Indiana 2·1·1

Get Connected. Get Help.™

Accessing Indiana 211

Today's learning objectives:

- Know the mission Indiana 211 serves and what resources are available in our statewide database
- Understand what someone can expect when calling Indiana 211
- Learn how Indiana 211's online tools and free promotional materials can help with getting students and families connected to resources
- Learn how agencies can request to have their services listed in the Indiana 211 database

Indiana 211 mission

- To improve quality of life for Hoosiers by connecting people to health and human service resources through highly skilled Navigators, continuous community collaboration and a robust community database, and technological innovations.

What is 211?

- Indiana 211 is a free service that connects Hoosiers with help and answers from thousands of health and human service agencies and resources right in their local communities—quickly, easily and confidentially.
- There are no eligibility requirements, income standards nor any other rules. Anyone can call 2-1-1.

Indiana 211 fast facts

- Indiana 211 serves all residents of Indiana
- The average 2-1-1 call is 10 minutes long
- In 2024, Indiana 211 received over 170,000 calls and provided over 560,000 referrals
- Average of 14,200 calls each month, serving over 9,500 individual callers each month
- Greatest needs are housing, utility assistance and food

Indiana 211 database

- Statewide – all 92 counties
- Thousands of services represented in the database
- Maintained and updated by the Resource Curation Team

Indiana 211 Database Resources

Top 10 referrals 2024:

- Housing
- Utility Assistance
- Food/Meals
- Individual, Family and Community Support
- Legal, Consumer and Public Safety Concerns
- Health Care
- Income Support/Assistance
- Transportation
- Clothing/Personal/Household Needs
- Information Services

Other resources:

- Mental Health/Substance Use
- Employment
- Disaster Services
- Domestic Violence, Sexual Assault, Trafficking
- Libraries
- Job Readiness
- Childcare
- And much more!

Accessing Indiana 211

3 easy ways to access 211

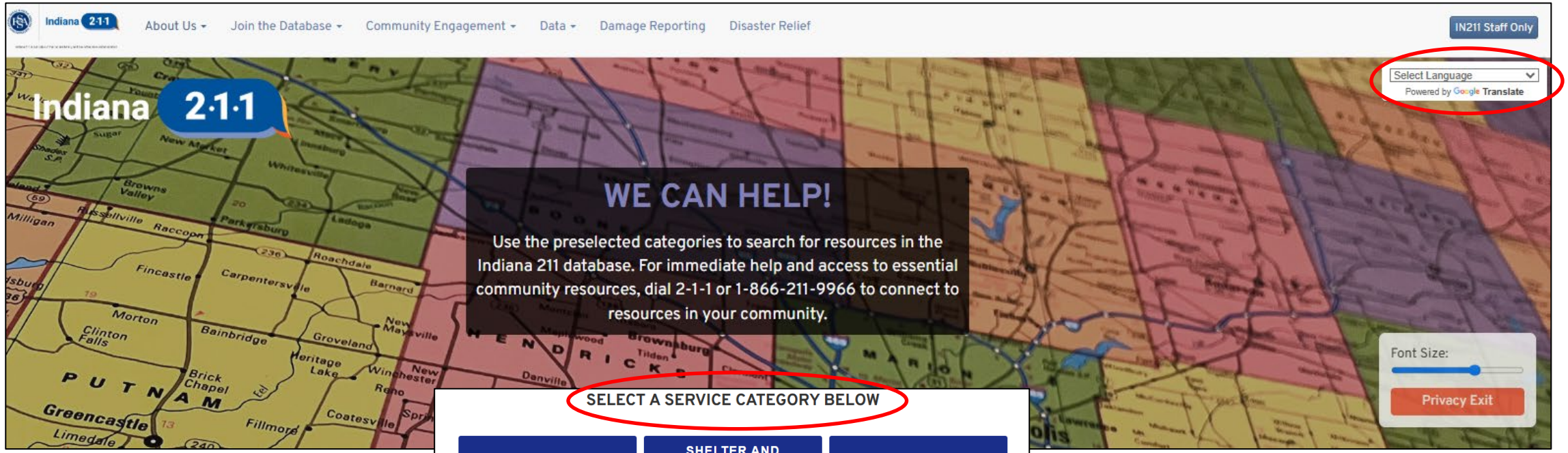
Dial 2-1-1
or 866-211-9966

Text ZIP Code to 898-211

On the web at in211.org

Follow us on

Online guided search – in211.org



Guided Search: Select a service category

Guided Search: Service category search results

Enter a keyword to filter resources:

Enter a Service Name, Agency Name, or keyword.

Is Like

Enter your zip code and then hit enter or the search button at the top of the screen for your results.

Zip

Sort by closest

47712

-- OR --

Use My Location

The Use My Location button above, is for cell phone use only

Search Home

Previous 25 Results | Page 1 of 35 | Next 25 Results

Food Pantry provided by Howell General Baptist Church

3111 Emerson Street, Evansville IN, 47712, Located 2.8 miles from ZIP code entered in search

Provides nonperishable and perishable food to those in need. Limited service area.

812-425-6492 | View Website | Get Directions

Hours of Operation: Monthly 4th Tues 8am-10am Central Time

Intake Procedure: Walk in.

