

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



Indiana 211

About Us

Join the Database

Community Engagement

Data

Damage Reporting

Disaster Relief

IN211 Staff Only

Indiana 211

Select Language

Powered by Google Translate

Font Size:


Privacy Exit

WE CAN HELP!

Use the preselected categories to search for resources in the Indiana 211 database. For immediate help and access to essential community resources, dial 2-1-1 or 1-866-211-9966 to connect to resources in your community.

SELECT A SERVICE CATEGORY BELOW

FOOD	SHELTER AND HOUSING	FINANCIAL
HOTLINES	CONSUMER SERVICES	CRIMINAL JUSTICE AND LEGAL
DISASTER	EDUCATION	EMPLOYMENT
HEALTH CARE	INDIVIDUAL AND FAMILY LIFE	MENTAL HEALTH AND SUD
PERSONAL / HOUSEHOLD ITEMS	PUBLIC HEALTH	PUBLIC WORKS
TRANSPORTATION	SEASONAL	VETERAN / MILITARY
ADVANCED SEARCH		



Indiana 211

Guided Search: Select a service category

SELECT A SERVICE CATEGORY BELOW

FOOD <ul style="list-style-type: none">◦ Baby Food/Formula◦ Community Gardening◦ Congregate Meals for Seniors◦ Emergency Food◦ Food Outlets/Markets◦ Food Pantries Fresh Food◦ Food Vouchers◦ Home Delivered Meals◦ Meals◦ Soup Kitchens	SHELTER AND HOUSING	FINANCIAL
	HOTLINES	CONSUMER SERVICES
	CRIMINAL JUSTICE AND LEGAL	DISASTER
	EDUCATION	EMPLOYMENT
HEALTH CARE	INDIVIDUAL AND FAMILY LIFE	MENTAL HEALTH AND SUD
PERSONAL / HOUSEHOLD ITEMS	PUBLIC HEALTH	PUBLIC WORKS
TRANSPORTATION	SEASONAL	VETERAN / MILITARY
	ADVANCED SEARCH	

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.

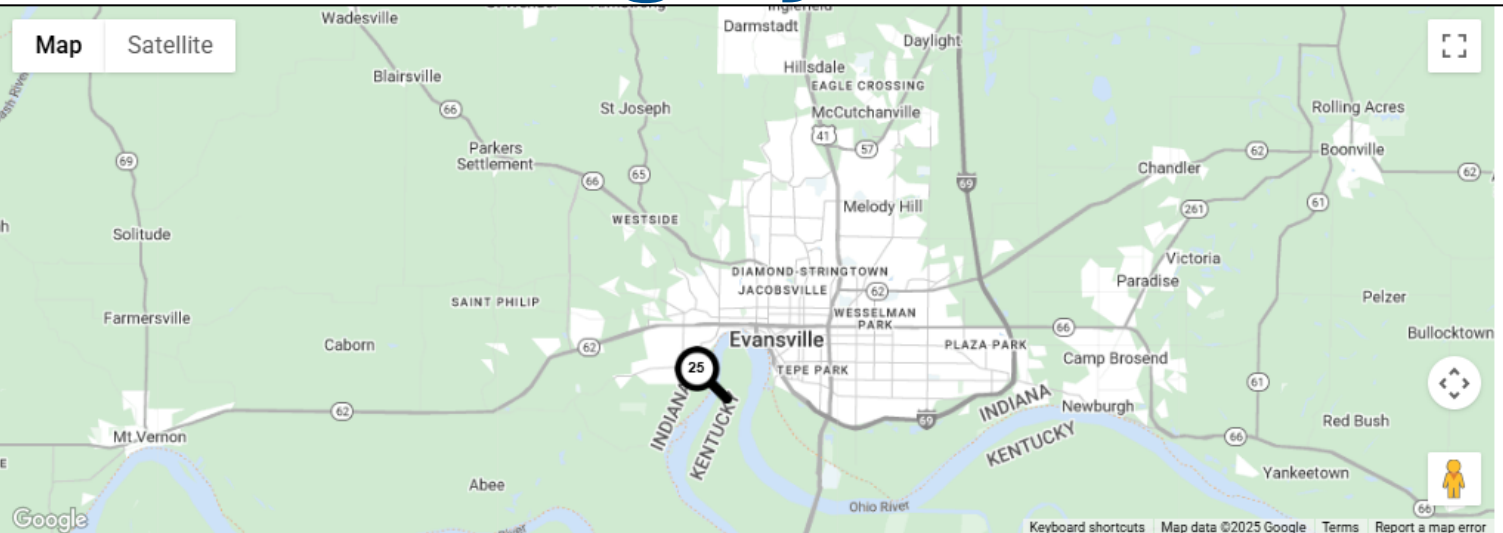
Zip

Sort by closest

-- OR --

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

Map Satellite



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

Resource Search Tab

Search Results

Hello. What can I help you find today?

