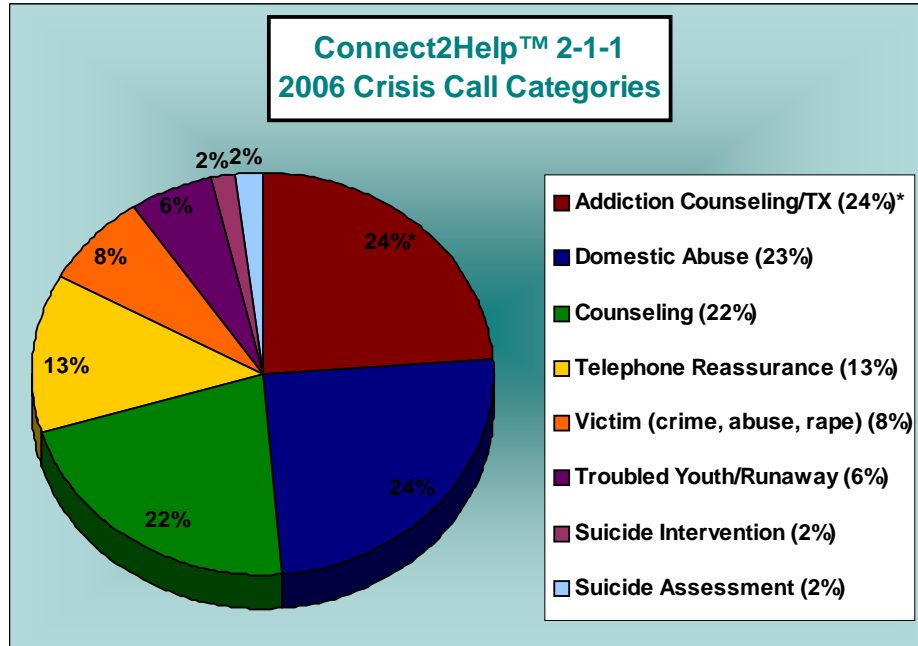


# Connect2Help™

Connect2Help™ facilitates connections between people who need human services and those who provide them.

P.O. Box 30530, Indianapolis, IN 46230-0530; (317) 920-4850; Fax: (317) 920-4885; www.Connect2Help.org

For Connect2Help™ Services: dial 2-1-1 or (317) 926-4357



- Connect2Help™ (C2H) assisted 9,135 **callers in crisis** during 2006. This accounts for 10% of all C2H callers, and is a **50% increase** in crisis calls compared to 2005. The chart above shows the distribution of crisis call categories.
- Most of the callers (**70%**) were women; 30% were men. (The percentage of male “crisis” callers (30%) is quite a bit higher than the percentage of male “general C2H” callers (20%)). Slightly more than half (**54%**) were White; 29% were African American; 8% were Hispanic; and 1% were “Other” (e.g. Asian/Pacific Islander, Native American, etc). (The percentage of White “crisis” callers (54%) is higher than the percentage of White “general C2H” callers (45%); however, the percentage of African American “crisis” callers (29%) is *lower* than the percentage of African American “general C2H” callers (40%)). Thirty-eight percent (**38%**) were in their 30’s; 24% were in their 20’s; 17% were in their 40’s; 7% were in their 50’s; 4% were 15-19; and 3% were 60 or older. Twenty-one percent (**21%**) were single, with no children; 16% lived in single-parent family households; 13% lived in two-parent households; 7% were from extended/two family households; and 6% were couples with no children.
- The majority of these callers (**68%**) contacted C2H during weekday “daytime” hours (i.e. 8am – 8pm); 15% called during weekday “overnight” hours (i.e. 8pm – 8am); and 17% called on the weekends. Seventy-three percent (73%) of the callers lived in central Indiana; 21% were from other Indiana counties; and 4% lived out-of-state. Specialists spent an **average of 17 minutes with each caller in crisis**, compared to 9 minutes for all other C2H callers.
- \*Slightly more than half (54%) of the Addiction Counseling/TX category calls came in on the FSSA/DMHA toll free Gambling and Addictions lines. C2H entered into a state contract with FSSA to begin answering calls coming through these lines in July 2006.

For more information on human services needs in central Indiana, call Connect2Help™.



Formerly Information & Referral Network

