

Connect2Help™

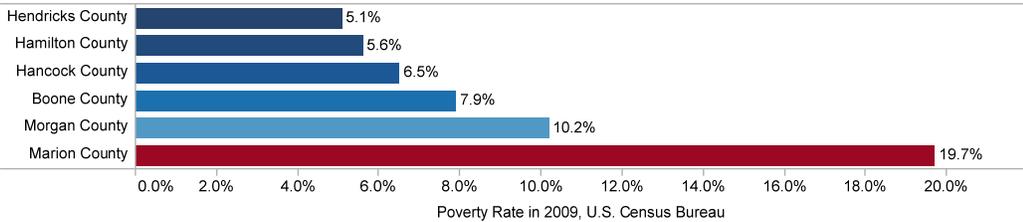
Serving as your 2-1-1 Center for Central Indiana

Residents in United Way of Central Indiana Service Area Continue to Struggle in 2011

In 2011, more than **183,000** residents from the **United Way of Central Indiana service area**, which includes, Boone, Hamilton, Hancock, Hendricks, Marion and Morgan counties, **called 211 for help**. This represents about 12% of the population (assuming unduplicated calls). Adding in the additional 67,000 searches on Connect2Help's online resource database for UWCI area resources in 2011 (again, assuming unduplicated counts) brings this percentage to 16%.

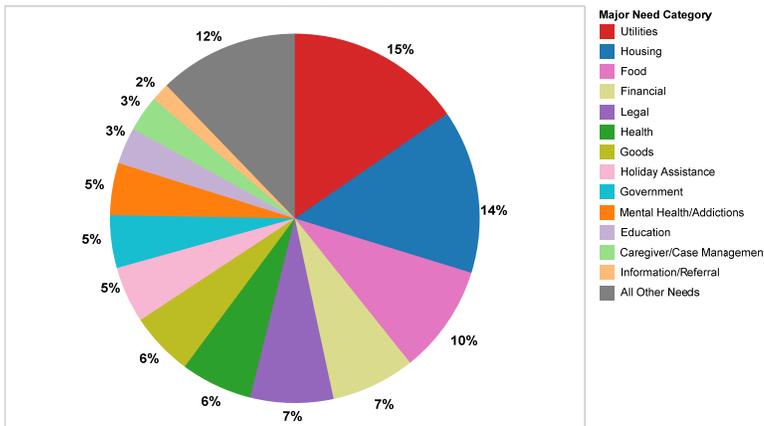
UWCI Service Area	
6-County Area Population (2010, US Census Bureau)	1,518,946
# calls to 211 in 2011	183,547
% of population calling 211 (assuming unduplicated calls)	12.1%

United Way of Central Indiana Service Area County Poverty Rates



Census Bureau data show that Indiana's poverty rate is 14.5%. The rate in the UWCI area ranges from 5.1% - 19.7%. In this area of over 1.5 million people, more than 200,000 are living at or below the poverty level. With so much need and a very fragmented human services delivery system, a single point of entry is more critical than ever. Connect2Help (C2H) wants to continue to create awareness of how people can find resources to meet their needs by calling 211 or searching our online database (www.connect2help.org). C2H currently maintains detailed information on thousands of human services programs that serve UWCI area residents.

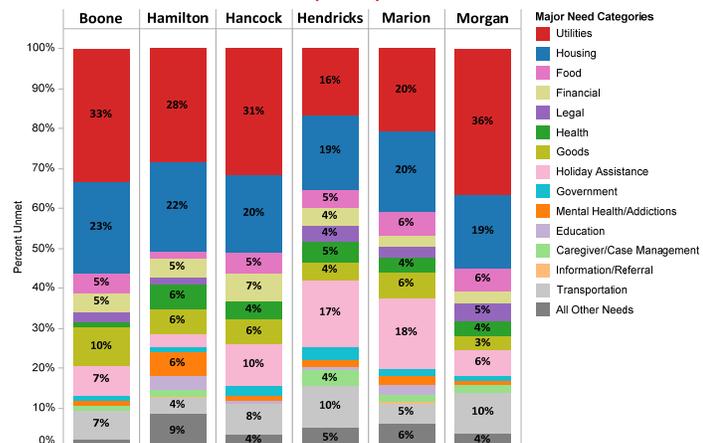
United Way of Central Indiana Service Area 2011 Needs By Major Category



- Seven percent (7%) of UWCI area needs were recorded as "unmet." For the **combined 6-county area**, the top 3 unmet needs were utilities, housing and holiday assistance, accounting for 21%, 20% and 17%, respectively.
- The chart to the right breaks down the unmet needs for each county in the UWCI area. Unmet **utility** need percentages vary widely, from 16% in Hendricks County to 36% in Morgan County. The unmet need percentage range for **housing** is much tighter: 19% in Hendricks and Morgan to 23% in Boone. The range for unmet **holiday assistance** need percentages is between that of utilities and housing: 3% in Hamilton County to 18% in Marion County.

- In 2011, UWCI area callers reported more than 250,000 needs and received almost 355,000 referrals to community resources.
- Nearly one-third of the needs (29%) were for utility or housing assistance. Calls for utilities increased by 9% compared to 2010; housing calls rose 7%.
- **Food** requests, which accounted for one in ten reported needs, **rose 20%** compared to 2010.

United Way of Central Indiana Service Area: 2011 Unmet Needs By County



For assistance or more information about human services needs in the UWCI Service Area, dial 2-1-1 or (317) 926-4357.



Community Partner

3901 N. Meridian St., Ste. 300, Indianapolis, IN 46208; (317) 920-4850; Fax: (317) 920-4885; www.Connect2Help.org