Use our Advanced Search to find **Available Services** to you by your location.
Or
You can search for information by a **Keyword, Agency, or Service name.**

Available Services

What is your zip code?

Adding your zip code will allow us to show you the distance you'll need to travel to access the services. **(Physical)**

Zip

Sort by closest

-- OR --

Use My Location

What type of services are you looking for?

Start typing and we will assist you with possible categories. Add as many as you need.

For example; Food Pantries, Homeless Shelter, School Supplies

Includes any

Where do you need help?

Geographic Area Served

Serves Part Of

Select a zip, city, county, or state.

Keyword Search

What is the keyword or name of the organization?

Enter a keyword to search for Agency, Service, or Site names and/or categories

For example: Indiana Department of Veteran Affairs, Indianapolis Public School, or Food

Is Like

What do you need help?

Area Served

Enter, School Supplies

food

Food Pantries

Food Pantries * AIDS/HIV

Food Pantries * Older Adults

Food Pantries * Transgender Individuals

Food Pantries * Veterans

Commodity Supplemental Food Program

Mobile Markets

Pet Food

Food Vouchers

Guided Search: Printable list

ResetSearch

Search Results

Food Pantry - Patchwork Central

provided by Evansville Emergency Food Pantry Consortium

100 Washington Avenue, Evansville IN, 47713, Located miles from ZIP code entered in search

Provides perishable and nonperishable food to Vanderburgh County persons in need.

812-424-2735

View Website

Get Directions

Hours of Operation: Mon-Thurs 9:30am-11:45am Central Time

Intake Procedure: Walk in.

Eligibility Requirements: Living in Vanderburgh County -- Limit one visit to any of the six food pantry consortium locations every 30 days The Evansville Emergency Food Pantry Consortium includes: Nativity Eastside Pantry, Patchwork Central, Saint Matthews Church, Saint Vincent de Paul, West Side Fo ...

More Details

Email or Text Me a LinkRemove from List

Food Pantry - Zion Missionary Baptist Church

provided by Evansville Emergency Food Pantry Consortium

1800 South Governor Street, Evansville IN, 47713, Located miles from ZIP code entered in search

Provides perishable and nonperishable food to Vanderburgh County persons in need.

Destination

EPSON XP-4100 Series

Pages

All

Copies

1


Layout

Portrait

Color

Color

More settings


The logo for the Food and Nutrition Assistance (FSA) program, featuring a circular emblem with the letters 'FSA' and the text 'FOOD AND NUTRITION ASSISTANCE' around the perimeter.


Indiana **2-1-1**

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Resource App


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




Indiana


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


GET IN TOUCH




CALL 2-1-1
 Mon - Fri
 7am - 7pm



TEXT 898-211
 Mon - Fri
 7am - 7pm



PRINT
 Community Resource List



FIND RESOURCES
 Search online Resources

HELP STARTS HERE

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 connect with Indiana 211.

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

Search

Select One or Multiple Counties

ADAMS

ALLEN

BARTHOLOMEW

BENTON

BLACKFORD

BOONE

BROWN

CARROLL

CASS

CLARK

CLAY

Resource App: Print a Community Resource List

Indiana **2.1.1**

ADAMS

Filter Results

Zip Code

- ☒ Individual and Family Life ⓘ
- ☒ Health Care ⓘ
- ☒ Mental Health and Substance Use Disorder Services ⓘ
- ☒ Basic Needs ⓘ
- ☒ Education ⓘ
- ☒ Criminal Justice and Legal Services ⓘ

Uncheck All

Check All

Search for a Resource

Print & View List

☐ **Add All Resources**

21st Century Scholars Program

♀ Indianapolis

24/7 Helpline

♀ Columbus

911 Services

♀ Decatur ◦ Adams County 911 Services

988 Suicide And Crisis Lifeline

♀ State-wide

Aa Meeting Locator App

♀ New York

Aarp Tax Preparation Assistance 2025 - Adams Co...

♀ Decatur ◦ Adams County Council on Aging

Aarp Tax Preparation Assistance 2025 - Adams Pu...