Eligibility Requirements: Living in Vanderburgh County

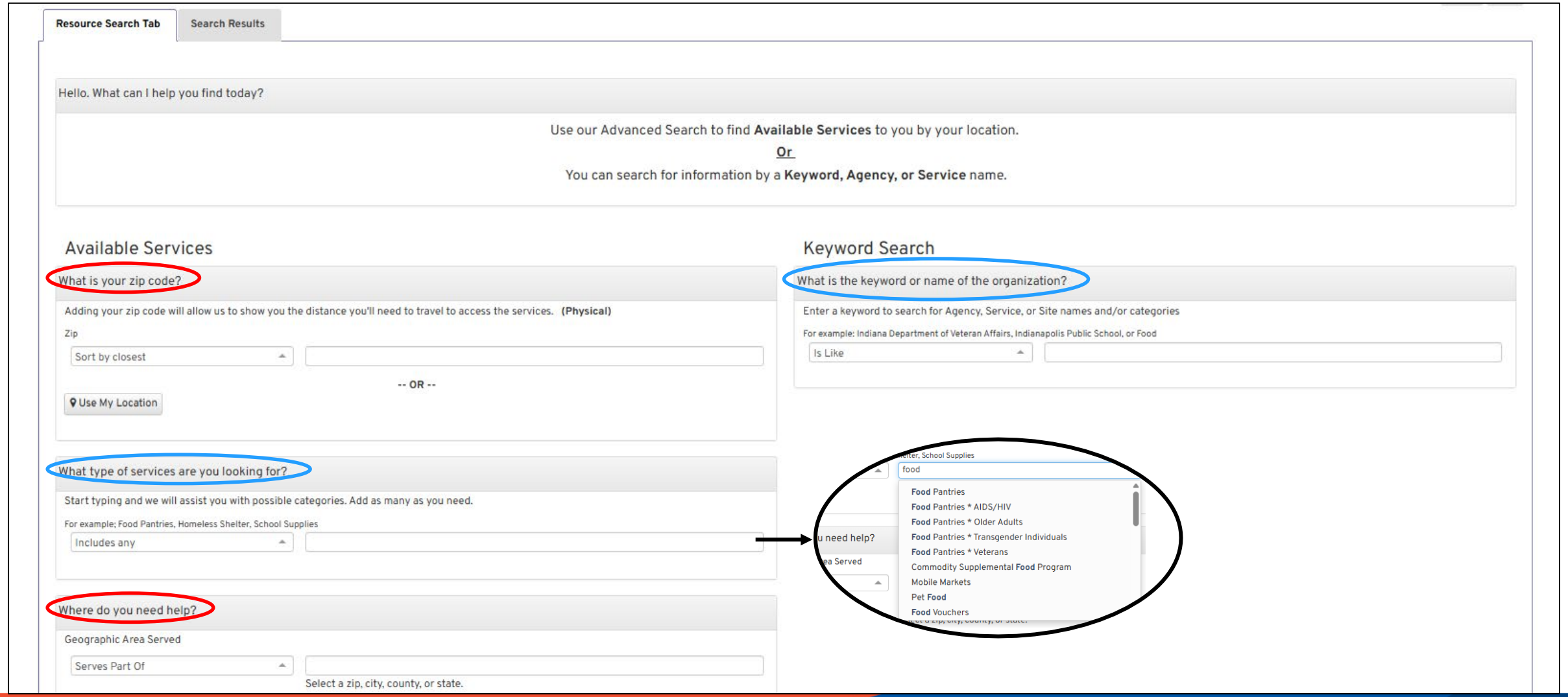
Area Served: Vanderburgh, IN

More Details

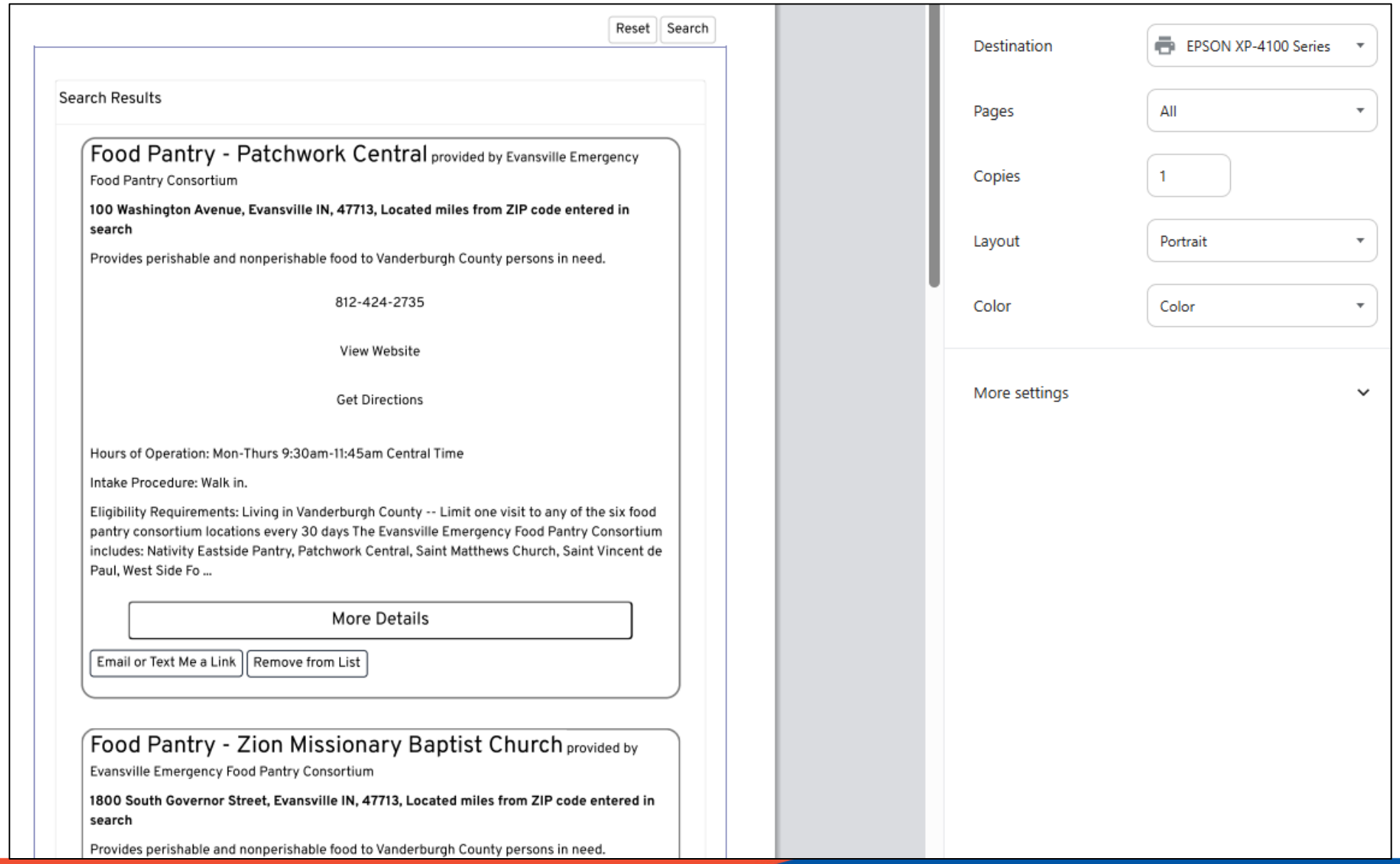
Email or Text Me a Link | Save to List

Guided Search: Advanced search results

ADVANCED SEARCH



Guided Search: Printable list

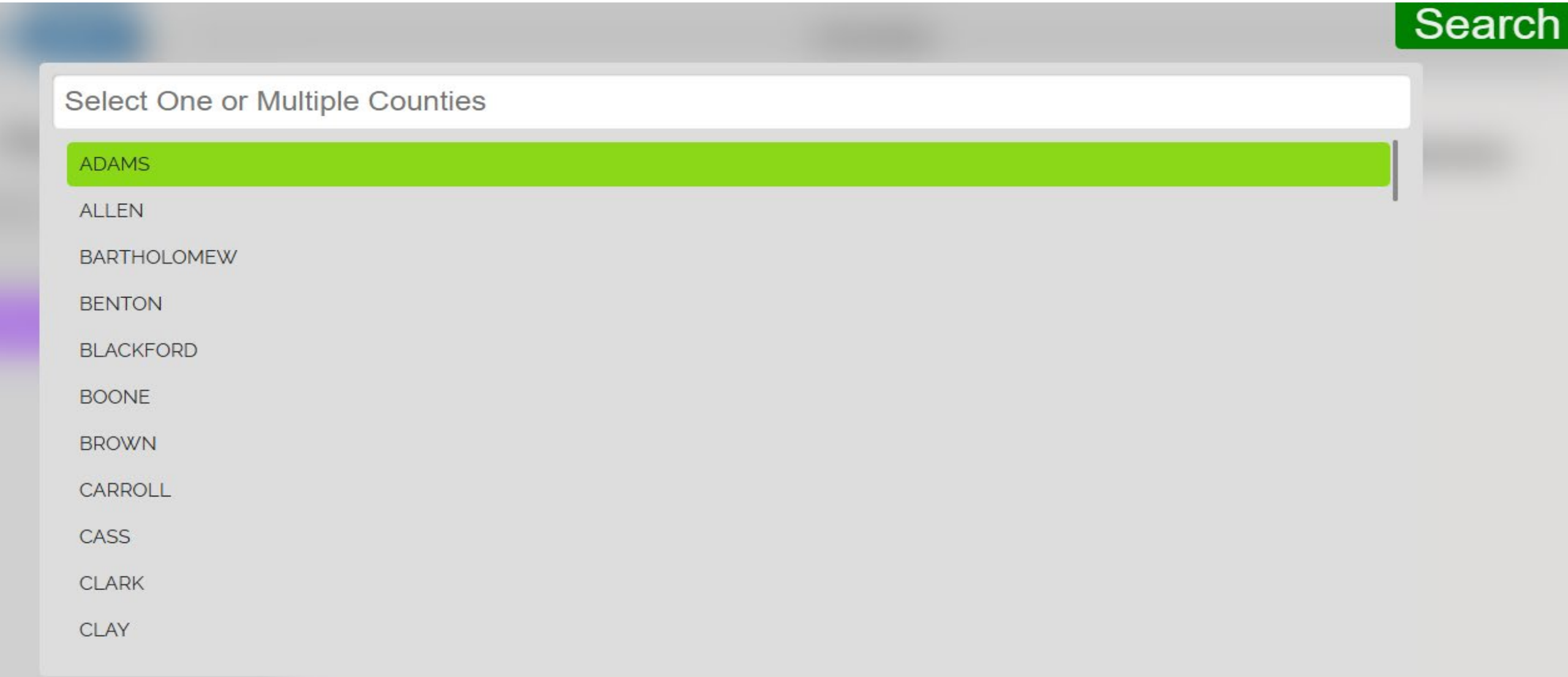


Resource App

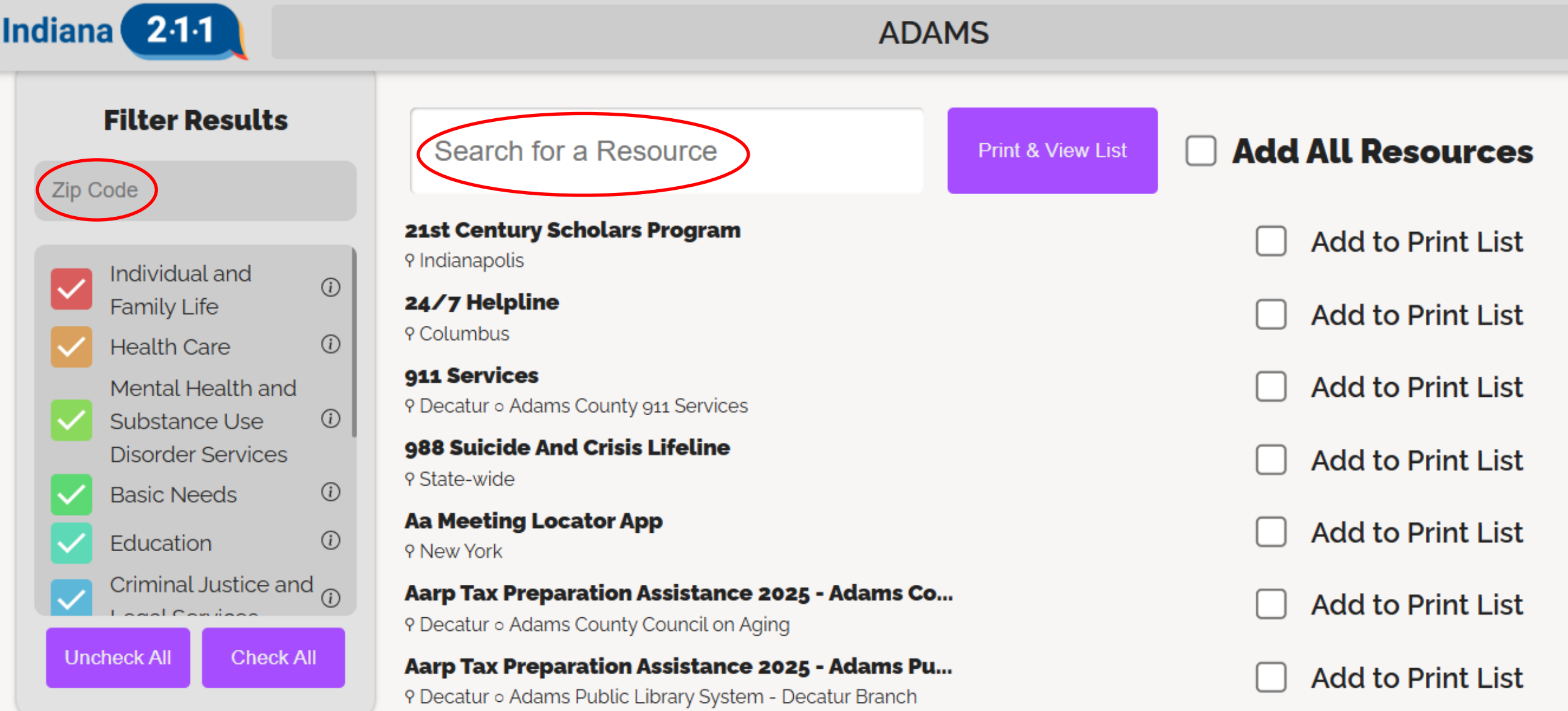
in211.org ->
Home page ->
Bottom of screen

Resource App	Guided Search
