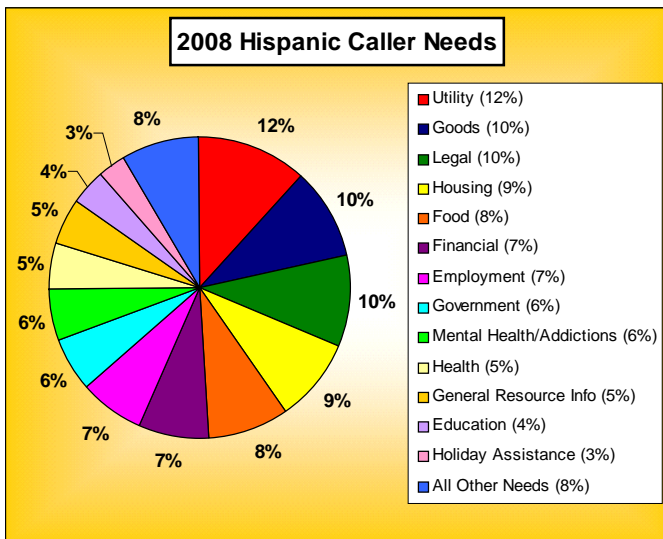
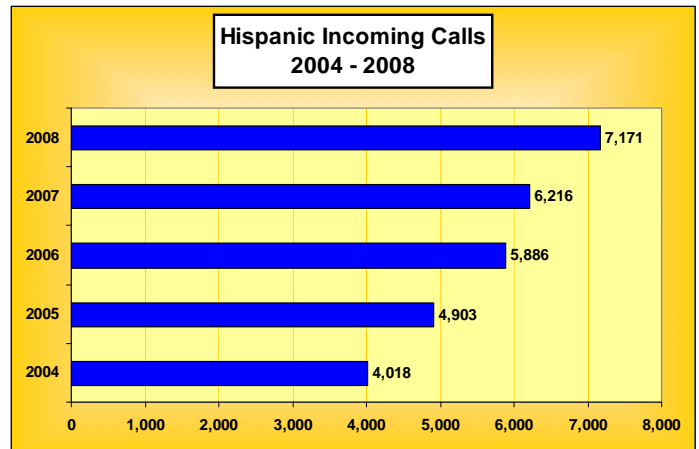


# Connect2Help™

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

## Need for Help in Latino Community Rises; Language Continues to Be a Barrier

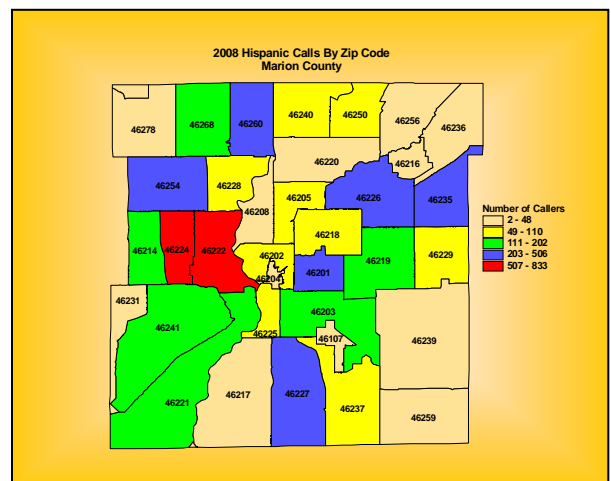
- Calls for help from Hispanics have **risen 78%** in the last 5 years. One of the biggest challenges for these callers is the language barrier.
- In 2008, **half did not speak enough English** to contact service providers on their own behalf. Spanish-speaking staff at human services agencies is in very short supply. In emergency situations, Connect2Help™ bi-lingual Specialists made contact with service providers for the caller. For all other situations, callers were encouraged to have a family member or friend provide interpretation services.
- Connect2Help™ continues to respond to growth in Hispanic calls by **hiring more Spanish-speaking staff** and by researching community resources to find the ones that offer services in Spanish.



- Calls for **help paying utility bills topped the list** as the most pressing need during 2008. Calls for gas bill assistance jumped 76%, while electric calls rose 50% compared to 2007.
- As a category, requests for **goods** (such as clothing and furniture) **grew 47%** compared to 2007. Within this category, the biggest increases were calls for baby supplies (68%), furniture (52%) and children's clothing (42%).
- While legal needs rounded out the list of the top 3 need categories, requests for help with **legal issues actually declined by 19%** compared to 2007.
- Ten percent of Hispanic callers' needs were recorded as **"unmet"** by C2H. More than half (52%) of all unmet needs were made up of just 5 individual needs, including: rent assistance, gas bill help, electric bill help, job search help and shelter.

- Most Hispanic callers (**82%**) lived in **Marion County**; 5% came from the 7 counties surrounding Marion; and 13% came from outside Central Indiana. The map to the right shows the distribution of callers by zip code in Marion County.
- **More than half (53%\*) were employed** (34% FT and 19% PT); 29% had no income; 12% received some kind of public assistance; and 6% reported some "other" kind of income (e.g. child support, unemployment, etc.).
- **Five percent (5%) reported being homeless**; 4% were involved in a domestic abuse situation; and 3% had some type of illness or disability.
- The **top 5 referrals** were: CAGI – Energy Assistance Program; Hispanic For-Profit Job List; LaPlaza – Case Management; LaPlaza – Food Pantry; and SVDP Client Choice Food Pantry.

\*Percentages are based on available data.



For assistance or more information about human services needs in Central Indiana, dial 2-1-1 or (317) 926-4357.

