



United Way of Allen County 2-1-1 Annual Report 2015

One Number, One Easy Way to Find Help.

Stakeholders,

It's been a great year for 2-1-1! It's been a challenging year for 2-1-1!

In 2015, more than 97,000 individuals were helped. Additionally, Indiana 211 Partnership (IN211) received funding from the state of Indiana for the first time ever! IN211 is receiving \$2 million dollars over 2 years to address statewide 2-1-1 system needs and for the local needs of the eight IN211 service centers. 2-1-1 was created to be both publically and privately funded. The addition of state dollars has helped improve the sustainability of 2-1-1 services for all Hoosiers.

While state funding improved the overall effectiveness of 2-1-1 in Indiana, there are still challenges in front of us and we are facing those head on. Although the Allen County Service Center has relatively sound call center metrics (they can always be improved), our state-wide 2-1-1 network must improve call wait times, abandonment rates and center effectiveness. Also, the 2-1-1 dialing code is not yet mandated by the Federal Communication Commission (FCC) for nationwide universal access by all telecom companies.

Thank you to the dedication of our partners and stakeholders for advocating on behalf of 2-1-1. It is awesome to see our state legislators recognize the importance of 2-1-1 in supporting our communities.

As always, if you have any questions, concerns or thoughts, please reach out.

United Way of Allen County
President and CEO



Thank You To Funders

United Way of Allen County • United Way of Adams County • United Way of Blackford County • United Way of Dekalb County • United Way of Elkhart County • United Way of Huntington County • United Way of Jay County • United Way of Kosciusko County • United Way of LaPorte County • United Way of Marshall County • United Way of Noble County • United Way of Saint Joseph County • Steuben County United Way • United Way of Wells County • Cameron Memorial Community Hospital • Town of Manchester • City of Wabash • United Fund of Wabash • Wabash County Government • Brightpoint

People Served



My United Way 2-1-1 helped **97,134** people in 2015 through **45,357** calls. Of the calls taken, **54%** were from first-time callers, and **20%** received advocacy from specialists.

My United Way 2-1-1 addressed **57,447** needs

through our database of **5,967** resources.

19 Counties Served

Quality Control

My United Way 2-1-1 engages in specific quality control measures to ensure the proper care of callers. This is done through methods such as **Outcome Surveys** and **Call monitoring**. In 2015, **284** outcome surveys were completed, and **5,028** follow-up calls were made.

99%

Said specialists were respectful and understanding

98%

Would call again or refer a friend to 211.

96%

Said they didn't have to wait long to speak to a specialist

The Data

Also tracked is the number of times specialists ask callers about **SNAP** (Supplemental Nutrition Assistance Program) benefits, the number of **VITA** (Volunteer Income Tax Assistance) calls received, and the number of **homeless surveys** completed.

SNAP Asks: 37,381
VITA Calls: 6,431
Homeless Surveys: 2,134

Healthcare

Not only does My United Way 2-1-1 provide healthcare referrals, but also provides prescreening for health coverage. In 2015, **37,800** callers were asked whether or not everyone in their household was insured. **76%** reported **everyone had coverage**.

Of those who reported an uninsured person, **1,738** callers agreed to be **prescreened for health coverage** and were referred appropriately.

4,131
Total **Health Care**
Needs

Top 5 Healthcare Needs

1. Community Clinics
2. Prescription Expense Assistance
3. Health Insurance Information
4. Physician Referrals
5. Dental Care

Veterans

964

Callers identified themselves as veterans

Success Story

Justin*, an Afghanistan Veteran, was living in a motel with his wife and two children and covering the cost with their tax return. He was suffering from an anxiety disorder and Post Traumatic Stress Disorder (PTSD) and was waiting for approval for Veterans Assistance (VA).

The specialist completed a Supportive Services for Veteran Families (SSVF) intake screening, a program run by Brightpoint specifically for eligible veterans, for financial assistance and case management services.

During a follow up with Justin, he said his Brightpoint paperwork was complete and his family was waiting for an apartment to become available. Brightpoint also advocated for Justin with the VA which helped move the process along.

Infant Mortality and Healthy Families

There were **54,111** children living in the households that contacted 2-1-1.

23% of households identified themselves as **single parent** households

1,063 callers reported being **pregnant**

Domestic Violence

My United Way 2-1-1 helped **1,609** individuals affected by domestic violence through **604** referrals.

Disaster

2-1-1

relieves the burden placed on emergency systems during a disaster by being a reliable source of up-to-date information to the public.

2-1-1 plays a vital role in the community's **disaster response** protocol, working closely with **Community Organizations Active in Disaster (COAD)** groups and homeland security.

Areas 2-1-1 Can Help

Health Epidemics • Derechos
Blizzard Conditions • Travel Advisories
Extreme Temperatures • Multi-Unit Fires
Ice Storms • Industrial Accidents
Flooding • Apartment Condemnations
Large Scale Power Outages • Water Emergencies

Older Adults

8,114

Adults over the
age of 60 called 2-1-1

Success Story

When her living room's paneled ceiling started falling in, Delores* called 2-1-1. She told the specialist that at 66, she lives alone and suffered from many health problems that kept her homebound. The specialist referred Delores to Help with Love, where she was able to schedule a time for volunteers to repair her ceiling.

When the specialist called to follow up a few weeks later, Delores was so appreciative that 2-1-1 took the time to call her back, saying how she is very lonely and it was nice to get such a kind and thoughtful phone call!

* Names of all clients have been changed to protect their identities and maintain confidentiality.