Concise list	Detailed list
Agency Contact information	Contact and service details
Broad service categories	Specific service categories

Resource App: Print a Community Resource App



Resource App: Print a Community Resource List



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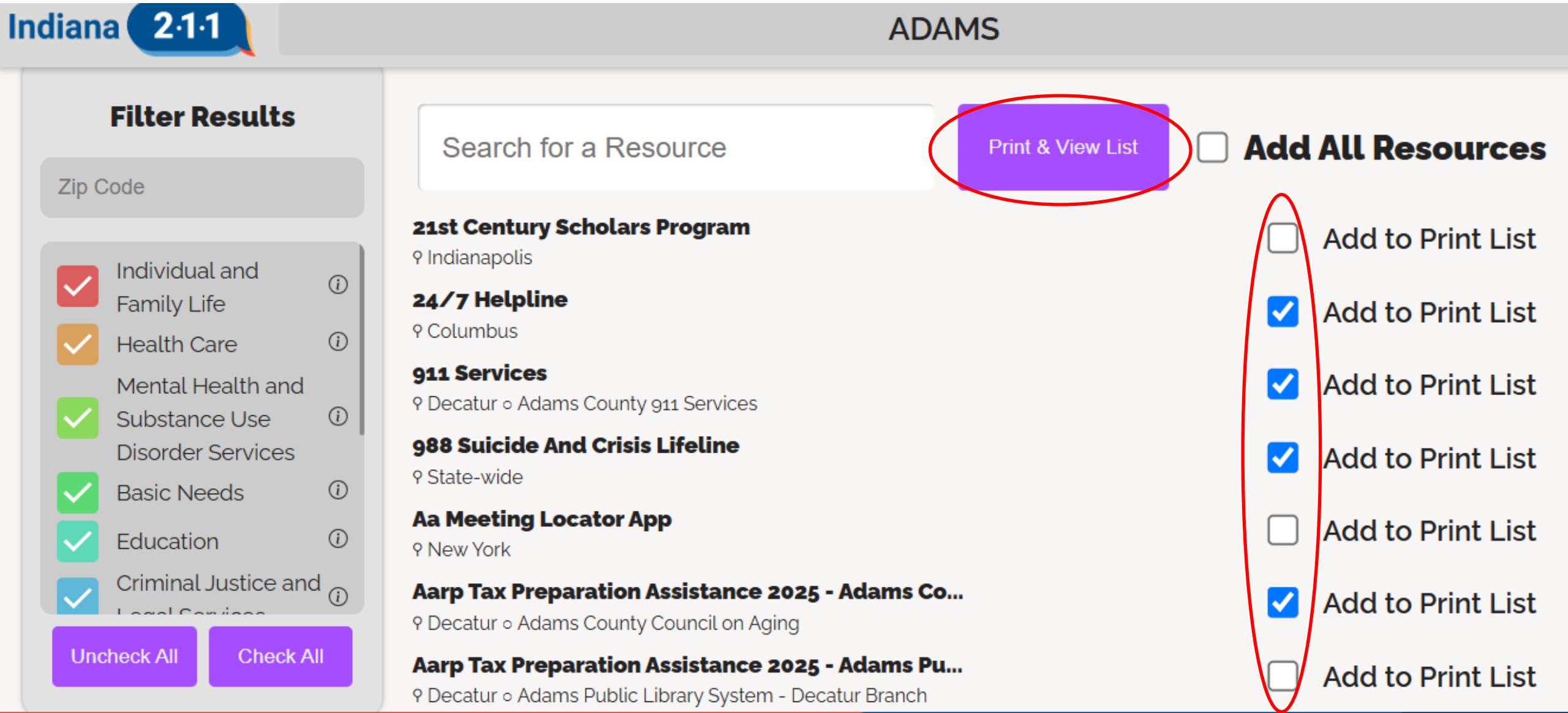

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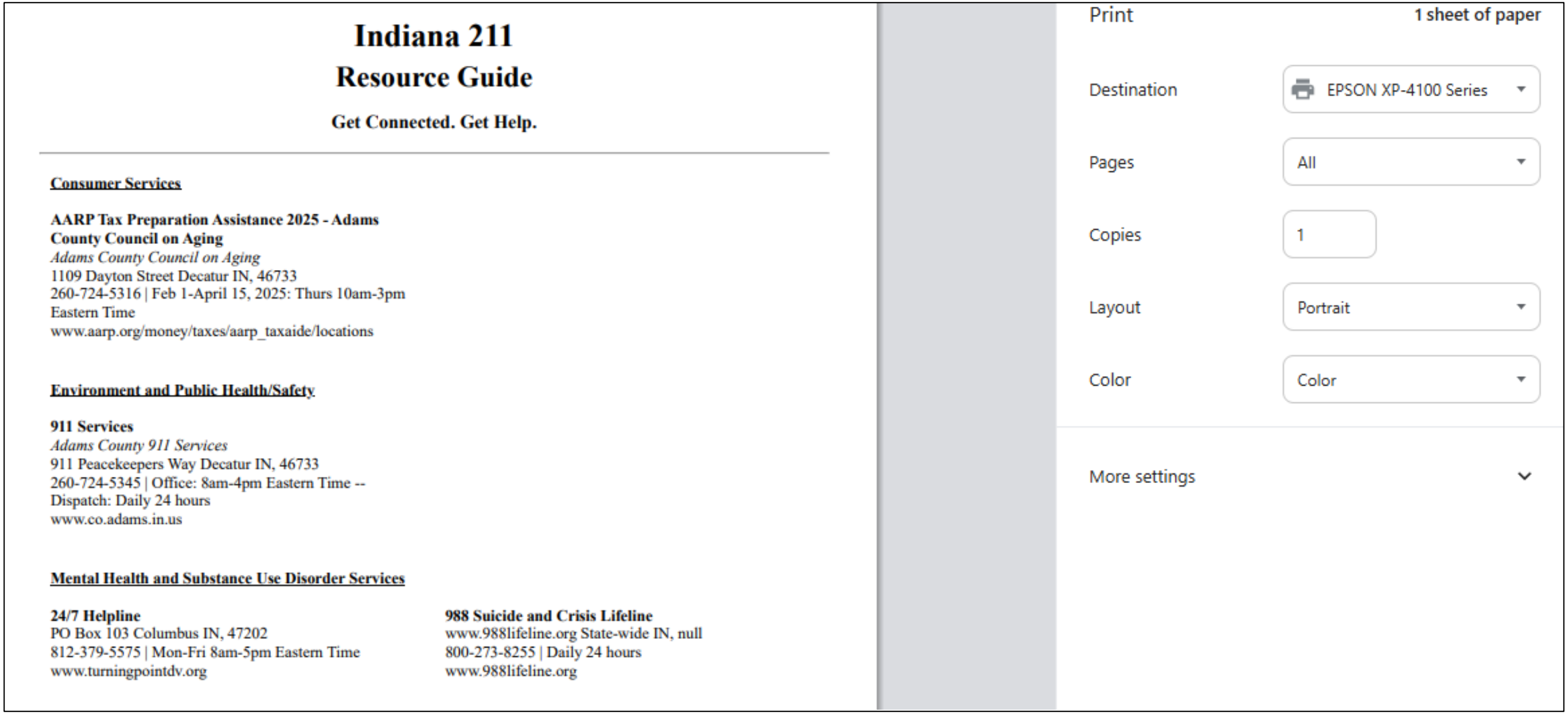


Indiana 211

Resource Guide

Get Connected. Get Help.

