



## Current Projects

We are pleased to partner with the following state agencies.

### Indiana Family and Social Services Administration (FSSA)

#### Adult Protective Services/Aging Resource

*On January 15, 2018, IN211 began answering the Adult Protective Services (APS) hotline for the Division of Aging (DOA). In addition, DOA contracted with IN211 to consolidate, update and manage aging-related resources within Indiana to ultimately support INConnect Alliance and the state's Area Agencies on Aging.*

*There are multiple advantages to IN211 answering the APS hotline, and many of these benefits can be extended to other state 800 numbers should the opportunity arise. First, all calls are live-answered, 24/7/365, by IN211's highly training Community Navigators. Previously, APS calls often went straight to voicemail and could only be returned during regular business hours Monday through Friday. This was a time-consuming process for APS staff that limited their ability to accomplish other important work functions to protect our Hoosier seniors. In addition, many callers to the APS hotline may be interested in or are in need of additional information and resources beyond reporting alleged abuse. IN211 serves those callers as if they had dialed 2-1-1, and provides information and makes appropriate referrals to available community resources.*

*Further, there are numerous advantages to IN211 managing the state's aging related resources. IN211 employs Community Resource Specialists, trained specifically to maintain records per the Standards for Professional Information and Referral, which require a methodology for categorization. Centralized database management reduces overall dollars spent on maintaining a comprehensive, statewide database and reduces duplication of effort.*

#### OpenBeds®

*IN211 worked in conjunction with the Indiana Family and Social Services Administration (FSSA) and OpenBeds to launch the first-of-its-kind initiative to connect people suffering from a substance use disorder to available treatment providers throughout the state on March 15, 2018. Callers can dial 2-1-1, 24/7/365, to gain access to treatment and receive information and referrals to numerous health, human and social services before, during and after treatment. Such real-time referrals are essential to connecting those with substance use disorders to available, appropriate treatment options and wrap-around services at the point in time they are seeking treatment.*

#### Lyft

*Indiana 211, FSSA, and Lyft partnered together to combat the transportation barrier Hoosiers face when seeking substance use treatment. By calling 2-1-1, Hoosiers can be connected to treatment services and transportation to substance use related appointments. Lyft, a ridesharing company, will provide transportation to and from substance use meetings and treatment.*

## **Supplemental Nutrition Assistance Program (SNAP)**

*For the sixth straight year, IN211 has participated in the state's SNAP Outreach plan, an effort intended to increase SNAP participation for those who are eligible. IN211's primary role includes:*

- 1. Updating and disseminating information about eligibility.*
- 2. Completing initial pre-screens for SNAP and making referrals for individuals who contact 2-1-1.*
- 3. Following up with referred eligible households to ensure completed applications and/or to document reasons why applications are incomplete.*
- 4. Outreach to 92 counties involving in-person visits, meetings and presentations at statewide, regional and local community coalitions and dissemination of flyers and other information.*
- 5. Reporting, measuring and evaluating to document caller needs and current participation in SNAP, potential SNAP eligibility from screenings, needs, referrals, barriers and outcomes*

## **Indiana State Department of Health (ISDH)**

### **MOMS Helpline & Help Me Grow**

*IN211 recently partnered with the Indiana State Department of Health (ISDH) to provide support for the MOMS Helpline and Help Me Grow Program. IN211 will lead and manage the effort to migrate infant, child and maternal health-related resources and historic contact records for the MOMS Helpline to a more user-friendly system. This will enhance the network of prenatal and child health care services to help reduce Indiana's infant mortality rate. IN211 will also provide training to ISDH staff and advise on efforts for the MOMS Helpline division to seek accreditation from the Alliance of Information and Referral Services, as well as assist the ISDH in creating a database specific to the new Help Me Grow program.*

## **Indiana Criminal Justice Institute**

### **Domestic Violence Outreach**

*In early 2019, IN211 began a partnership with the Indiana Criminal Justice Institute to provide domestic violence outreach across the entire state. A dedicated staff member is working to highlight IN211's support for domestic violence victims while strengthening relationships with service providers in our state. IN211's staff member will coordinate opportunities to provide education in person, at local community events and relevant conferences.*