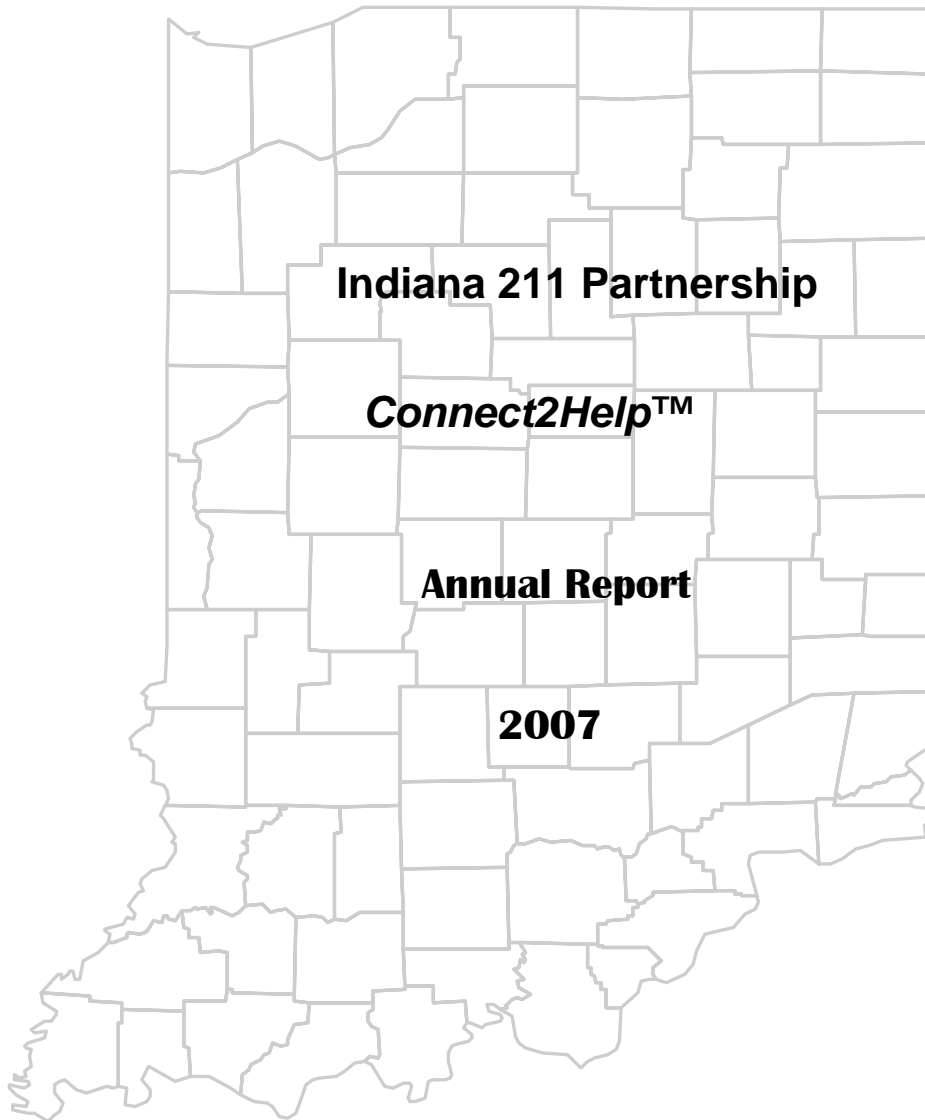


Connect Help

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



Community Partner

Formerly Information & Referral Network

Certified by



American Association of Suicidology

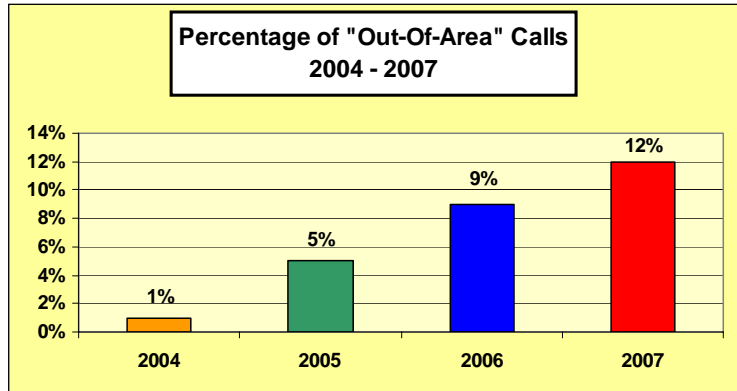


Connect2Help

Connect2Help™ 2007 Overview

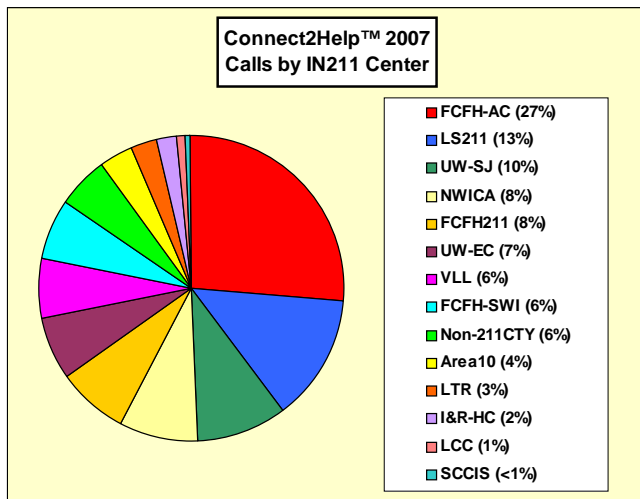
- Connect2Help™ responded to nearly 133,000 calls in 2007; this is a 20% increase compared to 2006. Much of this increase can be attributed to 2 factors: an increase in calls from outside the Central Indiana area and a contract with FSSA to answer their federal Gambling, Addictions and Consumer Services Lines. The former accounted for 12% of all Connect2Help™ calls; the latter, 6%.

