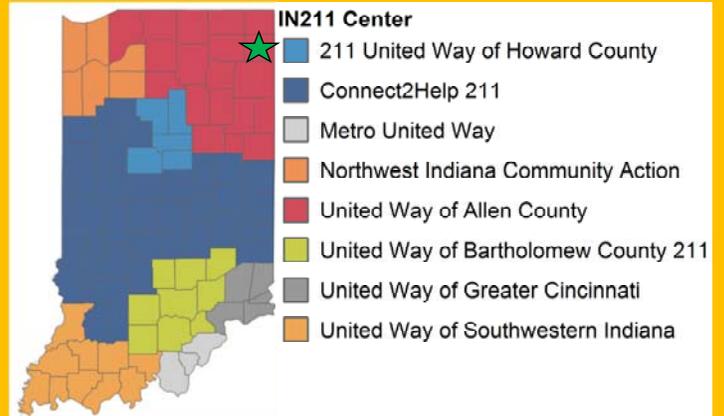


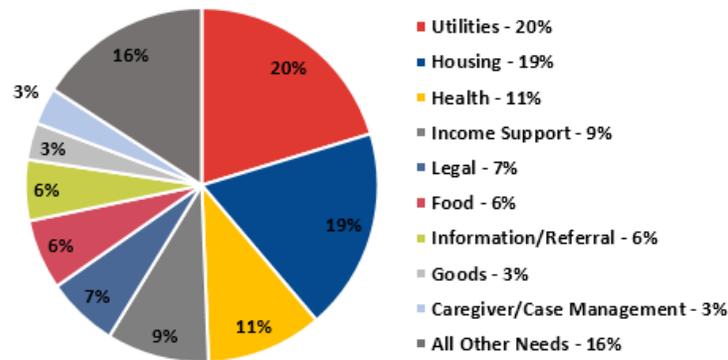
2-1-1 Connects DeKalb County Residents To Resources

In 2014, **1,585** people, **1 out of every 25 DeKalb County residents, contacted 2-1-1** to connect to a community resource. The majority (**73%**) dialed the easy-to-remember 3-digit phone number—2-1-1. Another (growing) group (**27%**) searched for resources using the 2-1-1 online database (available at www.UnitedWayAllenCounty.org).

2-1-1 is available **24/7/365** for all Hoosiers. The map to the right shows coverage by county for the 8 Indiana 211 Centers in the state. **2-1-1 services for DeKalb County** are provided by **United Way of Allen County**.



DeKalb County 2-1-1 Callers' Needs - 2014



Residents reported 2,166 needs and received 2,654 referrals to community resources. 8% of callers' needs were recorded as "unmet" by 2-1-1.

Top 5 Needs

- Utilities - 20%
- Housing - 19%
- Health - 11%
- Income Support - 9%
- Legal - 7%

Top 5 Unmet Needs

- Housing - 33%
- Utilities - 12%
- Income Support - 10%
- Health - 8%
- Food - 8%

To provide **efficient and effective** community connections, 2-1-1 maintains a **centralized database of 1,960 programs that serve DeKalb County residents**. Each service is updated annually (and often more frequently). Critical information, such as eligibility, hours, phone number, address, and what documentation is required, is collected for each resource. As resources change, the new information is immediately available to 2-1-1 callers and to those who search the online database.



The **sheer volume** of available information can be overwhelming for someone who needs help. **2-1-1 cuts through the confusion** by assessing a caller's situation, identifying resources, and determining if the caller is eligible BEFORE making the referral. This creates **2 positive outcomes: the caller is connected with the correct resource AND agencies only spend staff time fielding calls from people who are eligible for their services.**

In many cases, the needs presented by DeKalb County 2-1-1 callers were symptoms of a larger (often economic) issue.

Unemployed / Laid-Off - 26%

Illness / Disability - 24%

Uninsured / Underinsured - 12%

2-1-1 Works

An average 2-1-1 call lasts 6 minutes. 2-1-1 Outcome Survey data* show that the return on investment (**ROI**) for these six minutes is **high**: of the **85%** of people who contacted the referrals provided to them by 2-1-1, **78%** reported improvement in their situation.

*Outcome survey data provided by Connect2Help 211.

For more information about community needs or resources,

dial 2-1-1 or visit www.IN211.org