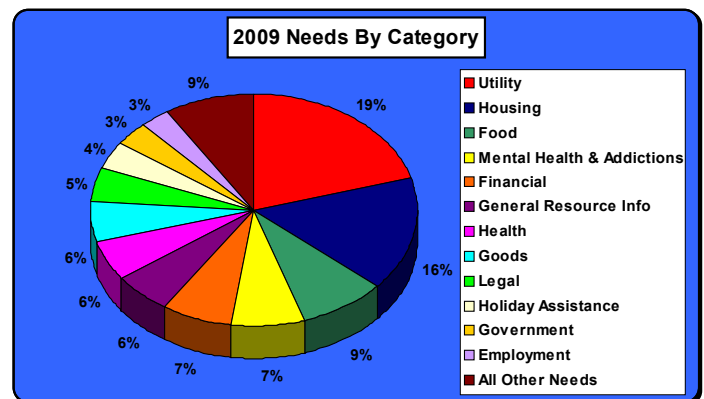
- At the beginning of the decade, Connect2Help responded to about 26,000 calls for help; in 2009, this number soared to more than 230,000 people, an increase of **792%**.
- As the decade progressed, C2H expanded access to its services, primarily by becoming a **24/7 service and implementing the 2-1-1 dialing code**. Now, in addition to Central Indiana, C2H provides help nearly statewide in the overnight and weekend hours.
- However, the **majority of these callers live in Central Indiana, and the percentage of people, based on population, needing help in this area is growing.**
- Based on population estimates provided by Population Division of the U.S. Census Bureau and call count data from C2H, the **percentage of the Central Indiana population needing help has grown from 1.7% in 2000 to 9.0% in 2009** (*C2H does NOT maintain unduplicated call counts).



- A combination of many factors, including **economic conditions** and **natural disasters** such as hurricanes, tornadoes, fires and floods have contributed to the rise in calls from people needing help to meet basic needs.
- However, the most consistent motivator has been a **lack of sufficient household income**. This stems primarily from being un- or underemployed.
- **Unemployment data** (from STATS Indiana) for Central Indiana show that rates have more than doubled in the last 10 years, reaching a 10-year high of **8.2% in 2009**.
- **C2H data** show an even more bleak picture of an **average rate of 19%**, with a **10-year high of 24%** (nearly 1 in four callers) in 2009. The housing crisis, and the ensuing economic meltdown which began at the end of 2007, have financially devastated tens of thousands.



- In each of the last 10 years, the top 3 reasons for calling C2H involved **utilities, housing and food**.
- These are the **most basic of all human needs**, the ones which have forced tens of thousands in Central Indiana and beyond, into "survival mode."
- The chart to the right shows the most recent C2H needs data. After an unprecedented spike of 80% in calls for help paying utility bills in 2008, **2009 needs surpassed 2008 by an additional 43%.**
- Nearly **14,000 people** called for help paying their rent, an increase of 21% over 2008; **10,800** called for **emergency shelter**, a jump of 10%.
- More than **19,500 people** called for emergency food, a rise of 6% over 2008.



Connect2Help will continue to monitor and report on community needs in this new decade.