

Indiana

2·1·1

Get Connected. Get Help.™

Utilizing Indiana 211 in Schools

ISHN Conference 2023

June 15



Today's Learning Objectives:



- Awareness of Indiana 211 and resources available in our statewide database
- Understand what to expect when calling Indiana 211 or searching online
- Learn how to access Indiana 211



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 in all 92 counties in Indiana
- There are over 6,500 agencies in the database with more than 20,000 services in the Indiana 211 database
- The database is maintained by full-time resource curators

Indiana 211 Top Resources



- Housing
- Utility Assistance
- Food/Meals
- Legal, Consumer and Public Safety Concerns
- Individual, Family and Community Support
- Health Care
- Clothing/Personal/Household Needs
- Transportation
- Income Support/Assistance
- Mental Health/Substance Use Disorders
- Other 211 Resources :
 - Domestic Violence, Sexual Assault, Trafficking
 - Libraries
 - Job Readiness
 - Childcare
 - Disaster Services
 - Tax assistance
 - And much more!



Utilizing Indiana 211 in Your Work

3 Easy Ways to Access 211



Call 2-1-1
1-866-211-9966



Text Zip code to
898-211



IN211.org



Indiana

2-1-1

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

Why should someone call 2-1-1?



- Indiana 211 can save an organization time by serving as a resource for staff.
- Someone has a need and not sure where to start – call 2-1-1
- Callers are looking for help with something such as finding:
 - Food
 - Housing
 - Utility assistance
 - Clothing
 - Education
 - Employment
 - Child Care

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What to Expect When Calling IN211

Indiana 211 Community Navigators



Community Navigators are connectors to community resources

- They ask a series of SDOH questions in an effort to understand where a person is at the time of the call. Sometime people call for one need, but in asking some additional questions, there may be other issues with which the community navigator can also offer resources. Often people do not know what to ask

IN211 SDoH Questions



1. What is your current employment status?
2. What is your annual household income?
3. What is the highest level of education you have completed?
4. Do you currently smoke cigarettes?
5. Do you currently have health insurance?
6. What is your housing situation today?
7. Do you run out of food before you have money to buy more?
8. In the past 12 months has the electric, gas, oil or water company threatened to shut off services in your home?
9. Has a lack of transportation kept you from medical appointments, meetings, work or from getting things you need for daily living?
10. How often does anyone, including family, insult, talk down to you, or threaten you with harm?

Indiana 211 Call Facts



- Available 24/7/365
- It is FREE
- Interpreters for over 240 languages
- Warm handovers for some resources
- Calls are as unique as each caller
- ANYONE can call!

On-line Search IN211.org



- Anyone can search anytime by visiting IN211.org
 - Click on the Find Help at the top of the page which will then point to the on-line resource search



On-line Search IN211.org



- As with most resource searches, first enter a zip code to search for local resources regardless of where someone is within the state

A screenshot of the Indiana 211 website's search interface. At the top, there is a navigation bar with 'Indiana 211' on the left and 'Support', 'Sign Up', and 'Log In' on the right. The main content area has a light gray background. On the left, it says 'Search for resources for food, housing, utility assistance, employment, healthcare and more.' Below this is a search form with a 'ZIP' label, a text input field containing '46205', and a green 'Search' button with a magnifying glass icon. On the right, the 'Indiana 211' logo is displayed, with the tagline 'Get Connected. Get Help.™' underneath it.