♀ Decatur ◦ Adams Public Library System - Decatur Branch

☐ Add to Print List

☐ Add to Print List

☐ Add to Print List

☐ Add to Print List

☐ Add to Print List

☐ Add to Print List

☐ Add to Print List

Resource App: Print a Community Resource List

Filter Results

Zip Code

- ☒ Individual and Family Life ⓘ
- ☒ Health Care ⓘ
- ☒ Mental Health and Substance Use Disorder Services ⓘ
- ☒ Basic Needs ⓘ
- ☒ Education ⓘ
- ☒ Criminal Justice and Legal Services ⓘ

Uncheck All

Check All

Search for a Resource

Print & View List

☐ Add All Resources

21st Century Scholars Program

♀ Indianapolis

24/7 Helpline

♀ Columbus

911 Services

♀ Decatur ◦ Adams County 911 Services

988 Suicide And Crisis Lifeline

♀ State-wide

Aa Meeting Locator App

♀ New York

Aarp Tax Preparation Assistance 2025 - Adams Co...

♀ Decatur ◦ Adams County Council on Aging

Aarp Tax Preparation Assistance 2025 - Adams Pu...

♀ Decatur ◦ Adams Public Library System - Decatur Branch

☐ Add to Print List

☒ Add to Print List

☒ Add to Print List

☒ Add to Print List

☐ Add to Print List

☒ Add to Print List

☐ Add to Print List

Resource App: Print a Community Resource List

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.turningpointndv.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

211

Contact for information and community resources: call, text or online

Whole person care

Warm handoff

988

Contact for suicide intervention and crisis support: call, text or chat

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



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?

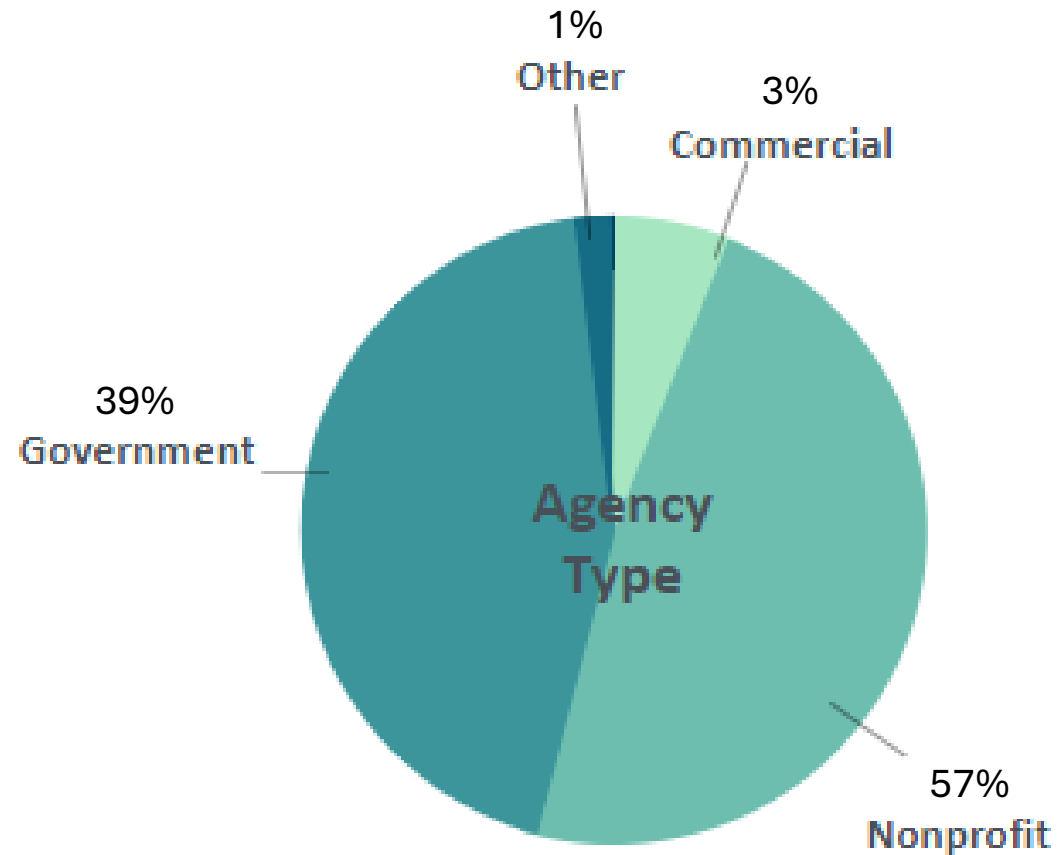
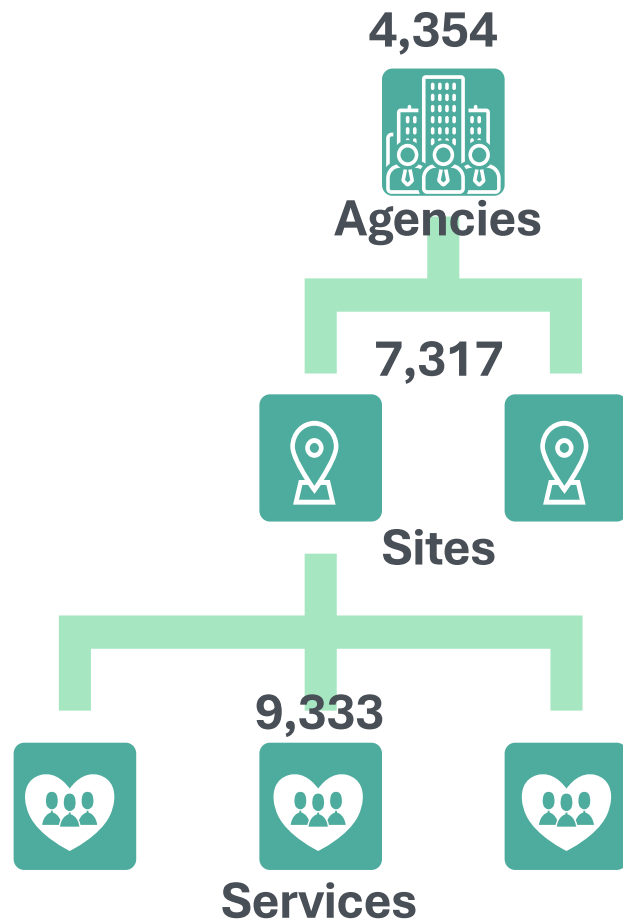
Resource Curation

