Real People. Real Connections.

Thousands of Hoosiers call or visit 2-1-1 every day seeking resources and assistance.

Locally & Regionally

Indiana 211 (IN211) partners with a variety of organizations, including United Way, to support the mission of connecting people to services through 2-1-1.

IN211 Centers serve as a communications and information hub locally, regionally and statewide for a variety of activities including:
- Back-to-School
- Disaster Response/Recovery
- Energy Assistance (EAP)
- Volunteer Income Tax Assistance (VITA)

Statewide

- The Indiana 211 Partnership, Inc (IN211) is a nonprofit 501(c)3 organization dedicated to providing the free and confidential 2-1-1 information & referral service for Indiana 24 hours a day, seven days a week.
- IN211 partners with a wide variety of state government and statewide nonprofit organizations on efforts such as food insecurity, healthcare and the current opioid crisis.
- Maintains a centralized community resource database of more than 20,000 programs and services.

Nationally

- IN211 is a member of the Alliance of Information and Referral Services (AIRS), IN211 Centers are accredited and staff are certified by AIRS.
- IN211 participates in the United Way Worldwide/Centers for Disease Control and Prevention (CDC) Flu on Call® Project.

2-1-1 in Indiana

Hoosiers have enjoyed statewide 2-1-1 coverage since 2012.

STATEWIDE (2017)

- ANSWERED MORE THAN 348,700 REQUESTS FOR HELP
- MORE THAN 364,900 WEBSITE VISITS
- MORE THAN 727,964 REFERRALS

REPORTED NEEDS

- Utilities: 21%
- Housing: 15%
- Food: 14%
- Healthcare: 8%
- Legal: 7%
- Clothing & Household: 6%
- Information Services: 6%
- Income Support: 5%
- All other Needs: 10%

COMMUNITY RESOURCES

- MORE THAN 7,600 ORGANIZATIONS
- MORE THAN 27,000 PROGRAMS/SERVICES

Source: Indiana 211 Partnership, Inc.
Hoosiers Benefit from Investment

The State of Indiana invests $1 Million in 2-1-1 annually to support connecting Hoosiers to services.

Investment Focus Areas

Technology & Infrastructure; Data & Analytics; Partnerships & Collaboration; and Communications, Marketing & Outreach

Center Services

State funding helps support a quality, statewide 24/7/365 2-1-1 system in Indiana. Our centers meet or exceed national quality assurance and performance metrics each quarter, which includes:

- Customer Satisfaction of 85%
- Quality Assurance Benchmark Score of 75%
- Average Speed of Answer (ASA) of less than 90 seconds
- Average Handle Time between 5-7 minutes

Resource Database

IN211 maintains a complex database of resources for all 92 Indiana counties. In the last fiscal year, IN211 continued to make progress on eliminating duplicates and streamlining the resource database. The IN211 database now includes over 7,600 entities (federal, state and local government, nonprofit and faith-based organizations) providing over 27,000 services at over 15,500 locations. In this fiscal year, IN211 maintained an average database quality score of 98%.

System Operating Expense

Over the last year, IN211 invested in a new cloud-based telephony system that allows us to:

- More evenly distribute incoming calls;
- Improve the percentage of calls answered;
- Provide complete system redundancy in case of a disaster or emergency;
- Offer special features like automatic customer service surveys, a callback option and messaging to special populations.

Migrated to a new resource database platform that will enable us to:

- Streamline database maintenance;
- Power a public-facing, intuitive and responsive online resource database
- Support inter-agency collaboration;
- Provide enhanced, customizable reports through its robust analytical capabilities.
FOOD & NUTRITION

IN211 has partnered with Indiana Family and Social Services Administration (FSSA) and the U.S. Department of Agriculture to pre-screen individuals for eligibility to the Supplemental Nutrition Assistance Program (SNAP) and provide information and referrals to a variety of food and nutrition resources across the Hoosier State daily. In fiscal year 2017-18 we provided nearly 137,000 referrals to individuals and families with a food and nutrition related need.

HOUSING & UTILITIES

Safe and affordable housing and utility assistance continues to be a struggle for many Hoosiers. IN211 provided nearly 148,000 referrals to those in need of housing and assistance with utility bills after the harsh winter and summer seasons.

PUBLIC HEALTH

In this fiscal year we have provided nearly 52,000 public health related referrals addressing needs such as HIV/AIDS, mental and behavioral health, prescription assistance, substance use disorder and medical related transportation.

SENIORS

According to STATS Indiana Population Projections individuals 65 and older will make up 16.5% of the total population in Indiana by 2020, and 20.9% by 2050. In this fiscal year IN211 provided over 132,000 referrals to assist.
IN211 provided 3,716 referrals to individuals seeking to improve their lives through training and 3,194 referrals to those re-entering society from incarceration.

We are proud to serve those who have served in the U.S. Military and National Guard. In FY 17/18, IN211 provided nearly 15,200 referrals to fit the unique needs of each Hoosier Veteran.

Social and economic factors are strong drivers of how long and how well we live. Moving forward, IN211 will have a new focus on Social Determinants of Health (SDOH) and utilize research-based screening tools to better serve our clients, partners and the community-at-large.

Our new screening will include questions such as:

- What is your housing situation today?
- Have you worried about running out of food in the past 12 months?
- Has transportation kept you from medical appointments, meetings, work or getting things you need for daily living?

We hope this change will assist in identifying underlying needs of clients and identify gaps in services to better inform funders and policy makers.

Stay tuned for updates and a new set of reports in the coming year.
Current Projects with the State of Indiana

IN211 is pleased to partner with the following state agencies.

Indiana Family and Social Services Administration

Adult Protective Services/Aging Resources

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 trained 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 FSSA and OpenBeds to launch a first-of-its-kind initiative to connect people suffering from a substance use disorder to available treatment providers throughout the state. Through OpenBeds, launched 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.
SNAP Outreach

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.

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 is leading and managing 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.

Key Donors and Legacy Partners

IN211 would like to thank our key donors and legacy partners—including the State of Indiana, the Indiana General Assembly, the Indiana Family and Social Services Administration, the Indiana State Department of Health, Indiana United Ways and the Glick Family Fund—for their ongoing support of this important service to Hoosiers.
**Board of Directors**

The Board of Directors is elected by IN211 members and is responsible for oversight and direction of the 2-1-1 system in Indiana.

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  Indiana State Director  
  AARP

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