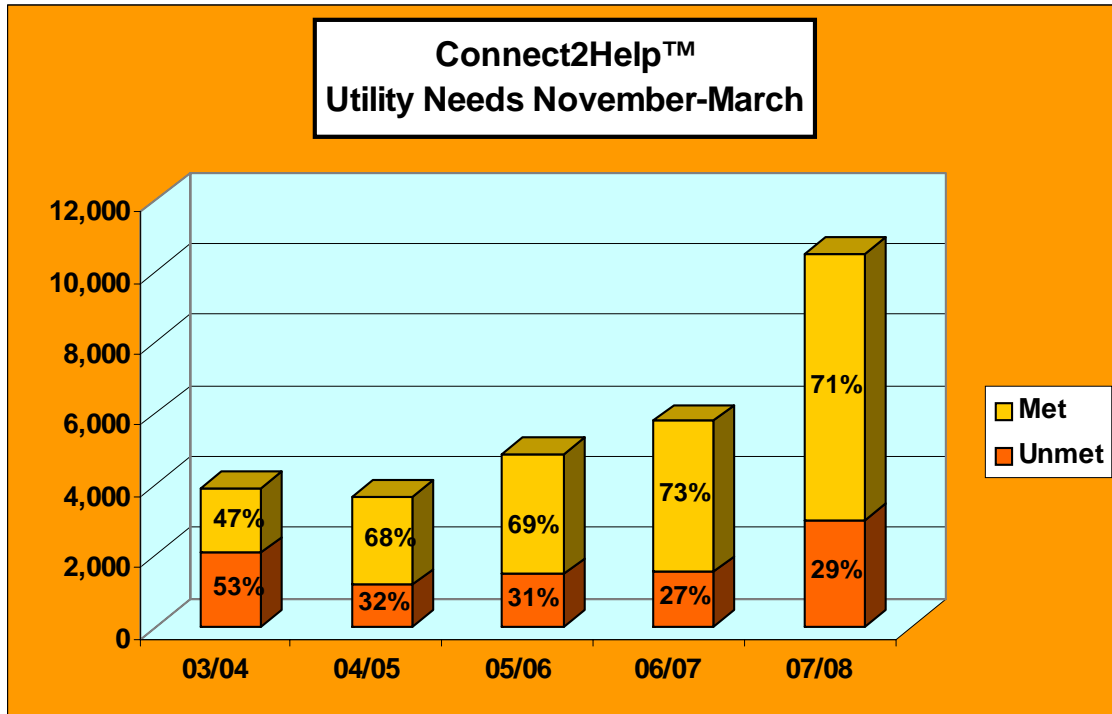


Connect2Help™

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

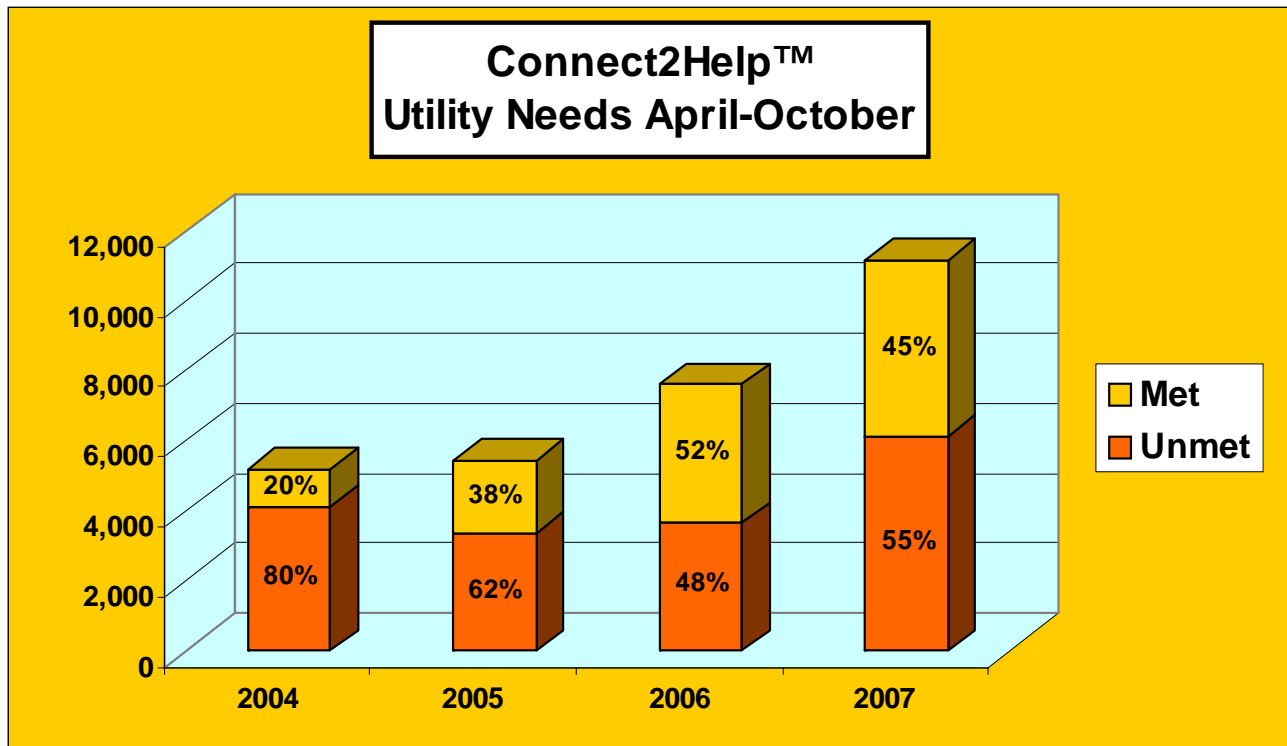


- Requests for utility assistance (gas and electric) are among the most pressing needs of Connect2Help™ callers. This assistance is especially critical during the winter months, when cold weather often becomes life-threatening. Energy assistance programs help those who qualify keep their heating utility connected during the Moratorium period (November-March). This also is the time period when Connect2Help™ sees an increase in utility requests.
- The chart above shows the total number of utility requests for each Moratorium period from 2003-2004 to 2007-2008. Each year is divided into those requests that were recorded as “met” versus “unmet.”
- The data show that in the last 3 Moratorium periods (05/06 through 07/08), the total number of utility needs has risen. During 05/06 and 06/07, the percentage of these needs that were “met” also rose, which was a good sign for the community. **During 07/08**, while the “met” percentage decreased slightly from the season before, **the total need increased by 81%**. A particularly cold winter, combined with a downturn in the economy led more callers to seek assistance. Even with this huge increase in need, community resources were available to help the majority of callers.



Formerly Information & Referral Network





- When the Moratorium period ends, so too does most of the community's "formal" funding for energy assistance.
- The chart above shows the total number of utility requests for each post-Moratorium period (April through October) from 2004 to 2007.
- The percentage of "unmet" needs is considerably higher compared to the Moratorium period that preceded it. However, from 2004-2006, the "unmet" percentage continued to decrease, even as the total number of requests increased.
- This trend reversed during 2007 when, faced with a 46% increase in utility calls and few community resources, Connect2Help™ recorded 55% of requests as "unmet."

For more information on utility needs, call Connect2Help™ at 2-1-1.