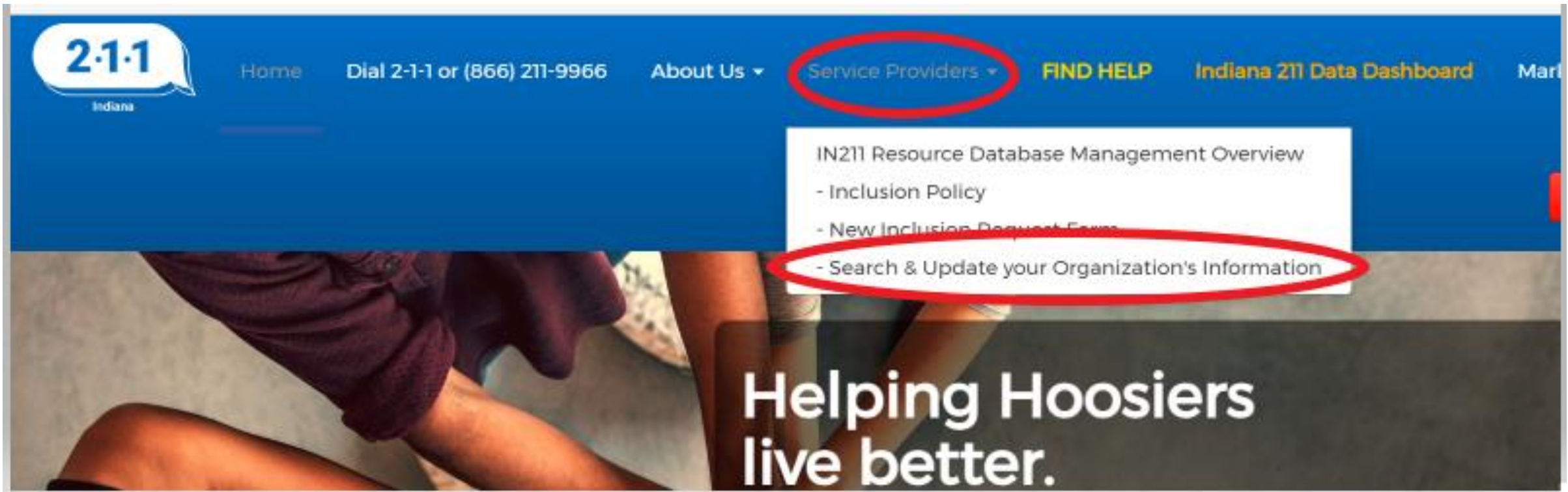
On-line Search IN211.org



- From this page you can start selecting the category for which resources are needed

A screenshot of the Indiana 211 website. At the top, there's a navigation bar with 'Indiana 211' on the left and 'Support', 'Sign Up', and 'Log In' on the right. Below this is a large blue search bar with the placeholder text 'ZIP or keyword or program name' and a magnifying glass icon. To the right of the search bar, it says 'Search for resources for food, housing, utility assistance, employment, healthcare and more.' Below the search bar is a row of ten category icons: Food (apple), Housing (house), Goods (lamp), Transit (bus), Health (heart with pulse), Money (dollar bill), Care (two people), Education (book), Work (briefcase), and Legal (scales). Below the categories, there's a large upward-pointing arrow above the text '2,923 programs' and 'in the indianapolis, in 46204 area'. At the bottom, it says 'Choose from the categories above and browse local programs'. On the right side of the screenshot, there's a large 'Indiana 211' logo with the tagline 'Get Connected. Get Help.™'.

Updating Your School/Agency In the Database Go to IN211.org



Updating Your School/Agency In the Database

Enter the Agency Name and click Search



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

211 Data Dashboard

Go to IN211.org

select Indiana 211 Data Dashboard



Indiana **211**

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Last Refreshed: December 12, 2022

Page Filters

Agency Name

(All)

County

(All)

Date Range

1/1/2022

12/4/2022

CLIENT DATA

REFERRAL DATA

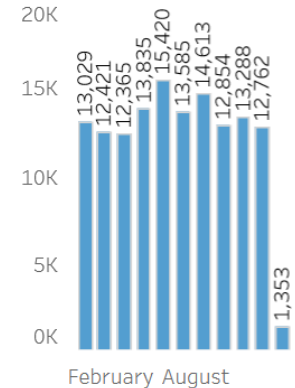
RESOURCE INVENTOR

Call Volume

Total Calls
150,109
0 (January 2023)

Total Distinct Callers
110,066
0 (January 2023)

Total Call Volume (Last 12 Months)



Caller Demographics

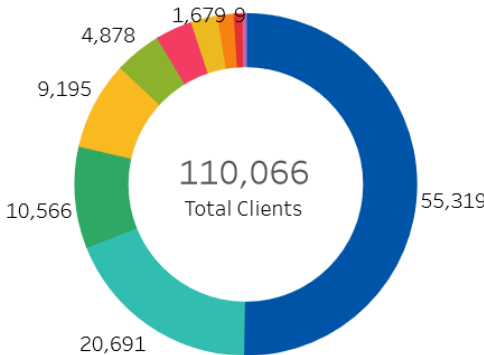
Annual Income

Show Chart By:

Annual Income

Values Shown:

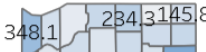
(All)



Individual Callers Per 100,000 Population

Show Map By:

Individual Callers ...



