

Indiana 211 Partnership, Inc.

Fact Sheet

January 2010

Our Mission:
...connecting
Hoosiers
with needs
to human
services
through
2-1-1...

What is 2-1-1?

2-1-1 is a three-digit phone number anyone can call to get information about health and human services. Call 2-1-1 if you need information on housing, employment, legal aid, counseling and much more.

Why 2-1-1?

- 2-1-1 is easy to use.
- Disaster relief is more effective, reducing non-emergency calls to 911. 2-1-1 connects victims, donors and volunteers with service providers.
- 2-1-1 is good for business, helping employees with family situations.
- Better use of volunteers, local and faith-based services.
- Track service gaps, duplication and trends.

Where is 2-1-1 Available?

Today, 2-1-1 reaches approximately 80% of the US population; over 240 active 2-1-1 systems covering all or part of 47 states.

Currently **79 Indiana counties** have limited access to 2-1-1 service provided by **15 Centers** around the state. They make 2-1-1 available to over **95%** of all Hoosiers and received over **440,000** calls during 2009. To see a list of counties currently served, visit www.in211.org.

We Can't Stop Now

IN211's goal is to reach all Hoosiers. Until 2-1-1 is funded by a public-private partnership, our work won't be done. Private dollars have funded the majority of the startup.

NOW - State funding is needed to sustain and expand the service.



Investing in the Future

Support is needed to:

- Ensure all Hoosiers can reach 2-1-1
- Provide detailed statewide web-based database of human service information
- Implement technology plan and make upgrades to integrate voice and data.
- Continue statewide training and evaluation to assure ongoing quality
- Implement the public education plan

Helping Hoosiers

Top 2009 Caller Needs

- Housing & Utilities 27%
- Food & Meals 10%
- Information Services 9%
- Income Support/Assistance 8%
- Clothing & Household Goods 5%
- Individual & Family Support 5%
- Health Care 5%
- Mental Health/Addictions 5%
- Legal & Public Safety 4%

Top Unmet Needs

Financial Assistance for Rent and Utilities, Transportation and Shelter

**Call 2-1-1
for Help**

www.in211.org

To learn more, call
317.921.7527
fax: 317.921.1397

3901 North Meridian
Street, #9
Indianapolis, IN
46208-4026

When will all Hoosiers have 2-1-1?

Indiana 211 Partnership (IN211) has a plan for statewide service, and it now services over 95% of all Hoosiers. IN211 is ready to complete the system once the required resources are secured.

The Indiana Utility Regulatory Commission (IURC) made rulings on February 20, 2002 and June 17, 2004 that authorized IN211 to operate 2-1-1 statewide.

The Indiana General Assembly passed legislation supporting 2-1-1 in 2004 (I.C. 8-1-19.5), which created an account--although without an appropriation. In 2008, HEA 1159 requires the General Assembly study “methods to enhance the use and delivery of and to ensure adequate funding of information and referral services in Indiana, including statewide 211 services”.

How does 2-1-1 work?

For the caller, it's as simple as picking up the phone and dialing 2-1-1. Trained and caring Information & Referral Specialists answer the 2-1-1 calls, talk about the caller's needs, and offer referrals to human service programs. Because of the changes in telephone services, it may take some time to ensure complete coverage from all types of telephones.

What is a typical call to 2-1-1?

Indiana's 2-1-1 Centers respond to all kinds of human service needs. **The most frequent calls are about food, housing, and financial help with rent or utilities.** Callers may also learn where to donate goods, find counseling or support groups, seek employment assistance, legal aid or parenting classes, among other needs.

Will I be charged for 2-1-1?

IN211 is working to ensure that calls to 2-1-1 will be **free to the caller** or at no more than the cost of a local call. While most land-line calls are free, normal usage costs per minute apply to cell phone calls.

Want to learn more?

More information may be found at www.in211.org, www.211.org and www.airs.org, or by calling 317.921.7527.



How is 2-1-1 currently funded?

IN211 and its Centers are primarily supported by private dollars from United Ways, community foundations, grants and individual donors. As a public-private partnership, IN211 needs to leverage the philanthropic funding with governmental funding. There are efforts at the state and federal levels to create sustainable public funding. 2-1-1 system implementation requires at least \$1 to \$1.50 per person annually for the area served. This means \$6.3 million and \$9.6 million in annual support in Indiana.

How Other States Support 2-1-1

Twenty-three states offer 2-1-1 statewide, and most do so with substantial support from State governments (*abbreviated below*).

- Bioterrorism/Center for Disease Control in AZ, NE, and WI
- Department of Human Services (Medicaid, Nutrition, Food Stamps, TANF, work programs in CT, FL, HI, ID, LA, MI, NJ, OH, OK, OR, TN, TX, UT, VT, and WV
- State appropriation in CT, LA, NJ, NY, OH, OK, TX, and WA
- Maternal Child Health in CT, ID, and OR
- Other specialized lines (Aging, child care, disability, anti-smoking, Department of Justice) in CO, CT, HI, TX, and VT
- Telecommunications and Information Technology in ME, NE, NJ, and TX
- Community Development Block Grant through US Housing and Urban Development in MI, and OR