



**Indiana Family &  
Social Services  
Administration**



**Indiana**



# Agenda

- **211 overview**
- **17 Lines of business**
- **Data**
- **Connections**



# 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. We use statistical data (not personally identifiable information) from calls, texts and web visits to help shed light on the nature of social needs in Indiana for decision-makers and government across the state.



# 3 Easy Ways to Access 211

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



Text Zip code to  
898-211



IN211.org





# IN211 Fast Facts

- **IN211 serves all residents of Indiana**
- **IN211 community navigators**
  - **complete a comprehensive assessment around the social determinants of health**
  - **average 20,000 calls each month, with the greatest needs being food, shelter and utilities**



Indiana

# IN211 (17) Lines of Business

- **Community Navigators (3) Lines**
  - **Adult Protective Services – endangered adult reporting**
  - **Spanish**
- **Substance Use Disorder & Mental Health (4) Lines**
  - **Open Beds**
  - **Lyft**
  - **Peer Recovery Network**
  - **Be Well Indiana**
- **Indiana Housing & Community Development Authority (2) Lines**
- **Child Care Development Fund (CCDF) questions for Marion County**
- **Department of Health COVID-19 (7) Lines**



# Data Dashboard

Go to [IN211.org](https://IN211.org) and select Indiana 211  
Data Dashboard



[Home](#)

[Dial 2-1-1 or \(866\) 211-9966](#)

[About Us](#) ▾

[Service Providers](#) ▾

[Find Help](#) ▾

[Indiana 211 Data Dashboard](#)

[2021-2022 EAP Information](#)



# 211 Data Dashboard

## Go to IN211.org select Indiana 211 Data Dashboard

Dashboard can be filtered by Agency, by County, by timeframe, however user needs to see the data Selected Calendar Year 2021 for Elkhart/Lake/LaPorte/Pulaski/Stark/St. Joseph

### Indiana 211

Data Last Refreshed:

Agency Name: (All) | County: (Multiple values) | Date Range: 1/1/2021 - 12/31/2021

Note: to reset all filters to their defaults, refresh your web browser.

**Client Data**

Referral Data

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### Call Volume

**Total Calls**

19,371

749 January 2022

**Total Call Volume**

Month	Count of Calls
January	1,489
February	1,573
March	2,545
April	1,923
May	1,757
June	1,622
July	1,468
August	1,203
September	1,404
October	1,716
November	1,357
December	1,314

