



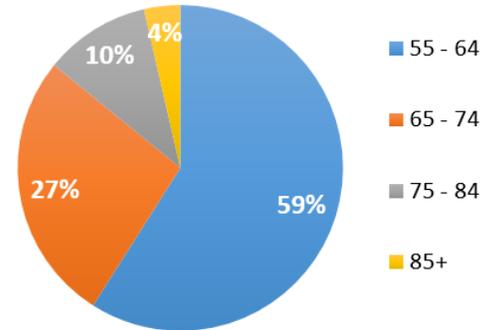
Ray & Barbara*, elderly Marion county residents, dialed 2-1-1 looking for help. Their gas bill keeps going up but they are on a fixed income and were already stretching every last dollar. A neighbor told Barbara to call 2-1-1, and so she did. After a brief assessment of their situation, the Connect2Help navigator was able to offer referrals for not only the gas bill, but also a weatherization program to help insulate their home, and a senior food program to help them stretch their grocery dollars. Helping to ensure that our senior neighbors are able to live securely and independently is just one of Connect2Help's goals to improve the quality of life in our communities. **names changed to protect confidentiality*

Ray & Barbara are just two of the more than **44,000 seniors (55+)** who called Connect2Help211 in 2018 for help. As we can see in the chart to the right, nearly two-thirds of these senior callers are those who haven't reached Social Security retirement age yet.

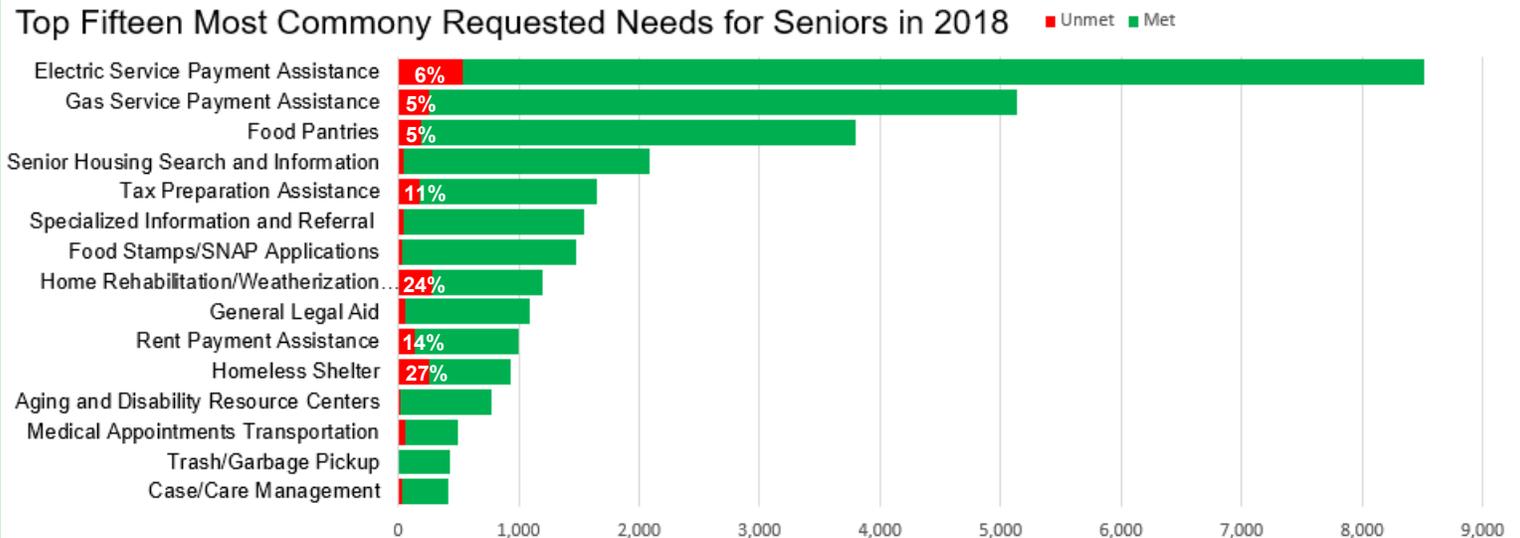
These seniors reported over **47,000 individual needs**. Using the Indiana 211 Database, our Navigators search for resources to help meet these needs. The graph below shows the fifteen most commonly requested Senior needs in 2018. These fifteen individual needs account for 69% of all Senior needs.

Unfortunately not all needs can be met, often due to a lack of funding, program capacity, or even geographic barriers. Our Navigators record when a need is unmet to help community partners to understand where the holes in the safety net exist. For Senior callers, **10%** of all needs were marked **"unmet"**. These unmet needs are shown in **red**.

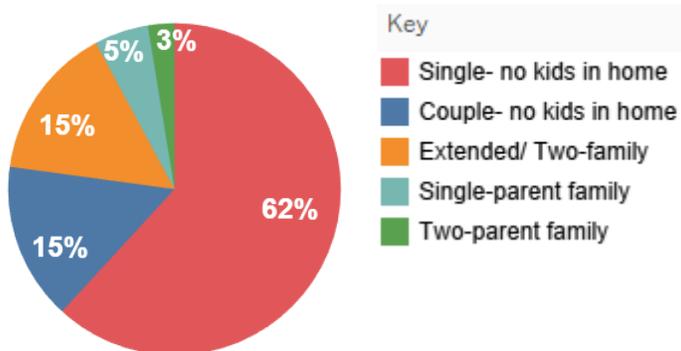
C2H Senior Callers



Top Fifteen Most Commonly Requested Needs for Seniors in 2018



Senior Household Situation



During every call, our highly trained Navigators conduct thorough assessments to ensure we refer clients to those resources that they qualify for and are best able to assist them. They made over **70,000 referrals** for these senior clients.

As part of these assessments, we collect not only need-based and location data, but also demographic information. To the left is an example of how the demographic data can help us to better understand who in our community needs help. As we can see, nearly two-thirds of the Senior callers live alone.

Want to learn more or know a senior in need?

Dial 2-1-1 or visit www.connect2help211.org. Available 24/7/365