Consumer Services

AARP Tax Preparation Assistance 2025 - Adams County Council on Aging
Adams County Council on Aging
1109 Dayton Street Decatur IN, 46733
260-724-5316 | Feb 1-April 15, 2025: Thurs 10am-3pm Eastern Time
www.aarp.org/money/taxes/aarp_taxaide/locations

Environment and Public Health/Safety

911 Services
Adams County 911 Services
911 Peacekeepers Way Decatur IN, 46733
260-724-5345 | Office: 8am-4pm Eastern Time --
Dispatch: Daily 24 hours
www.co.adams.in.us

Mental Health and Substance Use Disorder Services

24/7 Helpline
PO Box 103 Columbus IN, 47202
812-379-5575 | Mon-Fri 8am-5pm Eastern Time
www.turningpointdv.org

988 Suicide and Crisis Lifeline
www.988lifeline.org State-wide IN, null
800-273-8255 | Daily 24 hours
www.988lifeline.org

Print — 1 sheet of paper

Destination: EPSON XP-4100 Series

Pages: All

Copies: 1

Layout: Portrait

Color: Color

More settings

Who should call 2-1-1?

Any Hoosier looking for services can call Indiana 211, including:

- Person who needs services
- Medical professional
- Advocate
- School counselors, social workers
- School personnel
- Neighbor, friend
- Family member

A caller does not need to be in crisis to call 2-1-1

What to Expect When Calling 2-1-1

Indiana 211 community navigators

- Connectors to community resources
- We have 57 community navigators who receive three weeks of training
- Access to connect with interpreters for over 240 languages
- Ask a series of Social Determinants of Health questions to understand where a person is at the time of the call
- Much more than a phone call
  - Advocate for callers with warm transfers
  - Follow up with callers

Lines of service

Childcare – Childcare Development Fund

- Provides statewide CCDF referrals and answers basic questions regarding CCDF application status.

Childcare – Facility Complaints

- Accepts and investigates complaints/incident reports related to any Indiana childcare provider.

Childcare – Facility Referrals

- Provides statewide childcare referrals.

Childcare – Spanish

- Provides statewide childcare referrals to Spanish-speaking clients.

DMHA – Lyft

- Provides rides to and from verified substance use disorder treatment centers.

Lines of service (continued)

DMHA – Substance Use Disorder Information Helpline

- Completes an in-depth assessment and provides referrals to SUD treatment centers.

DMHA – Peer Mental Health, Substance Use, and Recovery Services

- Connects Hoosiers with mental health and substance use disorders to treatment and recovery supports through Certified Peer Recovery coaches.

IDOH – Immunization Helpline

- Statewide information line that answers questions and addresses concerns related to COVID-19, Flu, Monkeypox, and other communicable diseases.

IHCDA – EAP Application Assistance

- Completes applications for the statewide Energy Assistance Program.

Help is available 24/7/365

211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food, clothing and shelter
- Financial assistance for rent and utilities
- Legal resources
- Domestic violence resources

988 offers a direct connection to compassionate, accessible care and support from trained crisis specialist for anyone experiencing:

- Thoughts of suicide
- Mental health crisis
- Substance use crisis
- Emotional distress

Indiana 2·1·1

INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION

988 SUICIDE & CRISIS LIFELINE

SDOH questions

Questions are based on the **PRAPARE Screening Tool** (Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences

1. What is your employment status?
2. What is your current yearly household income?
3. What is the highest level of education you have completed?
4. What is your living situation today?
5. In the past 12 months, has the electric, gas, oil or water company threatened to shut off services in your home?
6. Within the past 12 months, have you worried that your food would run out before you could get more?
7. Do you receive SNAP benefits?
8. In the past 12 months, has a lack of transportation kept you from medical appointments, meetings, work, or from getting things you need for daily living?
9. Do you currently have health insurance?
10. Does anyone, including family, ever insult or talk down to you?