**Total Distinct Callers**

15,306

705 January 2022





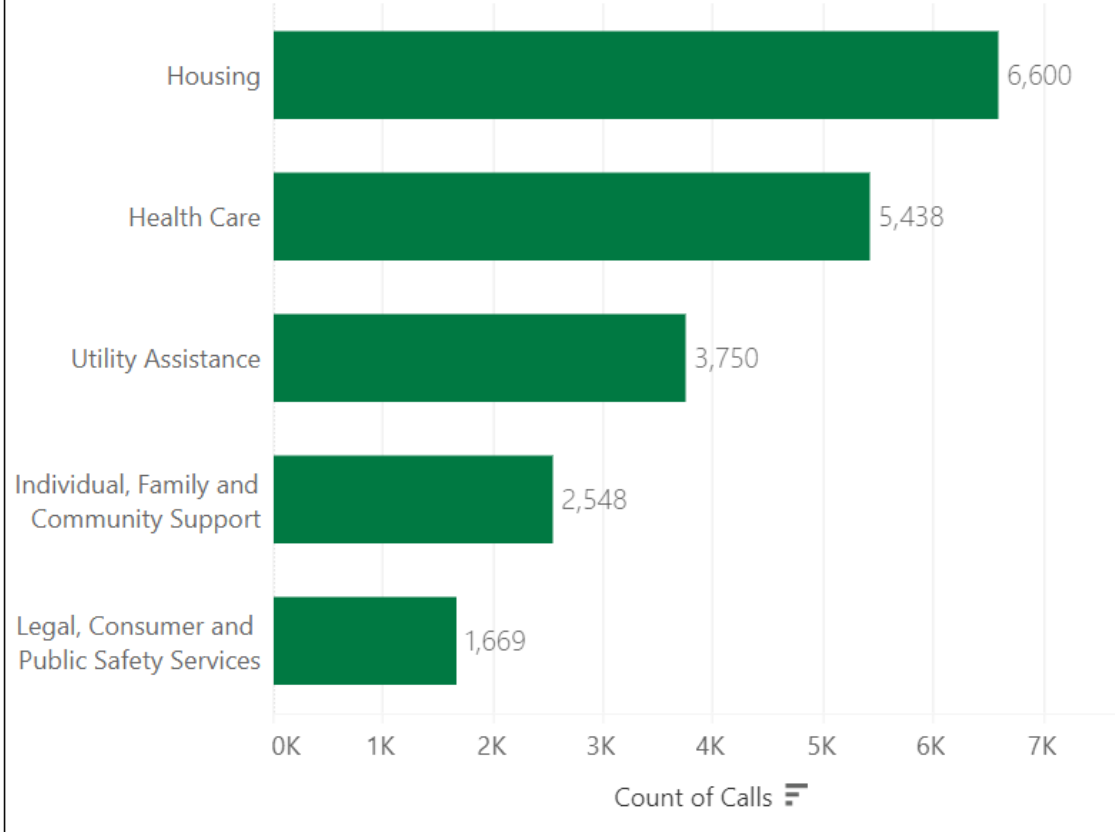
# 211 Data Dashboard

## Top Needs & Unmet Needs

### Caller Need Information

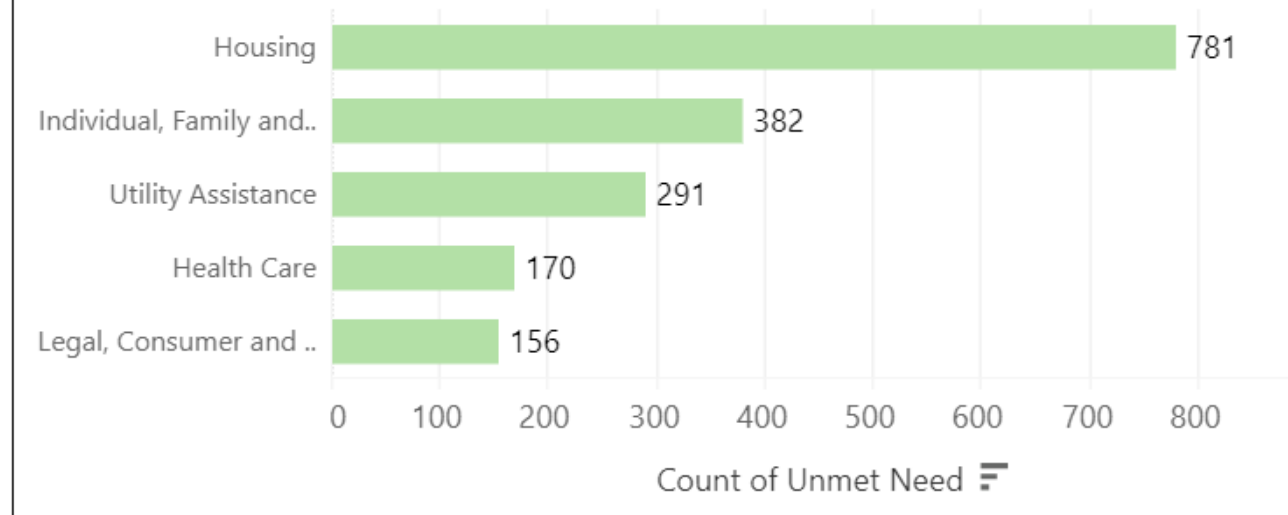
#### Top 5 Needs Categories

Click on a category to filter other visuals.



#### Top 5 Unmet Need Categories

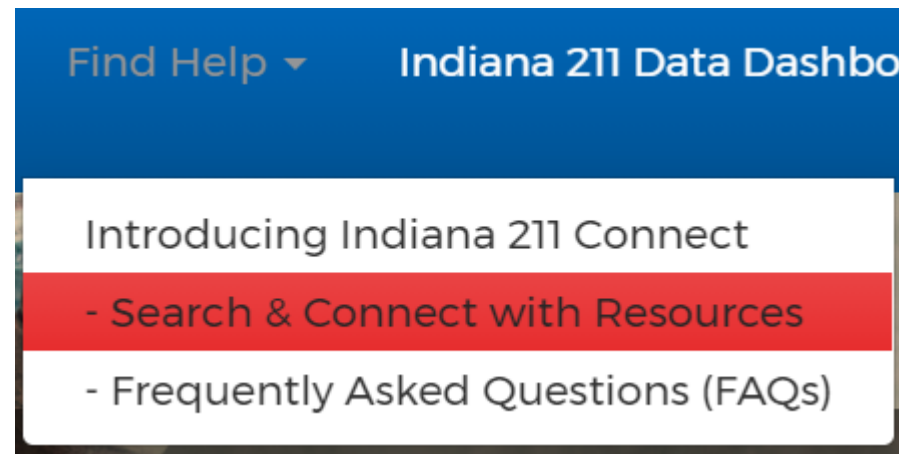
Click on a need to filter other visuals.





