

# Connect2Help™

## Basic Needs Dominate Connect2Help 2-1-1 Calls

The unemployment rate is going down. Home sales are going up. Wall Street is headed in a bullish direction. Why, then, are some Indiana residents still struggling to make ends meet?



Safe, affordable housing is in short supply, even for those working full-time. Indiana residents

earning the **median hourly wage of \$11.62** must work **48 hours a week**, 52 weeks per year, to afford a 2-bedroom fair market rent unit. Those earning **minimum wage must work 77 hours.** (National Low Income Housing Coalition, *Out of Reach 2014*)



Utility costs are rising, and wicked winter weather in 2014 made matters worse for Indiana residents. Current year data from the *Indiana Housing and Community*

*Development Authority* show that **158,866 Indiana households received LIHEAP** (Low-Income Home Energy Assistance Program) funds. Those over 150% of federal poverty guidelines didn't qualify for LIHEAP; other community resources were insufficient to meet the increased demand.



A June 2014 USDA report noted that food insecurity has not decreased, despite a reduction in the

unemployment rate. Higher annual inflation and food prices are partly to blame. *Map the Meal Gap 2014* by Feeding America reveals that **15.7% of Indiana residents—1,023,650 people—are food insecure.**

Every day, 2-1-1 talks with people facing these and other circumstances that cause them to reach out for help. From July 2013—June 2014, Connect2Help 2-1-1 responded to **275,140 calls from Indiana residents**, who reported **345,972 needs** and received **466,921 referrals** to community resources. An additional **177,722 searches for Indiana resources were conducted online (www.Connect2Help.org)**. Professionals and para-professionals downloaded **7,892 copies of *The Rainbow Book***™, a community resource directory published by Connect2Help 2-1-1, to help their clients.

### Top 5 2-1-1 Callers' Needs

1. Utilities - 15%
2. Housing - 14%
3. Food - 11%
4. Financial - 9%
5. Legal - 7%

### Top 5 2-1-1 Callers' Unmet Needs

1. Housing - 23%
2. Utilities - 16%
3. Holiday Assistance - 8%
4. Goods - 8%
5. Food - 7%

9% of needs were recorded as "unmet" by 2-1-1.

Assessments with Connect2Help 2-1-1 callers revealed additional barriers that prompted them to call for help.



Illness/Disability - 18%



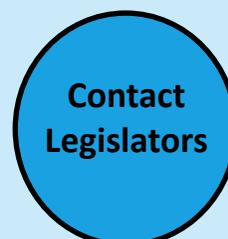
Unemployed/Laid-Off - 14%



Homeless/Doubled-Up - 9%

**Identification is the first step to improvement.** Now that you know what kind of help is needed,

what can YOU do to make a difference in our community?



Get Help → 2-1-1 ← Give Help