- Calls from outside Central Indiana have increased dramatically since Connect2Help™ began accepting after hours, weekend and wireless calls from around the state in February, 2005. The chart to the right shows the percentage of "out-of-area" calls for the last four years.



- Connect2Help™ experienced a 70% increase (more than 16,000 calls) in the number of calls from counties outside of Central Indiana in 2007 compared to 2006. Eleven percent (11%) of these calls were from out-of-state. The chart below shows the percentage of calls from each IN211 Center. The table to the right of the chart compares the number of calls from IN211 Centers during 2006 and 2007, and then shows the percentage change in the number of callers from each IN211 Center from 2006 to 2007.

IN211 Center	2007	2006	% Change
FCFH-AC	3861	2328	166%
LS211	1914	1140	168%
UW-SJ	1396	940	149%
NWICA	1202	272	442%
FCFH211	1112	827	134%
UW-EC	959	772	124%
VLL	936	645	145%
FCFH-SWI	917	376	244%
Non-211CTY	831	491	169%
Area10	511	144	355%
LTR	416	281	148%
I&R-HC	294	80	368%
LCC	150	143	105%
SCCIS	66	53	125%

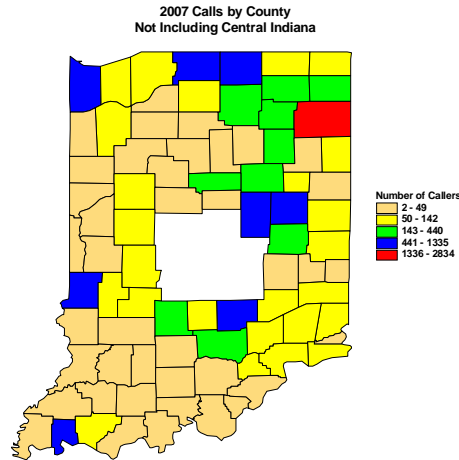


Connect2Help

Calls From Outside Central Indiana

- IN211 calls from **counties outside of Central Indiana** accounted for **12% of all Connect2Help™ calls** during 2007.*
- By the end of the year, Connect2Help™ had responded to calls from all **92 counties** in Indiana.
- Connect2Help™ I&R Specialists spent an average of **8 minutes** with each caller; this is equal to the 8 minute average spent with ALL Connect2Help™ callers. Specialists also made **1,284 interventions** on behalf of these callers to help connect them with services.

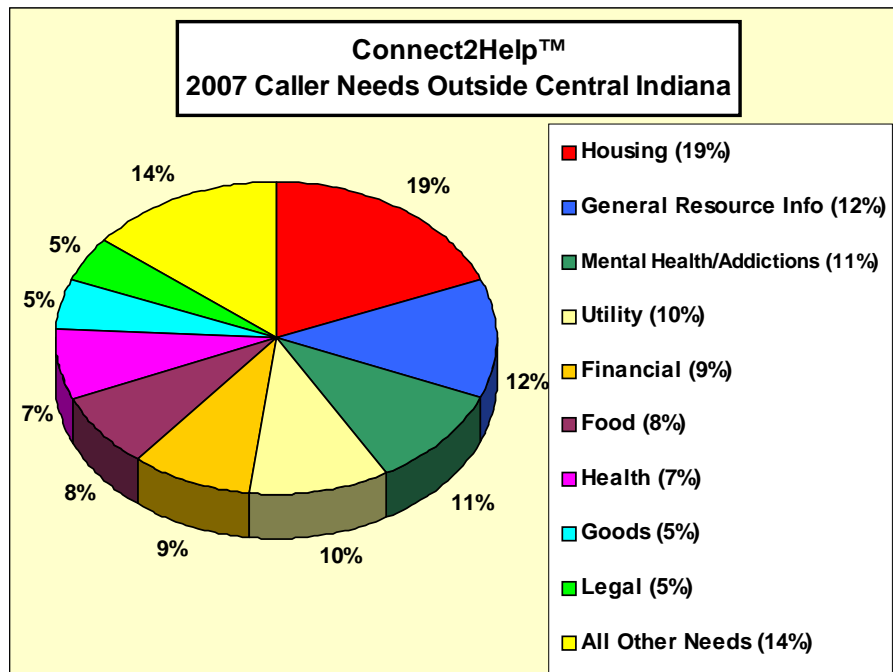
- The **majority** of the callers (**73%**) were **women**; 27% were men. Sixty-eight percent of the callers (**68%**) were **White**; 19% were African American; and 3% were Hispanic. Thirty-six percent (**36%**) of the callers were in their **30's**; 23% were in their 20's; 15% were in their 40's; 8% were in their 50's; 3% were 65+; 2% were 15-19; and 2% were 60-64.



- Twelve percent (**12%**) of the callers had some type of **illness or disability**; **12%** reported being **unemployed/laid-off**; 9% reported being **homeless** or doubled-up and sharing; **5%** had **substance abuse** issues; **2%** were involved in a **domestic abuse** situation; and **2%** reported chronic **mental illness**.*

- *IN211 calls from counties outside Central Indiana do **NOT** include calls made to the FSSA 1-800 lines operated by Connect2Help™.

The chart below shows the needs of callers by major categories:



For more information on human services needs, contact Connect2Help™