## Online Resource Help

Go to [IN211.org](http://IN211.org) and select the Find Help option to connect to resources online



**Indiana 211 Connect** is an innovative community-based resource directory and referral network bringing residents, state programs and community partners together using one comprehensive and unified online platform.

**Our mission** is to demystify and continuously improve upon our network of state and community social services to better serve our diverse community of Hoosiers with dignity and ease.

### Features

- Powered by IN211
- SDOH Assessment Tool
- Searchable State & Community Resource Directory
- Resource Providers

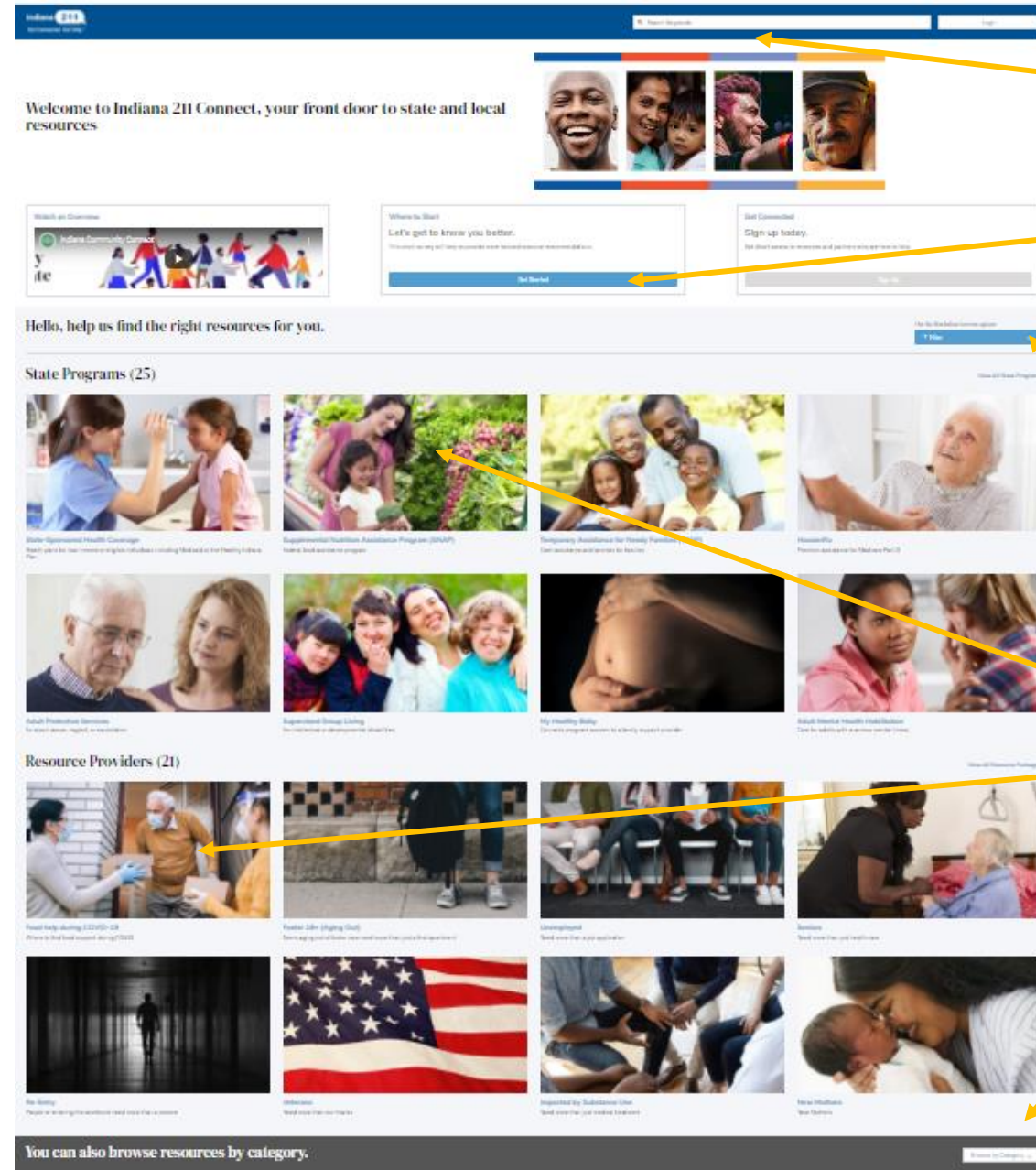
- Easy Access to State Program Applications
- Community Partner Accounts
- Referrals & Referral Management
- Account Reports