Indiana **211**

211 Data Dashboard

Go to IN211.org

select Indiana 211 Data Dashboard

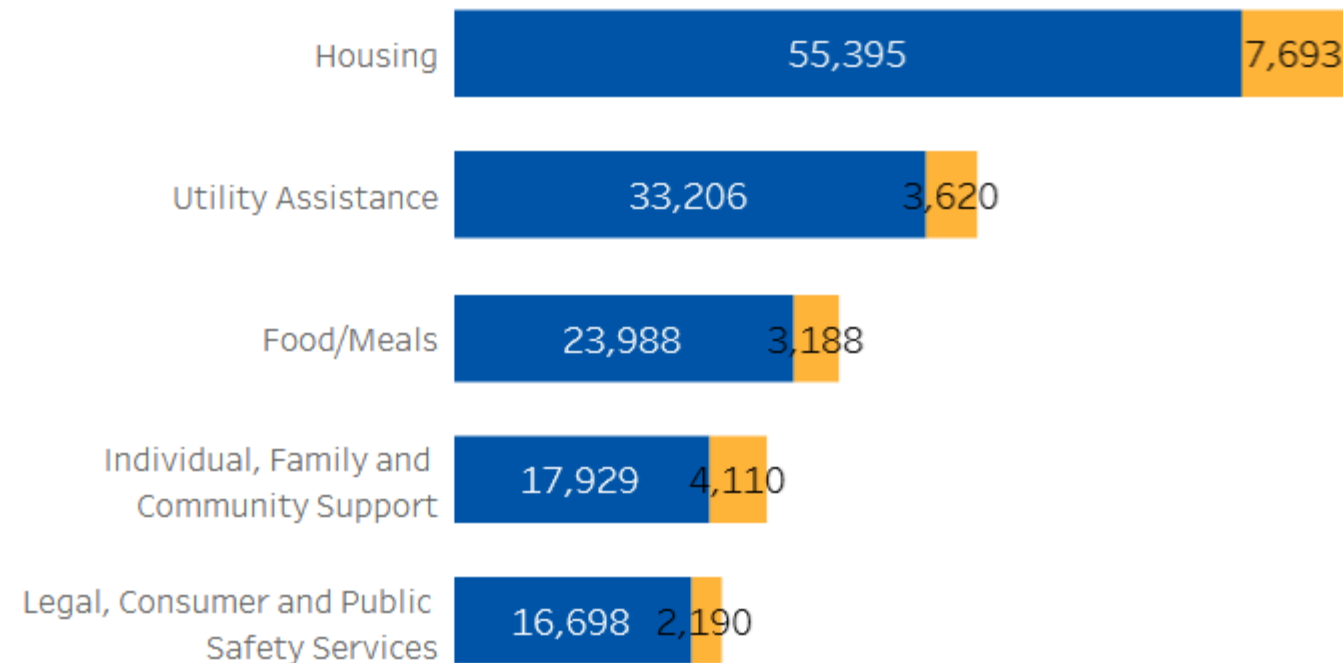


Unmet Needs

■ Met

■ Unmet

Top 5 Need Categories by Referral Status



Indiana 211 Marketing Materials



Anyone can order materials by going to IN211.org and clicking on the Marketing Materials

Indiana 211 offers multiple types of marketing materials which can be downloaded and printed for easy distribution for

- Trainings
- Back to School Events
- Anywhere that you interact with people who may need resources



How do you leverage Indiana 211 for your students and families?



- Indiana 211 Materials
- Call 2-1-1 with families
- List of resources easily accessible at IN211.org
- Let us take this off your plate



Questions?

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