



## The Promise of 2-1-1 for Indiana

2-1-1 is an easy-to-remember, universally recognizable number that makes it possible for people in need to navigate the complex and ever-changing maze of human services. It provides quick access to health and human services, encourages prevention and fosters self-sufficiency. Some of the varied benefits of 2-1-1 service to the State and its citizens are highlighted below.

- **Public Education/Information Campaigns Are More Effective.** Directing inquiries to the simple and easy-to-remember 2-1-1 allows the delivery of more effective public information campaigns – such as changes in state program benefits eligibility or health interventions – with less staff time.
- **State and Community Agencies Focus More on Core Mission.** With statewide availability of 2-1-1, such agencies would need to handle fewer callers seeking services they don't provide by referring such callers to 2-1-1, and agency staff could focus on serving their core clients.
- **Disaster Relief More Effective and Efficient.** Non-emergency relief (e.g., connecting people to food, shelter, information or volunteers) can be delivered more quickly by using 2-1-1 as a secondary response line to natural or manmade disasters. Getting people on their feet more quickly helps the economy and saves the state from having to provide as much financial assistance.
- **2-1-1 is good for business.** Employers can give employees one, simple number to call for information or support with a personal or family matter, helping employees address such problems before they grow into a crisis that distracts them or takes them away from work.
- **Better Use of Volunteers.** 2-1-1 can help link people wanting to volunteer in the community with agencies that best match their interests and skills.
- **Better Use of Local and Faith-Based Services.** 2-1-1 directly links those in need to local, non-profit and faith-based services, potentially reducing the need to rely on state services.
- **Legislators Better Serve Their Constituency.** Access to 2-1-1 would allow legislative staff to more quickly respond to constituent needs, increasing constituent satisfaction.

As of February 2008, 2-1-1 is available in 67 Indiana counties, to 85% of Hoosiers. Indiana 211 Partnership (IN211) has developed a plan for statewide implementation. The IN211 plan builds on the existing infrastructure in order to maximize current and future resources dedicated to information and referral.

Studies have demonstrated the value of 2-1-1 across the country. See [National Cost-Benefit Analysis](#), [Florida Hurricane Case Study](#), [Nebraska Cost-Benefit Study](#), or visit <http://www.in211.org/outreach/mediarelations.htm> for more information.

For more information, please contact Lucinda Nord at Indiana 211 Partnership, [jkrom@in211.org](mailto:jkrom@in211.org), 317-921-7527, or visit [www.in211.org](http://www.in211.org).