# Homepage

There are **four ways to explore resources** through the home page: Search Bar, Browse by Category, Resource Providers, and Needs Assessments.

Select the Indiana 211 logo in the top left of the screen to navigate back to the home page. Remember! This menu is accessible from any page by clicking the Indiana 211 logo in the top left.



**Search Bar** allows searching for resources by type (e.g., Food) or name (e.g., Salvation Army).

**Take a Healthy Opportunities Assessment** to get personalized resource recommendations.

**Filters** to adjust information shown on home page.

**State Programs and Resource Providers** sections includes available FSSA programs and other community-based services.

**Browse by Category** includes a list of available resources by resource type.

# Resource Details screen

## Resource Details

Resource Details screen provides contact information, next steps, transportation instructions, and what to bring to access that resource.

Similar Resources section shows different providers that offer the same resource type.

## Child Care Development Fund

by Maximus

Provides child care vouchers for low-income families who are working or in school. Families under 100% of the federal poverty level may receive free child care; families between 100-127% of the poverty level may receive child care at a sliding-scale rate.

How to Connect

Share

### Contact details

- 📞 Main: 833-946-8253
- 📍 429 North Pennsylvania Street, Suite 301, Indianapolis, Indiana, 46204
- 🕒 Open - Closes 5:00 p.m. ▾
- 🕒 Time Zone: Eastern
- 🌐 [www.maximus.com](http://www.maximus.com)
- 🗣️ English
- ✍️ [Suggest an Edit](#)

### Next steps

Call for information or to request an application -OR- Apply online at [www.intakechildcare.com](http://www.intakechildcare.com).

### What to bring

See application for required documents. (Pre-Application requires copies, not originals) -- Proof of total household income for past 30 days -- If applicable, proof of child's special needs -- Additional documentation may be required at in-person interview.

### Instructions

#### Transportation Instructions

Location is within 25 miles or 2 blocks of a public transit stop

#### Special Location Instructions

ADA Accessible

### Additional

#### Fees

No

**Similar Resources**  
recommends other providers for  
that resource type.

# Notice a resource is missing? Suggest one.

## Suggest a Resource

If an organization or resource is missing from our database, then click on the “Suggest a Resource” link at the bottom of the home page. This will navigate to a form where you can provide information on that resource.

The Suggest a Resource request gets routed to Indiana 211.



### Individuals and Families

Connect to the help and support you need. Indiana Community Connect is a single site to find both FSSA and Community Resources.



### For Community Partners

Join a community of support. Create an account today to maintain your organization's information, create and manage referrals, and gain access to shared data.



### Get Help

2-1-1 trained Navigators are available 24 hours a day, 7 days a week, to locate the resources you need. Dial 211 or text your zip code to 898211.

FAQs

Call 2-1-1 or (866) 211-9966

Suggest a Resource

Join as a Community Partner

**Suggest a Resource** if you notice a community organization that is not listed in the resource database.

# Questions about Indiana 211 Connect? Start with the FAQs!

## Get Help / FAQs

Click on the FAQs link at the bottom of the home page to view frequently asked questions about Indiana 211 Connect.

FAQs are also accessible by clicking the “Get Help” link at the bottom of every page.



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[Suggest a Resource](#)  
[Join as a Community Partner](#)



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[FAQs](#)  
Call 2-1-1 or (866) 211-9966

**Get Help** to access FAQs. This link is located at the bottom of every page in Indiana 211 Connect.

**FAQs** link is available at the bottom of the home page. Check here first with any questions about the tool.

# Questions?



IN211.org

1-866-211-9966 (long code)

2-1-1 (short code)

Text Zip Code to 898-211