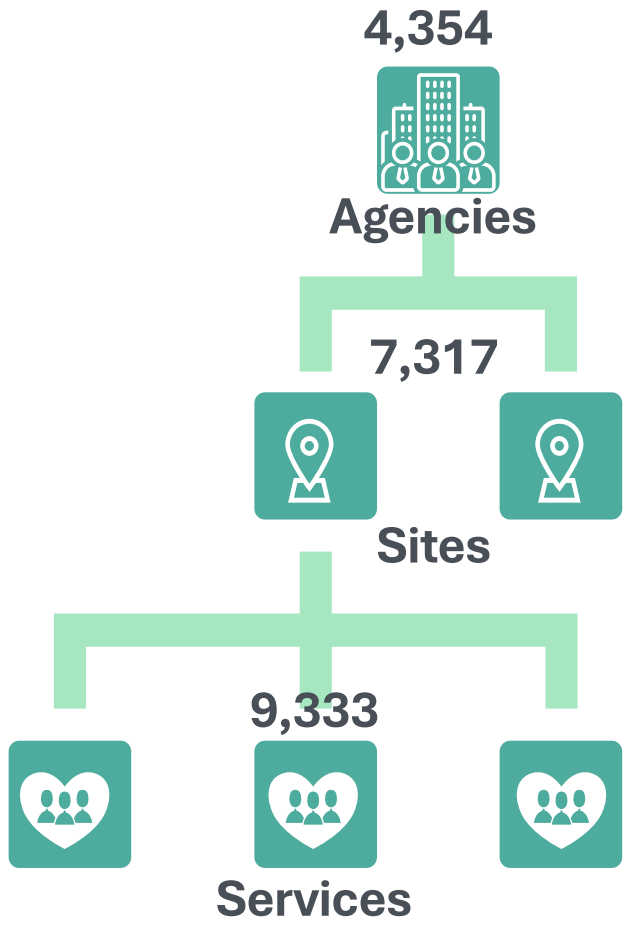
Resource Curation

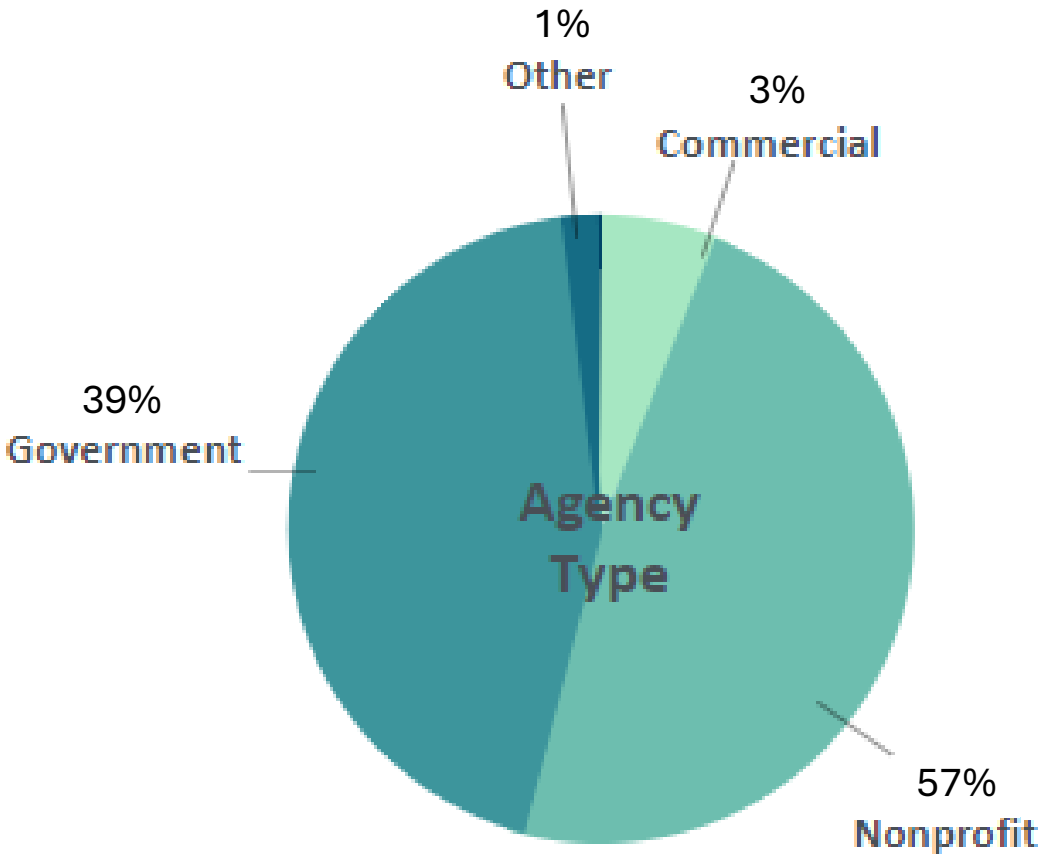
Resource database curators

Six database curators

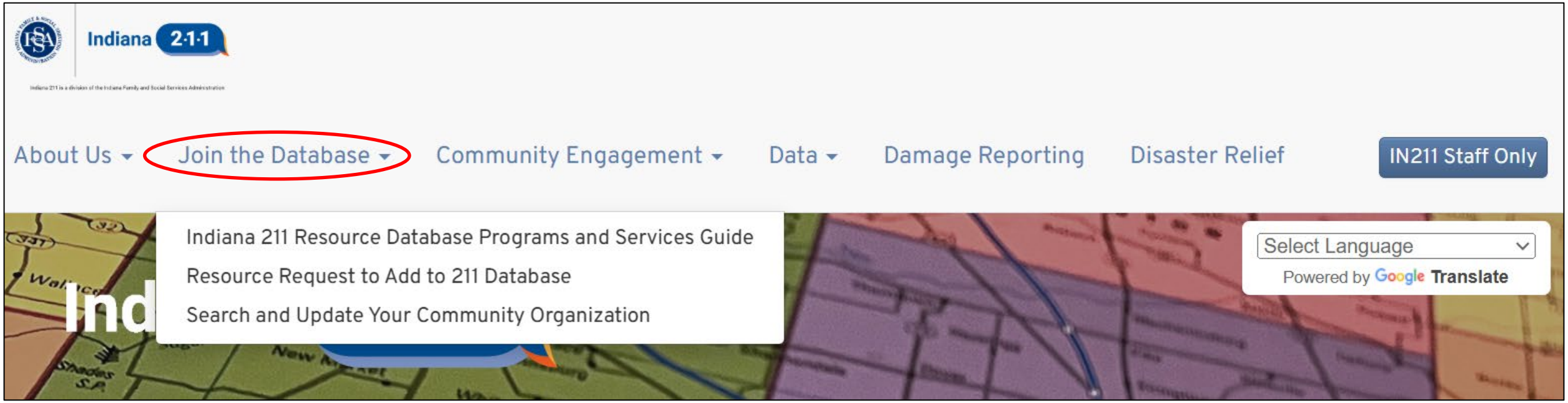
- Dedicated to the Indiana 211 resource database information
- Full update of resources on an annual basis
  - Phone
  - Email
  - Annual update link
- Partial updates throughout the year
  - See announcements on social media
  - Receive updates from agencies

Current state of active resources





How resource providers can join the database



Indiana 211 resource database programs and services guide

Purpose

- Collect and classify the most comprehensive, accurate and up-to-date information about human services available throughout the state of Indiana

We will include:

- Government agencies/programs
- Crisis lines, hotlines and helplines
- Community, nonprofit or faith-based organizations that offer social services to the community
- Community collaborations/coalitions

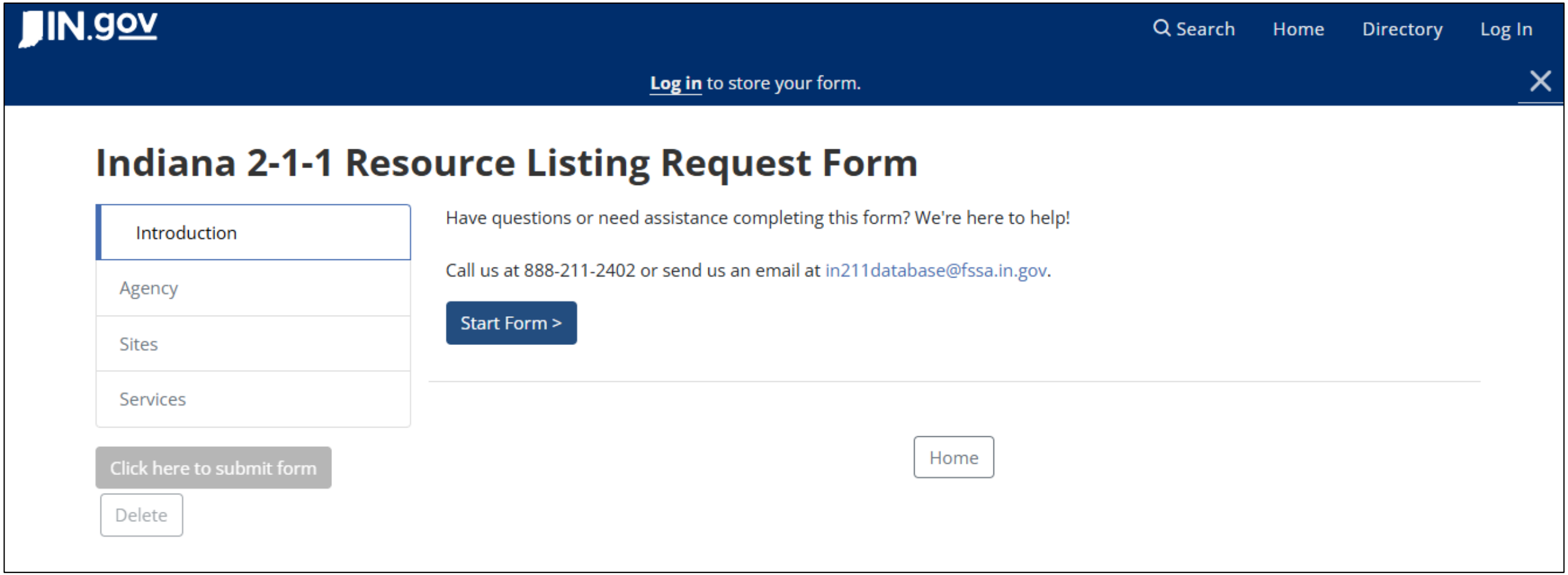
We will exclude:

- Agencies that deny service based on race, gender, sexual orientation, etc.
- Programs that are for members only

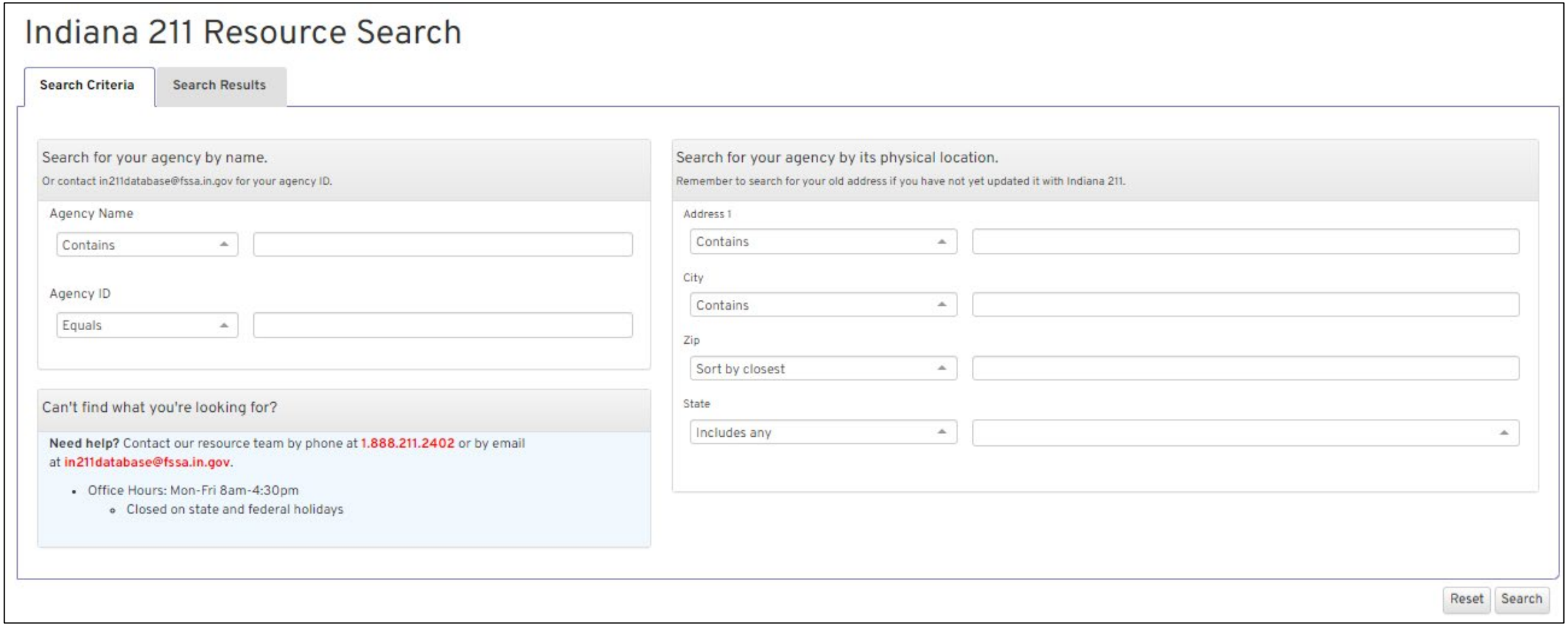
We will consider:

- For-profit agency services providing
  - Programs sliding-scale fee structure
  - Programs that offer free services, scholarships or reduced fees

Resource listing request form



Search & update your community organization

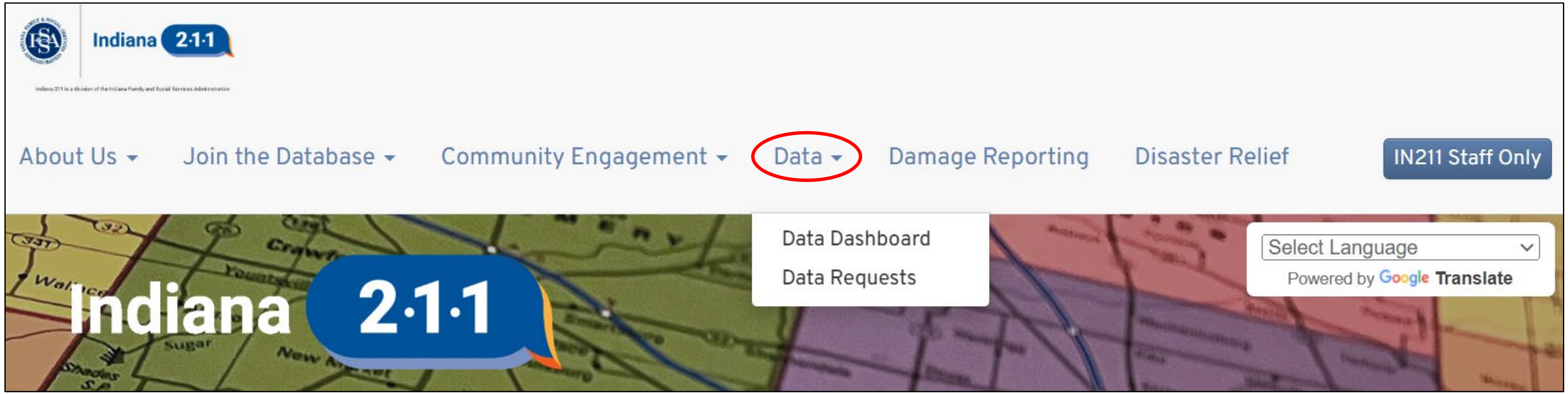


Community Engagement

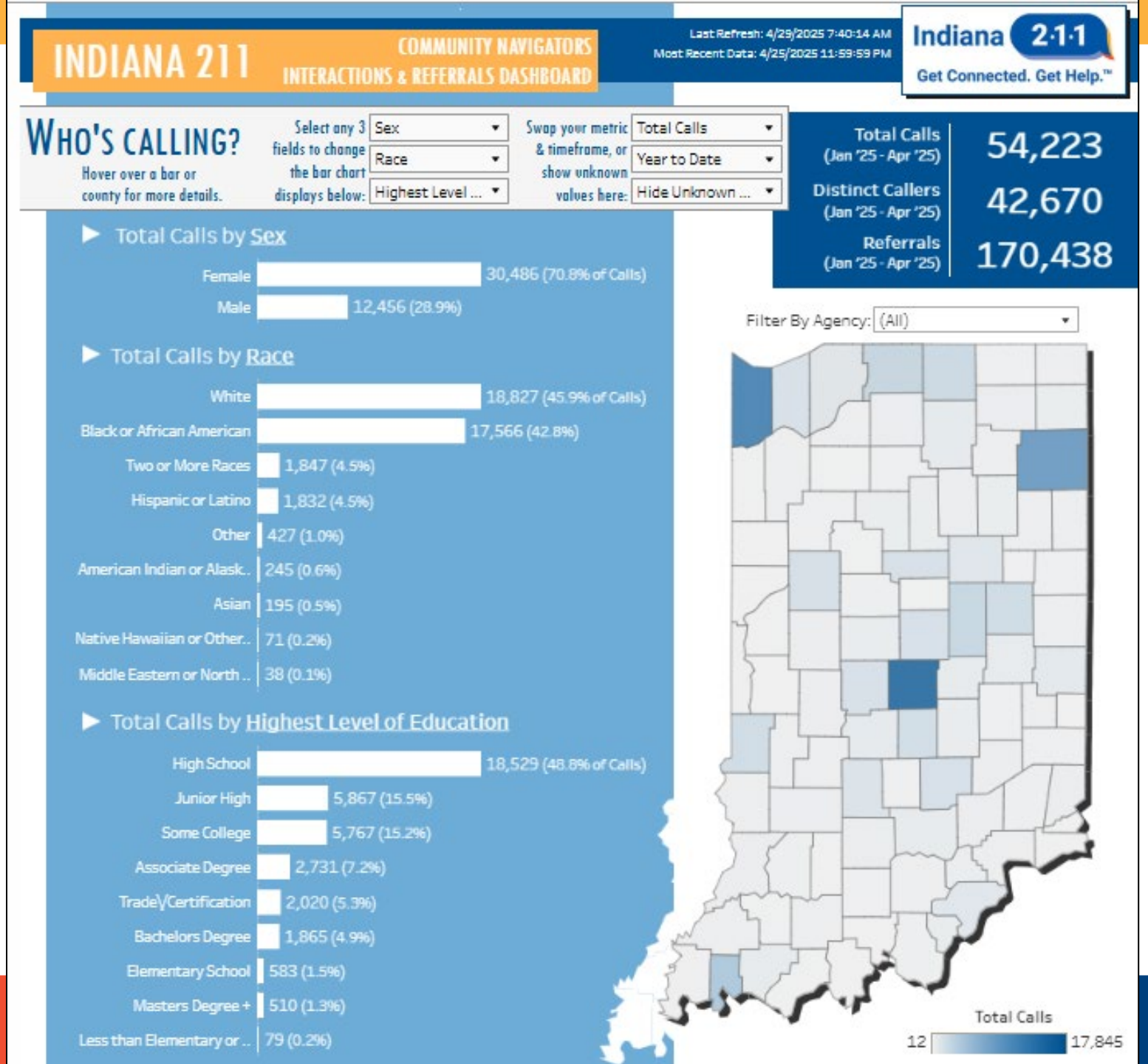
Community engagement

- Two community engagement coordinators
  - Analyzes Indiana 211 data
  - Community-based presentations
  - Present at conferences
  - Table at events
- Two community engagement curators
  - Research and curate new resources
  - Collaborate with new agencies to understand Indiana 211