Resource database curators

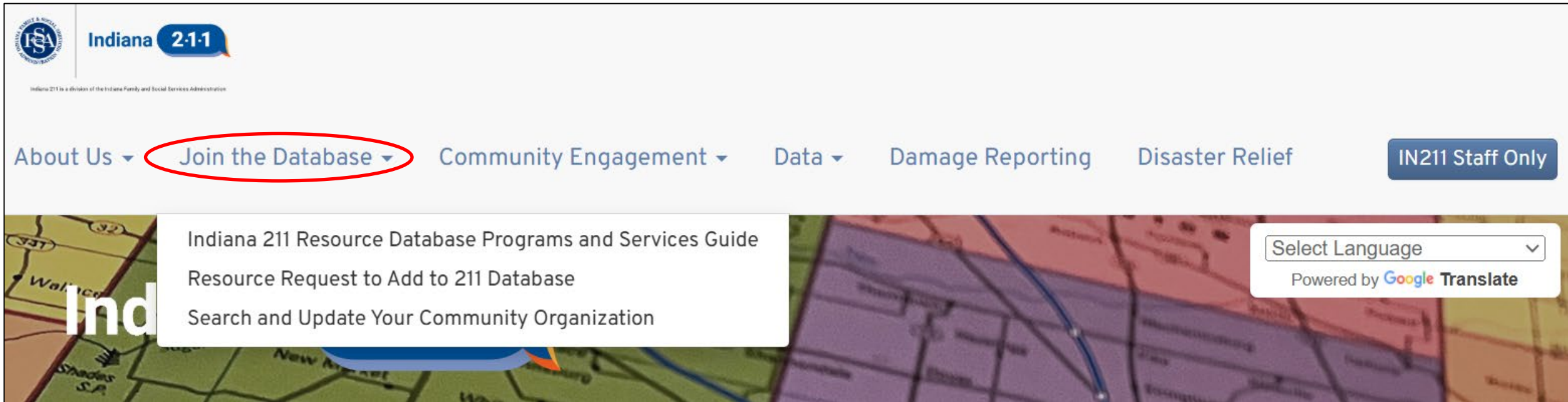
Six database curators

- 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



The screenshot shows the Indiana 211 website header. The logo for the Indiana Family & Social Services Administration (FSA) is on the left, followed by the text "Indiana 211". Below this, a small line of text reads "Indiana 211 is a division of the Indiana Family and Social Services Administration". The navigation menu includes "About Us", "Join the Database" (circled in red), "Community Engagement", "Data", "Damage Reporting", and "Disaster Relief". A button labeled "IN211 Staff Only" is on the right. A dropdown menu for "Join the Database" is open, showing three options: "Indiana 211 Resource Database Programs and Services Guide", "Resource Request to Add to 211 Database", and "Search and Update Your Community Organization". A "Select Language" dropdown menu is also visible on the right, with the text "Powered by Google Translate" below it.

