



## Frequently Asked Questions (FAQs)

### About our mission

#### What is Indiana 211?

*Indiana 211 is a free service that connects Hoosiers with help and answers from thousands of health and human service agencies and resources right in their local communities - quickly, easily, and confidentially. We use statistical data (not personally identifiable information) from calls, texts and web visits to help shed light on the nature of social needs in Indiana for decision-makers and government across the state.*

#### Who does Indiana 211 serve?

*Hoosiers. It's plain and simple. If you live in Indiana, we serve you. IN211 is devoted to serving individuals and families within the communities of Indiana's 92 counties. 211 services are available 24/7/365 and free of charge to anyone, and our database is carefully curated to include resources from across the state.*

### About our services

#### Can I text Indiana 211 for resources?

*Yes, our text service is currently available Mon-Fri 8am-5pm EST. You can connect with a community navigator by texting your ZIP code to 898-211.*

#### I dialed 211, and it is connecting me to Ohio or Kentucky. What do I do?

*Call the Indiana 211 universal toll-free number at 866-211-9966.*

#### Wait times are too long. How can I get through faster?

*Our wait time is usually less than 3.5 minutes. If wait times exceed that we are likely experiencing a surge in calls. We are less busy in the evening and over the weekend. Mondays are our busiest day.*

#### Who can I contact about a complaint?

*We are committed to helping improve the quality of life for Hoosiers by promoting equity and connecting people to health and human service resources. We welcome your feedback at [in211info@fssa.in.gov](mailto:in211info@fssa.in.gov).*

#### Why do our clients receive similar referrals every time they call 211?

*This may be due to limited resources. We encourage people to call back as information does change, but there is no guarantee of new resources.*

**I called 211 and was told there were no resources that met my need, now what?**

*This may be due to limited resources. We encourage people to call back as information does change, but there is no guarantee of new resources.*

**Does 211 provide transportation to referral sources?**

*Transportation is not provided to referral sources with the exception of substance abuse treatment via Lyft.*

**Can 211 connect me directly with a referral source or health care provider?**

*We do not have most health care providers listed in our database. We'll help you get connected to the most appropriate place to obtain this information.*

**Does 211 provide talk-line like services (Lifeline services) or is it strictly a referral connection?**

*You can reach the Be Well Crisis Helpline by calling 211. Trained counselors are available 24/7/365 to provide free, confidential support.*

**When should callers connect with 211? In an emergency/crisis? When they need a food bank or shelter?**

*Callers should connect with Indiana 211 for referrals to resources near them. Community navigators are trained to refer crisis calls to appropriate resources such as crisis centers, clinicians, or 9-1-1 services.*

**When should callers connect with 911 instead of 211?**

*In a life-threatening emergency, always dial 9-1-1 first. Community navigators are trained to refer crisis calls to appropriate resources such as crisis centers, clinicians, or 9-1-1 services.*

**Can 211 guarantee a bed/placement or treatment provider?**

*An OpenBeds navigator can use an online platform that tracks available resources to facilitate rapid connection to treatment provider.*

**Can 211 guarantee a bed/placement at a shelter if I am facing a homeless situation?**

*If you are facing a homeless situation, we will help assess your unique situation. While we cannot guarantee bed availability, we will help you explore solutions for your housing crisis.*

**I do not have anything to write down the resource, and I won't remember the phone number. Can 211 text or email it to me?**

*Yes, we can easily text or email resource information to you.*

## About our website

### What is Indiana 211 Connect?

*Indiana 211 Connect is an interactive website powered by the Indiana 211 resource database. It is designed to connect Hoosiers to state programs and community resources. The user-friendly interface and built-in needs assessments make it easier for community partners and those in need to find relevant resources. Learn more here: <https://indianacommunityconnect.in.gov/betaresources/s/help>.*

### Will the website limit resources to my area?

*Indiana 211 is a comprehensive information and referral service. We strive to include accurate information for all available resources in every area of Indiana. Your search results may be tailored to your area by inputting ZIP code and/or city information.*

## About our confidentiality policy

### Will immigration, DCS, or another agency be notified if I call 211? Is everything truly confidential?

*Indiana 211 has a confidentiality policy that states no information may be released without appropriate authorization from the caller, unless there is an imminent risk of serious harm or death to the caller.*

### Since 211 is now part of state government, will client information or reporting take place across agencies?

*Indiana 211 has a confidentiality policy that states no information may be released without appropriate authorization from the caller, unless there is an imminent risk of serious harm or death to the caller. Only aggregate (unidentifiable) data on client needs, demographics and location are shared.*

### Will 211 contact law enforcement if someone or myself admits to committing a crime?

*Indiana 211 has a confidentiality policy that states no information may be released without appropriate authorization from the caller, unless there is an imminent risk of serious harm or death to the caller.*

### If my client contacts 211 under the influence seeking treatment, will law enforcement be contacted?

*No emergency intervention will take place unless the person needs medical attention. An OpenBeds navigator can utilize an online platform that tracks available resources to facilitate rapid connection to a treatment provider. We can also arrange transportation through Lyft to help the caller get there safely.*

### Is 211 HIPAA compliant?

*Yes, it is.*

### Why does 211 ask for personal information such as my address, phone number, etc.?

*We collect information so we can better understand your unique situation and so that we can better understand the needs in your community.*

## **Who has access to my client record at 211?**

*Only individuals employed and approved by Indiana 211. Indiana 211 has a confidentiality policy that states no information may be released without appropriate authorization from the caller, unless there is an imminent risk of serious harm or death to the caller. Only aggregate (unidentifiable) data on client needs, demographics and location are shared.*

## **About our resource database**

### **Why are resources in my county not included in the 211 database?**

*The resources have not been added to the database or do not meet the criteria to be included in the database.*

### **What criteria must be met to be added to the 211 database?**

*You can review our inclusion policy here: <https://in211.communityos.org/inclusion>.*

### **Will 211 update my agencies record automatically, or do I need to do it myself?**

*All information must be provided by the agency and vetted. Indiana 211 will send you an annual email request to update your information You can check your record by clicking here:*

*<https://in211.communityos.org/Service-Provider-Search>.*

### **When I select the “login” button on the 211 website, it does not allow me to login and correct my agencies information. What now?**

*You can check your record and add any updates by clicking here: <https://in211.communityos.org/Service-Provider-Search>.*

### **Who should I setup as the contact for my organization? Admissions/intake, operator, social workers, etc.?**

*The best contact is the person most familiar with programs across the entire agency.*

### **Why can't I locate my organization ID to update my information without having to contact 211?**

*You can check your record and add any updates by clicking here: <https://in211.communityos.org/Service-Provider-Search>.*

### **211 is directing people to my agency but callers are requesting services that my agency does not provide or are asking about outdated services/information. How do I update my agency's information including the service area?**

*You can update agency information on the website or by calling 888-211-2402 and speaking with a member of the resource team.*

### **My agency provides a service on a temporary/limited basis. How do I alert 211 and callers seeking help that my resource may not be available at that time?**

*You can contact the resource database team at 888-211-2402 to inform them of temporary service changes.*