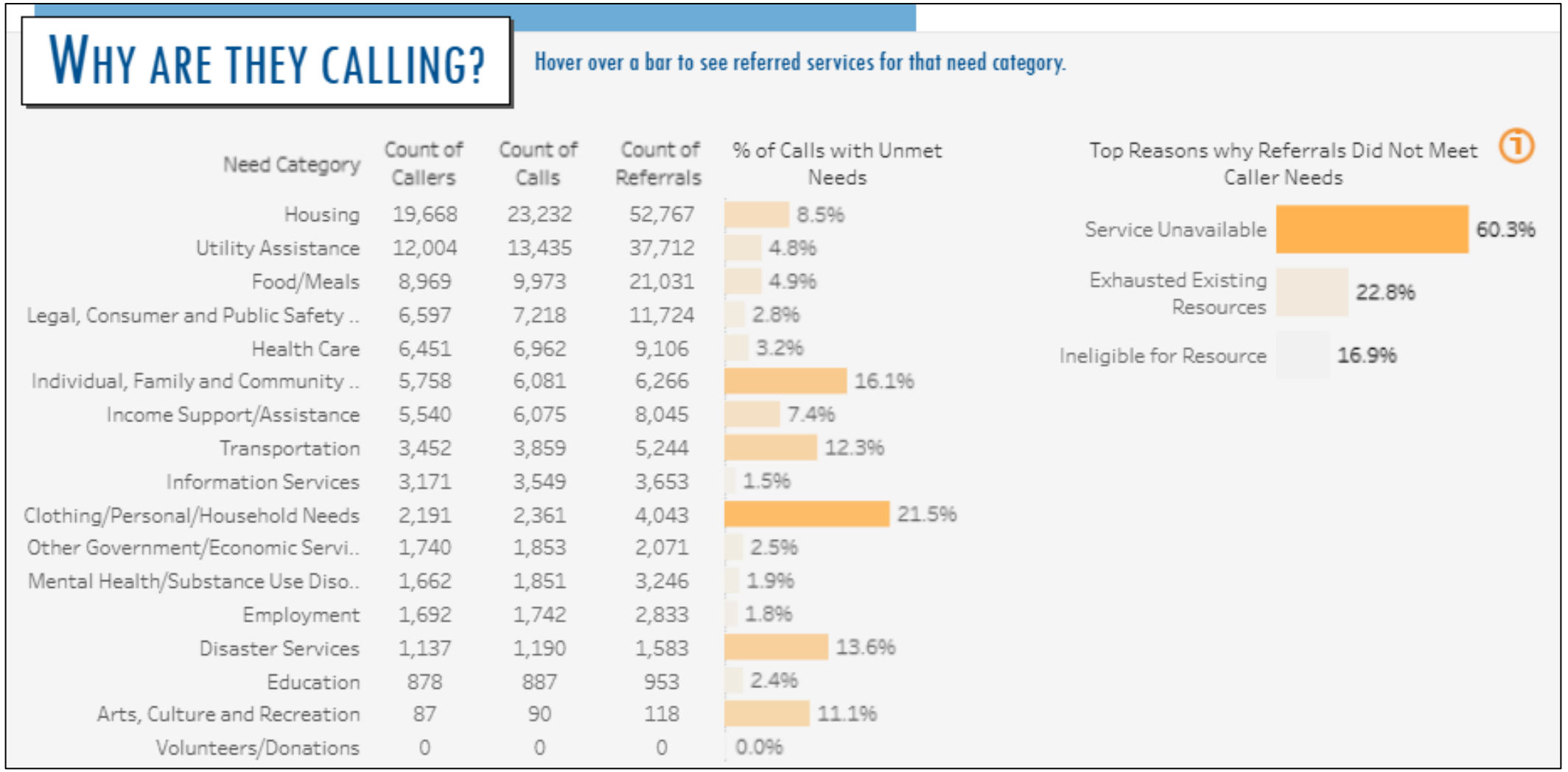
Indiana 211 data dashboard



Indiana 211 interaction dashboard



Indiana 211 interaction dashboard (cont.)



WHY ARE THEY CALLING?

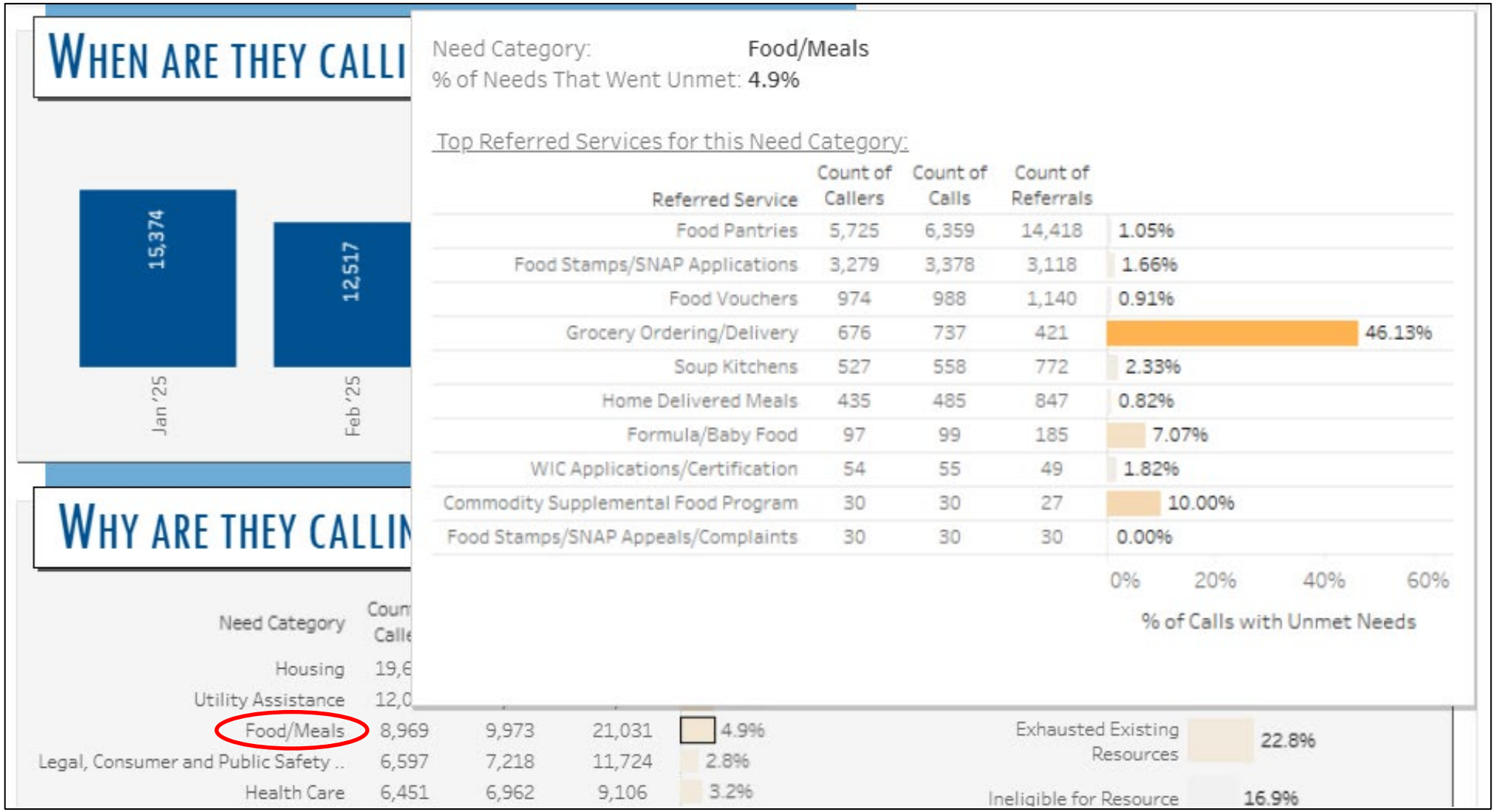
Hover over a bar to see referred services for that need category.

Need Category	Count of Callers	Count of Calls	Count of Referrals	% of Calls with Unmet Needs
Housing	19,668	23,232	52,767	8.5%
Utility Assistance	12,004	13,435	37,712	4.8%
Food/Meals	8,969	9,973	21,031	4.9%
Legal, Consumer and Public Safety ..	6,597	7,218	11,724	2.8%
Health Care	6,451	6,962	9,106	3.2%
Individual, Family and Community ..	5,758	6,081	6,266	16.1%
Income Support/Assistance	5,540	6,075	8,045	7.4%
Transportation	3,452	3,859	5,244	12.3%
Information Services	3,171	3,549	3,653	1.5%
Clothing/Personal/Household Needs	2,191	2,361	4,043	21.5%
Other Government/Economic Servi..	1,740	1,853	2,071	2.5%
Mental Health/Substance Use Diso..	1,662	1,851	3,246	1.9%
Employment	1,692	1,742	2,833	1.8%
Disaster Services	1,137	1,190	1,583	13.6%
Education	878	887	953	2.4%
Arts, Culture and Recreation	87	90	118	11.1%
Volunteers/Donations	0	0	0	0.0%

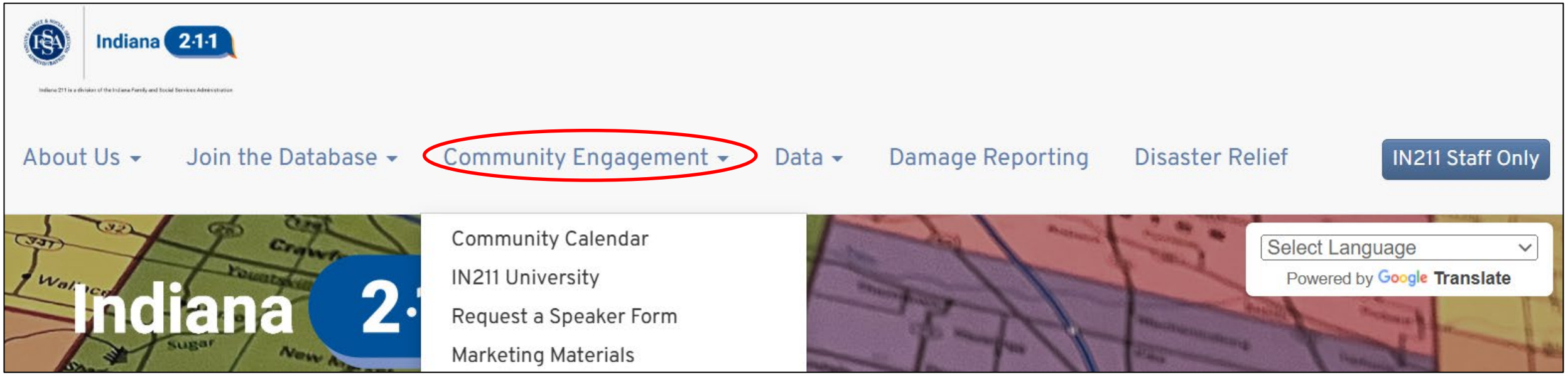
Top Reasons why Referrals Did Not Meet Caller Needs

Service Unavailable	60.3%
Exhausted Existing Resources	22.8%
Ineligible for Resource	16.9%