Indiana 211 Resource Database Programs and Services Guide
Resource Request to Add to 211 Database
Search and Update Your Community Organization

Select Language
Powered by Google Translate

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

IN.gov

Search Home Directory Log In

Log in to store your form. X

Indiana 2-1-1 Resource Listing Request Form

Introduction

Agency

Sites

Services

Click here to submit form

Delete

Have questions or need assistance completing this form? We're here to help!

Call us at 888-211-2402 or send us an email at in211database@fssa.in.gov.

Start Form >

Home

Search & update your community organization

Indiana 211 Resource Search

Search Criteria

Search Results

Search for your agency by name.

Or contact in211database@fssa.in.gov for your agency ID.

Agency Name

Contains

Agency ID

Equals

Can't find what you're looking for?

Need help? Contact our resource team by phone at **1.888.211.2402** or by email at in211database@fssa.in.gov.

• Office Hours: Mon-Fri 8am-4:30pm

• Closed on state and federal holidays

Search for your agency by its physical location.

Remember to search for your old address if you have not yet updated it with Indiana 211.

Address 1

Contains

City

Contains

Zip


Sort by closest

State

Includes any

Reset

Search



Indiana

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2-1-1

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

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

About Us ▾ Join the Database ▾ Community Engagement ▾ **Data ▾** Damage Reporting Disaster Relief

