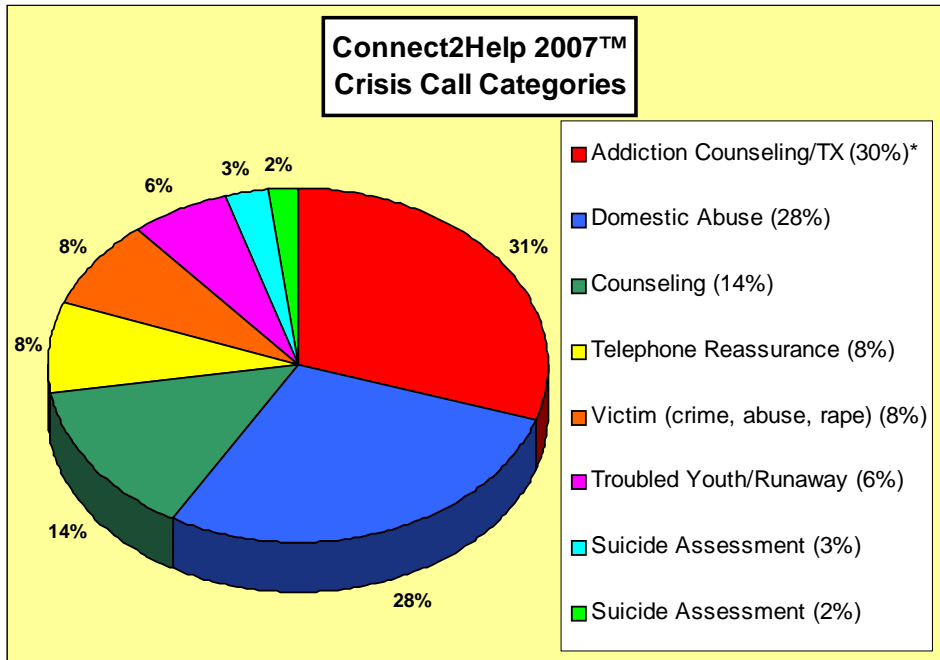


# Connect2Help™

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 **12,662 callers in crisis** during 2007. This accounts for 11% of all C2H I&R callers (approximately 1 out of every 10 callers), and is a **39% increase** in crisis calls compared to 2006. The chart above shows the distribution of crisis call categories.
- The “typical” crisis caller was a single (with no children) White female in her 30’s with no income. (The “typical” Connect2Help™ caller was a White female single parent in her 30’s who was employed full-time).
- The majority of these callers (**66%**) contacted C2H during weekday “daytime” hours (i.e. 8am – 8pm); 15% called during weekday “overnight” hours (i.e. 8pm – 8am); and 19% called on the weekends.
- Fifty-five percent (**55%**) of the callers **lived in Marion County**; 10% lived in the 7 counties surrounding Marion; and 35% were from outside central Indiana.
- Specialists spent an **average of 14 minutes with each caller in crisis**, compared to 8 minutes for ALL C2H callers.
- \*Sixty-one percent (61%) of the Addiction Counseling/TX category calls came in on the FSSA/DMHA toll free Gambling and Addictions lines. However, FSSA callers accounted for only 27% of all crisis callers.

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



Formerly Information & Referral Network