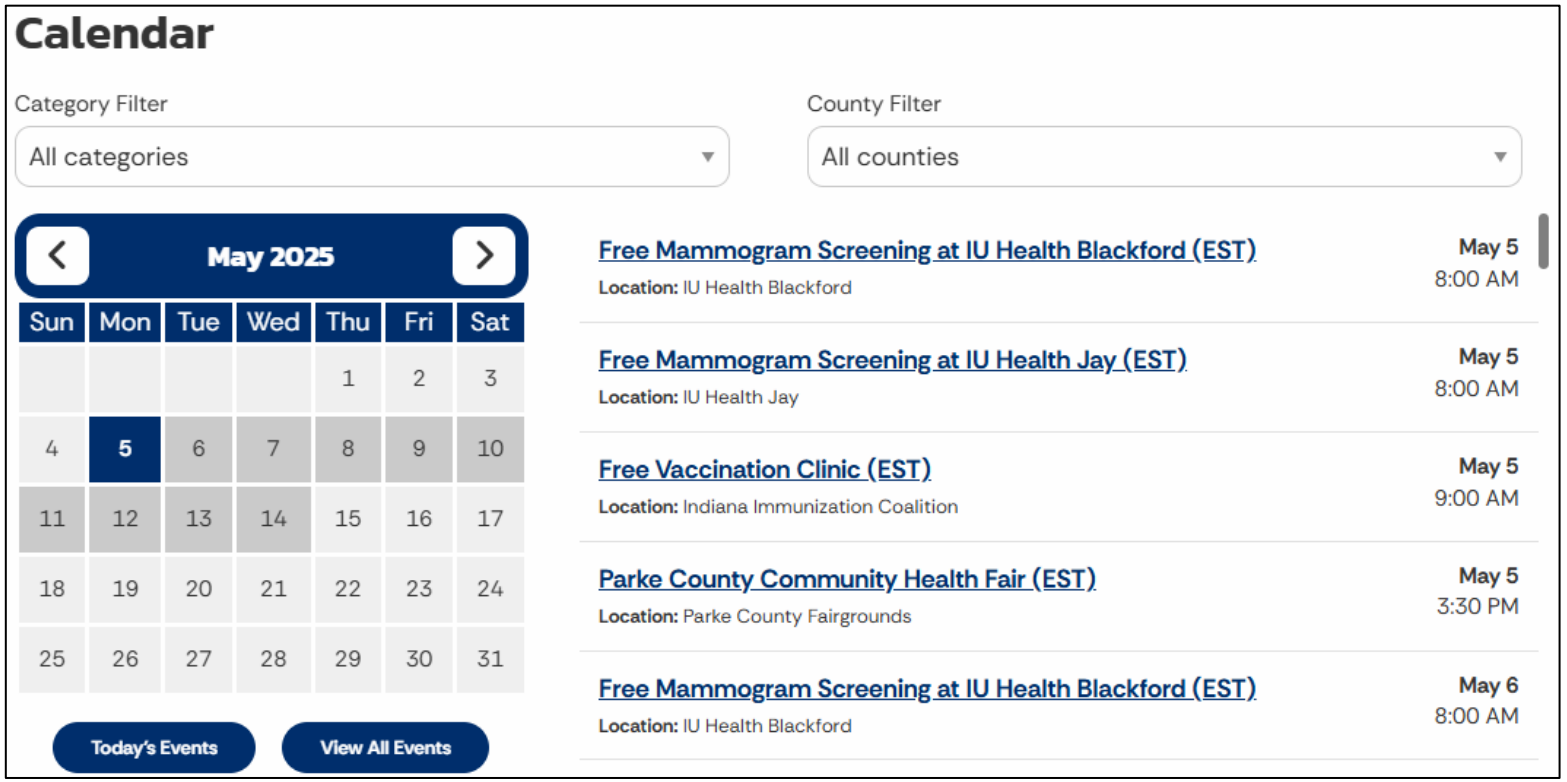
Indiana 211 interaction dashboard (cont.)



Community engagement tools



Community events calendar

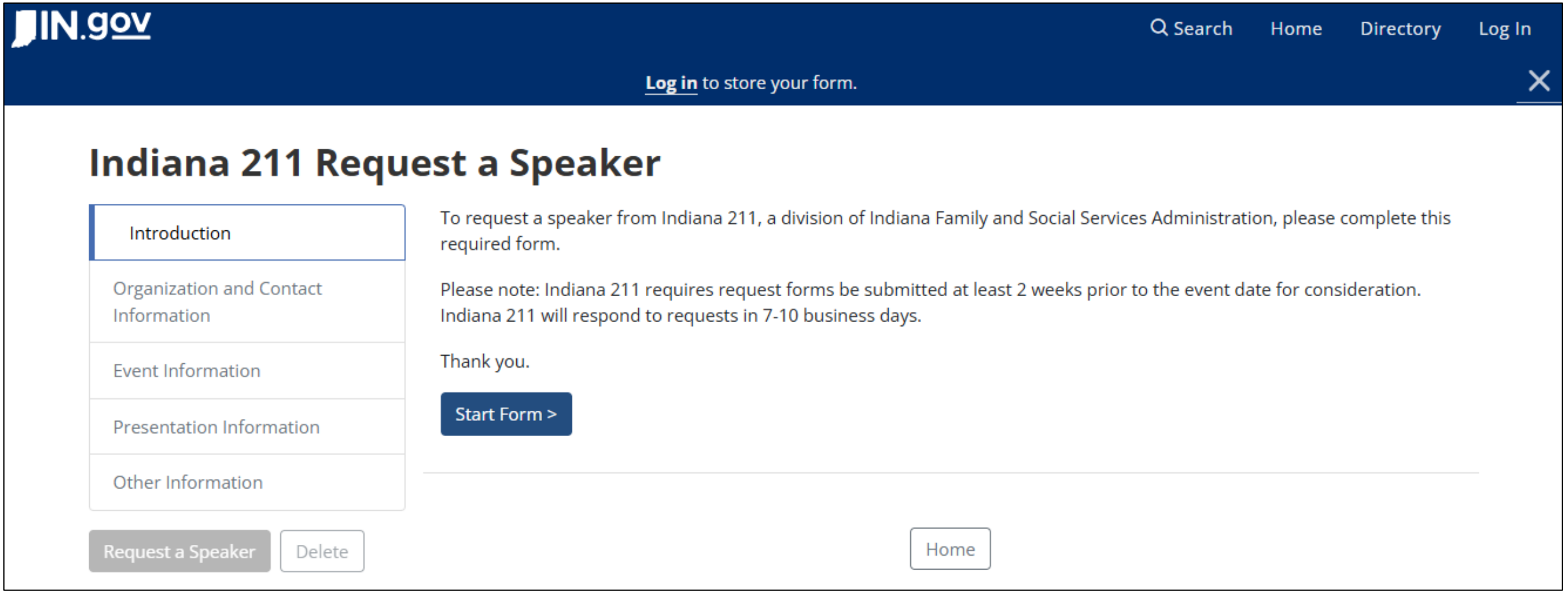


- Resource, job and health fairs
- Diaper, food and clothing distributions
- Free hair cuts
- Parenting education classes
- Immunization clinics
- And more!

Indiana 2·1·1 UNIVERSITY

- Live, monthly webinar
- Indiana 211 updates on resources and tools
- New topic each month with special guest
- Visit in211.org to view recordings of previous sessions
- Email the Community Engagement Team to be included on the monthly invitation (in211info@fssa.in.gov)

Request a Speaker Form



Marketing Materials

Order Indiana 211 Promotional Materials

To order a selection of **FREE** Indiana 211 promotional materials, complete this order form. Each are double-sided, English/Spanish. Please allow for one to two weeks for your order to be fulfilled. Materials available for order:

- **Indiana 211 Rack Card:** The rack cards can be displayed by community organizations who provide printed resources for clients to take with them.
- **Indiana 211 Wallet Card:** The wallet card is intended to give community organizations and first responders a resource they can easily carry with them or keep on-hand in an office. It can be used to direct those who require additional assistance to Indiana 211.
- **Indiana 211 Bookmark:** The bookmark can be displayed by community organizations wanting to provide a useable resource clients can take with them.

We also encourage you to take advantage of our downloadable materials below.

Indiana 211 downloadable marketing materials

Indiana 211 info flyer

Double-sided, English/Spanish. The flyer can be printed and easily displayed by community organizations to support connecting individuals to Indiana 211.

Indiana 211 seasonal promotional resources

Use the following promotional materials, including Indiana 211 social media graphics and accompanying text, to support seasonal resources. You can also visit Indiana 211's social media pages on Facebook, Instagram and X to repost any information directly shared by IN211.

Community Engagement Team contact info

- Office hours: Monday to Friday, 8 a.m. to 4:30 p.m.
- Call us at 888-439-6357 or email us at in211info@fssa.in.gov

Indiana 211 is a division of the Indiana Family and Social Services Administration