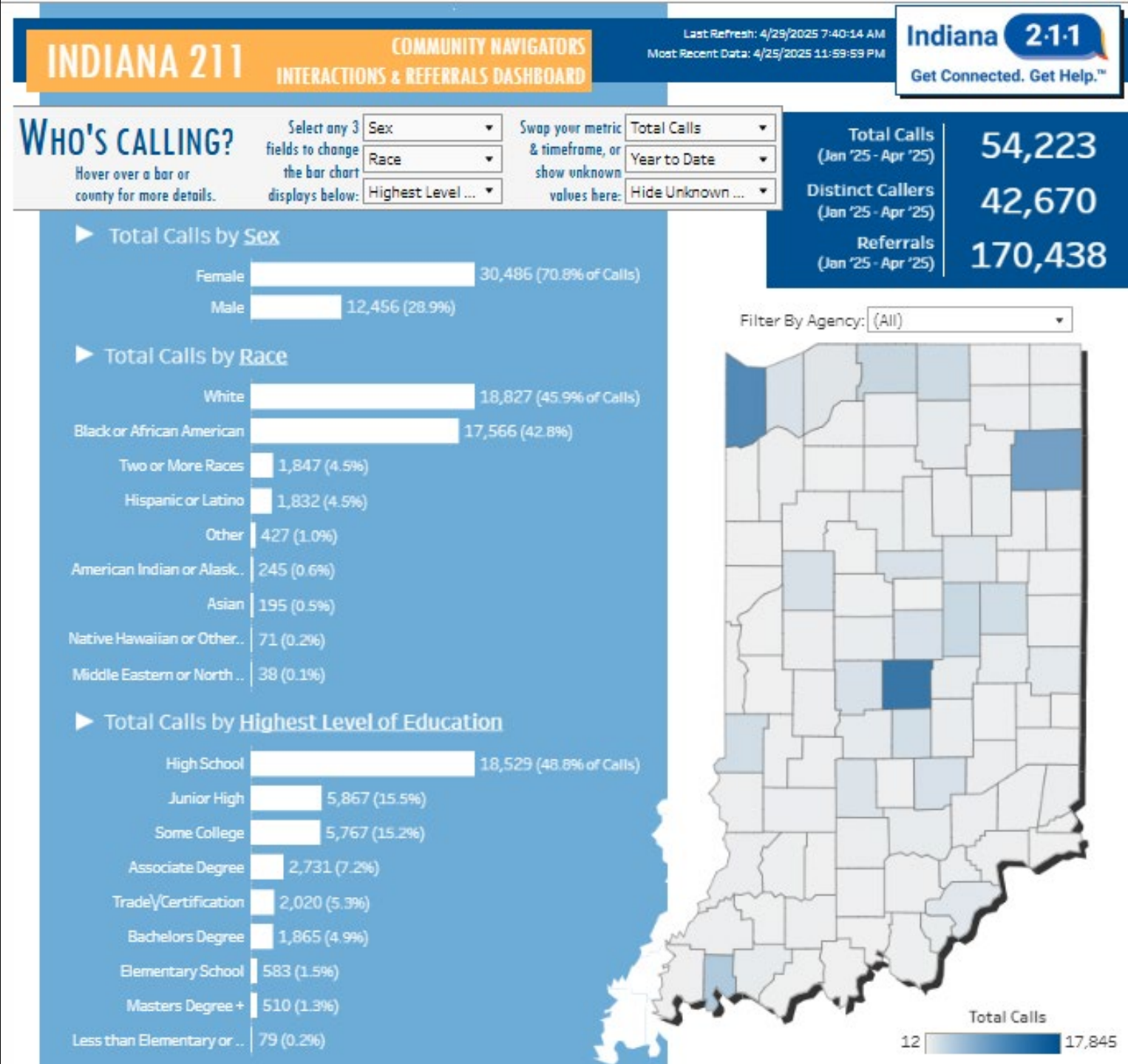
IN211 Staff Only

Data Dashboard
Data Requests

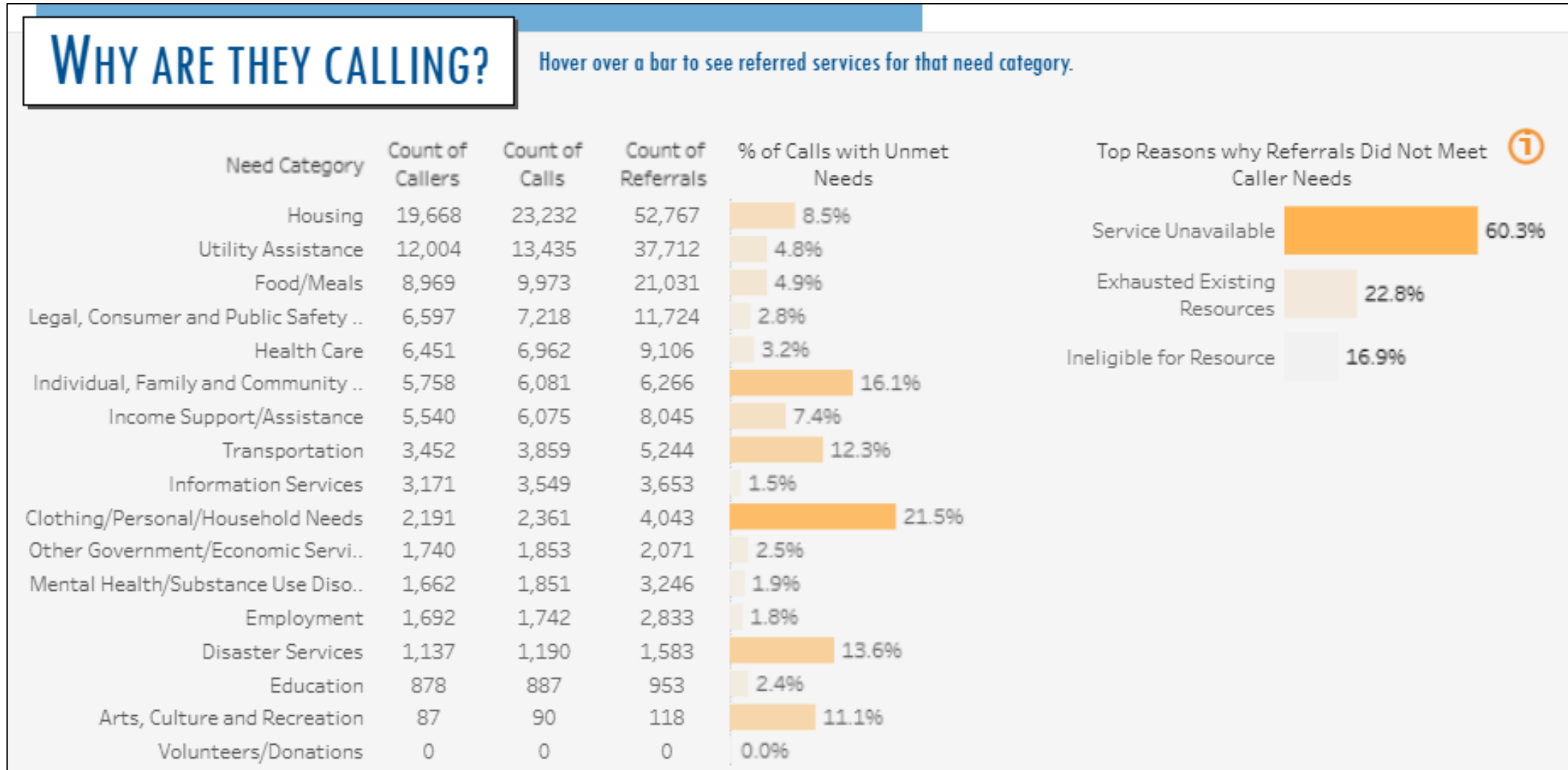
Select Language ▾
Powered by Google Translate

