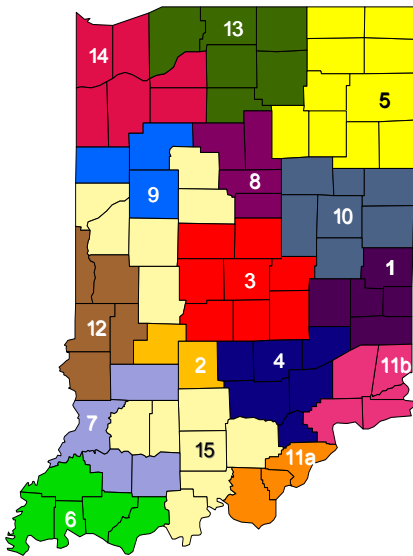


## Calls for Help from Hoosiers in Need Double in 5 Years

The **Indiana 2-1-1 Partnership**, through its statewide network of **14 IN211 Centers** provided coverage to **95%** of the Indiana population in 2010. As the country slowly emerged from one of the most devastating recessions on record, many struggled just to meet basic needs. Nearly **half a million Hoosiers called for help**, an **increase of 108%** since 2006.

Indiana 2-1-1	2006	2010
Population Served	80%	95%
Calls	232,000	482,000
Needs	249,000	524,000
Referrals	331,000	674,000

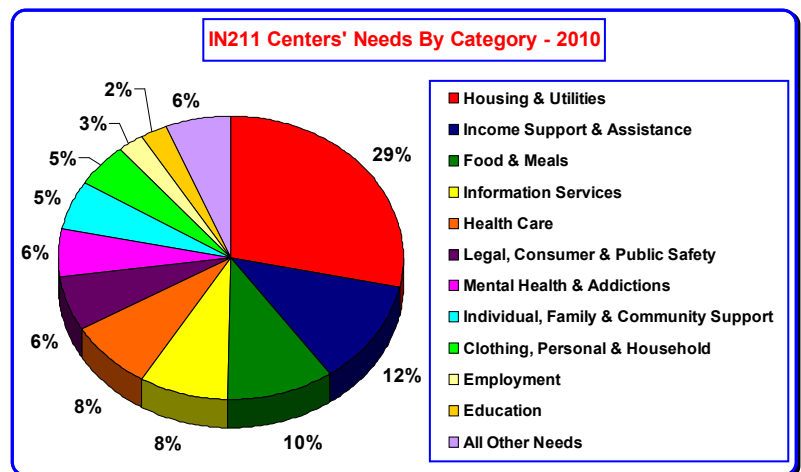
### 2010 Calls from IN211 Center Regions



1. Area 9 - 5,116 calls	9. Lafayette Crisis Center - 8,998 calls
2. Area 10 - 6,422 calls	10. LifeStream - 26,828 calls
3. Connect2Help - 228,576 calls	11a. Metro UW - 4,232 calls
4. First Call for Help 211 - 16,277 calls	11b. UW Greater Cincinnati - 1,860 calls
5. UW Allen County - 43,299 calls	12. Vigo County Lifeline - 12,665 calls
6. UW Southwestern IN - 23,191 calls	13. UW St. Joseph County - 40,866 calls
7. Generations - 6,448 calls	14. NWICA - 45,850 calls
8. UW Howard County - 10,461 calls	15. Non-211 Counties - 977 calls

- **Hoosiers from every county in the state**, including those not yet “officially” covered via landlines by IN211 Centers, **called 2-1-1 for help in 2010**. (People calling from cell phones in counties not currently covered by an IN211 center have their call answered by a Connect2Help I&R Specialist from Indianapolis).

- The majority of calls in 2010 (89%) were answered by IN211 Centers during regular business hours, Monday – Friday 8am-5pm. However, **more than 50,000 Hoosiers** (11% of all IN211 callers) needed help “**after-hours**.” Because **2-1-1 is available 24/7/365**, these callers were able to speak to a live person who was able to assess their situation and direct them to resources in their community.
- **Housing and utilities** were, by far, the most pressing needs of Hoosier callers, accounting for almost **150,000 of all needs** reported during 2010; this was a 6% increase compared to 2009. Requests for help to make a rent or mortgage payment or to keep heat on in the home were the main requests in this category.
- **Income support** calls **spiked 44%** in 2010 as calls from people with little or no income flooded 2-1-1 centers. High unemployment rates left many seeking unemployment compensation, TANF, Food Stamps and Medicaid. Calls for help with tax preparation assistance, especially for those hoping to receive the Earned Income Tax Credit, rose steadily.
- **Emergency food** needs continued to plague Hoosiers in 2010. More than **52,000** called 2-1-1 because they did not have enough food in their homes to feed their families.



More year-end data will be available on our website, [www.in211.org](http://www.in211.org), in the coming weeks. Check back regularly for updated information on community needs and resources.