

Connect2Help™

2012: The Morgan County 2-1-1 "Facts"



2,216 2-1-1 callers received 4,201 referrals



1,111 online searches made for Morgan County resources



410 professionals downloaded Morgan County Rainbow Books™

More than 2,200 Morgan County residents called Connect2Help 2-1-1 in 2012. With 24/7/365 live answer, this is the preferred method of accessing 2-1-1. Over 1,100 people searched for help on our online database at www.Connect2Help.org. More than 400 professionals downloaded a Rainbow Book, a resource directory tailored specifically to Morgan County, to help their clients.



Top Needs



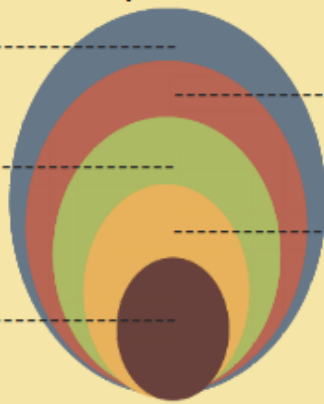
1. Housing [18% of ALL needs]



3. Food [9% of ALL needs]



5. Financial [9% of ALL needs]



2. Utilities [13% of ALL needs]



4. Legal [9% of ALL needs]



Callers requested help with nearly 3,200 needs. The top 5 needs accounted for more than half of all needs [58%].

Top Unmet Needs

Housing - 30%

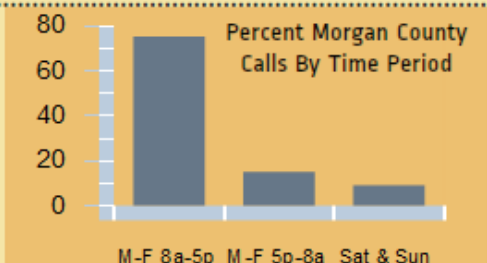
Utilities - 17%

Goods - 9%

Food - 8%

Holiday Assistance - 7%

Connect2Help Resource Database staff maintains detailed information on more than 1,400 community services for Morgan County residents, each with descriptions, hours of service and intake/eligibility requirements. C2H 2-1-1 Call Specialists used this database to make over 4,200 referrals for callers in 2012. Despite the existence of all these resources, not every need was able to be met. 8% of all needs were recorded as "unmet" by C2H 2-1-1. Five needs accounted for 71% of all unmet needs. The top 2 unmet need reasons were: "no resource" [39%] and "client not eligible for service" [23%].

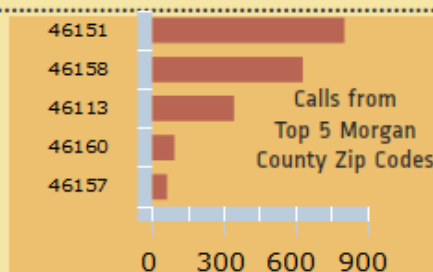


Most people prefer to call 2-1-1 during "business hours," Monday-Friday. However, this is not possible for everyone, due to work and family schedules. It's also not always possible to predict just WHEN you will need help. C2H 2-1-1 has seen a growing percentage of evening, overnight and weekend callers since it began offering 24/7/365 availability in 2004.



The vast majority [95%] of Morgan County calls came from 5 zip codes: 46151, [40%]; 46158, [31%]; 46113, [17%]; 46160 [5%]; and 46157 [3%].

C2H 2-1-1 also provides coverage to most of the rest of the state during evenings and weekends. In 2012, C2H 2-1-1 responded to calls from every county in Indiana.



2-1-1

WHY DOES IT MATTER?

An average 2-1-1 call for help lasts 6 minutes. Connect2Help Outcome Survey Data show the return on investment [ROI] for this 6-minute investment is high: of the 84% of people who contacted the referrals provided to them by 2-1-1, 76% reported improvement in their situation. Additional ROI includes demographic, needs and referral data that, when aggregated, reveal areas where our community needs more help. Identification is the first step to improvement.

If you or someone you know needs help, dial 2-1-1 or visit www.Connect2Help.org.