Indiana 2.1.1

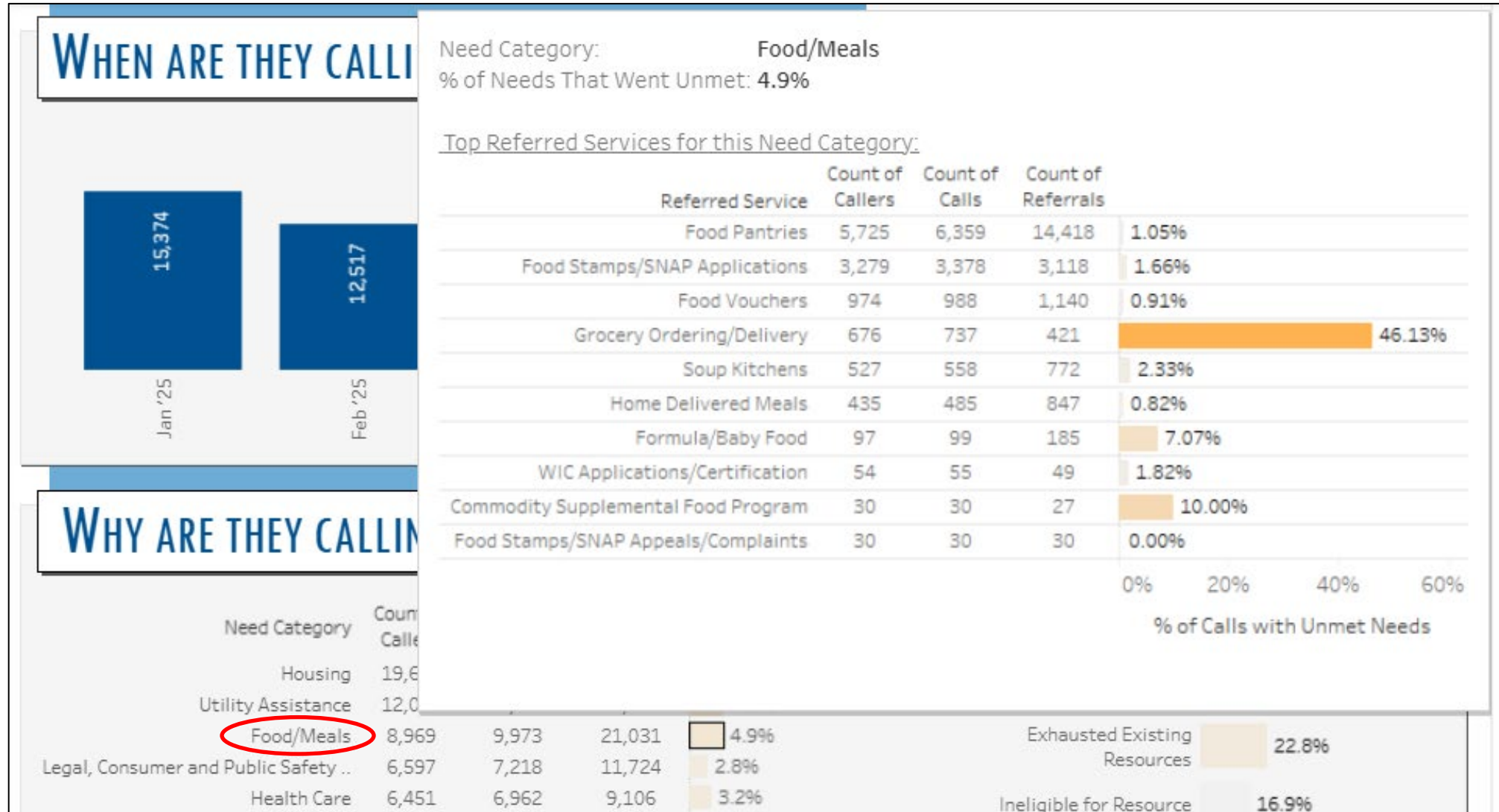
Indiana 211 interaction dashboard



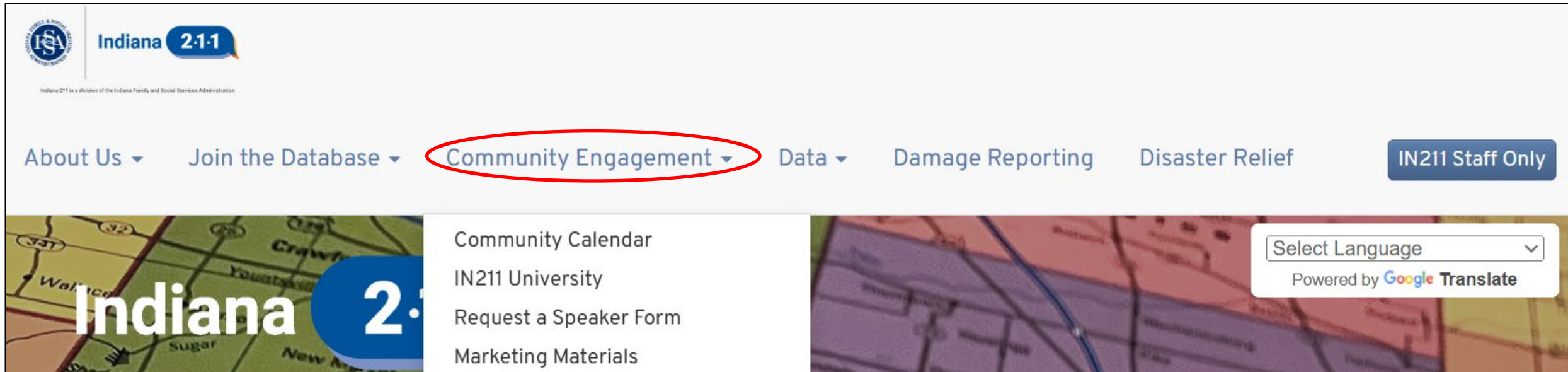
Indiana 211 interaction dashboard (cont.)



Indiana 211 interaction dashboard (cont.)



Community engagement tools



The screenshot shows the Indiana 2-1-1 website header. The navigation menu includes 'About Us', 'Join the Database', 'Community Engagement' (highlighted with a red circle), 'Data', 'Damage Reporting', and 'Disaster Relief'. A blue button labeled 'IN211 Staff Only' is on the right. Below the navigation bar, a banner features a map of Indiana with the text 'Indiana 2-1-1'. A dropdown menu for 'Community Engagement' is open, listing 'Community Calendar', 'IN211 University', 'Request a Speaker Form', and 'Marketing Materials'. A language selection dropdown is also visible on the right, with the text 'Powered by Google Translate'.

Indiana 2-1-1

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

About Us ▾ Join the Database ▾ **Community Engagement ▾** Data ▾ Damage Reporting Disaster Relief

IN211 Staff Only

Community Calendar
IN211 University
Request a Speaker Form
Marketing Materials

Select Language ▾
Powered by Google Translate

Community events calendar

Calendar

Category Filter

All categories

County Filter

All counties

<

May 2025

>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Today's Events

View All Events

Free Mammogram Screening at IU Health Blackford (EST)

Location: IU Health Blackford

May 5
8:00 AM

Free Mammogram Screening at IU Health Jay (EST)

Location: IU Health Jay

May 5
8:00 AM

Free Vaccination Clinic (EST)

Location: Indiana Immunization Coalition

May 5
9:00 AM

Parke County Community Health Fair (EST)

Location: Parke County Fairgrounds

May 5
3:30 PM

Free Mammogram Screening at IU Health Blackford (EST)

Location: IU Health Blackford


May 6
8:00 AM

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



- 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

IN.gov

Search Home Directory Log In

Log in to store your form. X

Indiana 211 Request a Speaker

Introduction

Organization and Contact Information

Event Information

Presentation Information

Other Information

To request a speaker from Indiana 211, a division of Indiana Family and Social Services Administration, please complete this required form.

Please note: Indiana 211 requires request forms be submitted at least 2 weeks prior to the event date for consideration. Indiana 211 will respond to requests in 7-10 business days.

Thank you.

Start Form >

Request a Speaker Delete

Home

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



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