

## Northeast Indiana 2-1-1 Call Center Annual Call Volume Report, 2011

Serving Adams, Allen, DeKalb, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley counties

### THE NUMBERS: CALLS UP 118% SINCE '04

The Northeast Indiana 2-1-1 Call Center saw a two percent increase in calls from 2010 to 2011. In 2011, 2-1-1 answered 44,271 calls, compared with 43,229 calls in 2010.

Since 2004 (the first full year of 2-1-1 service), the call volume has grown a tremendous **118 percent**, from 20,339 to 44,271. In this report, “calls” refers to requests for service, or only the calls requiring information about health and human services. For example, if a caller requests the phone number of a restaurant, that call is not counted in this report.

### THE HIGHLIGHTS: BASIC NEEDS CONTINUE TO BE PRIORITY

#### Poverty at Historic Highs

- According to the IPFW Community Research Institute ([www.ipfw.edu/cri](http://www.ipfw.edu/cri)), poverty in Allen County is rising. The percent of all local residents living in poverty almost doubled from 7.9 percent in 1990 to 14.6 percent in 2009, surpassing the State and Federal percentages for the first time in decades. The growing rates of poverty contribute to the continued demand for Basic Needs.

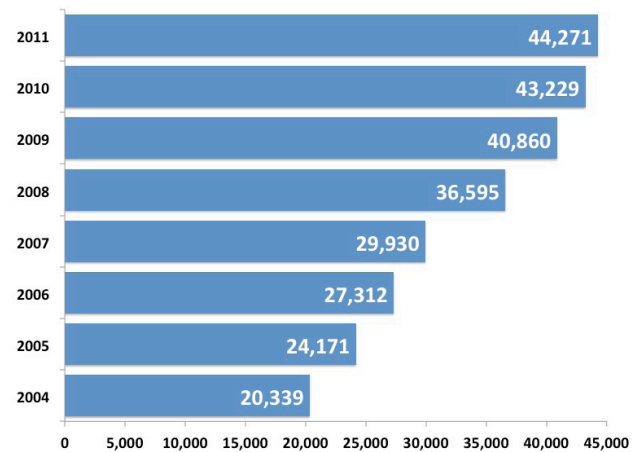
#### Housing Support and Food Requests Dominate Calls

- Again in 2011, the top two requested services were for housing support (utility and rent assistance, homelessness calls, and subsidized housing) and food (pantries, food stamps, WIC and soup kitchens).

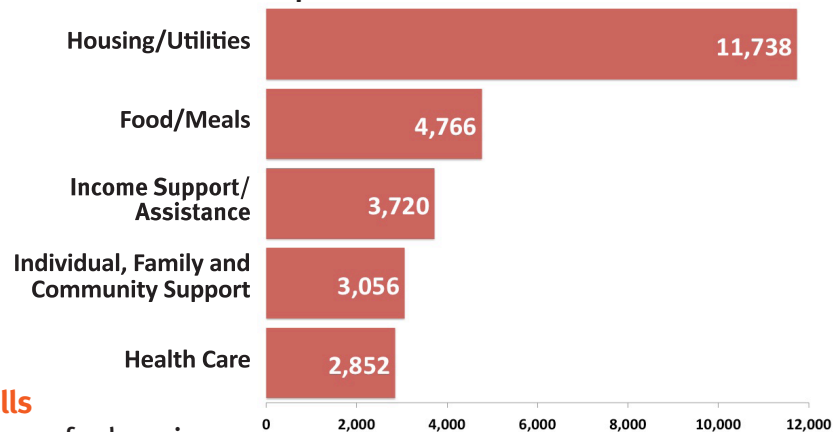
#### Tax Preparation Requests Grow

- Requests for information about help with tax preparation continued to grow in 2011, increasing 85 percent from 524 to 972.
- United Way’s Tax Preparation Program is instrumental in promoting financial stability and self-sufficiency for local residents.
- The 2011 Free Tax Preparation program brought back \$2.5 million in refunds to the community, which studies show can boost the local economy. A recent report from the National Community Tax Coalition shows that “every increased dollar received by low- and moderate-income families has a multiplier effect of between 1.5 to 2 times the original amount.”

Call Volume 2004-2011



Top Caller Needs 2011



## Housing Support Becomes a Top Priority

- Housing support **increased a dramatic 85 percent** in 2011, with 2-1-1 taking more than 1,400 HPRP calls (Homelessness Prevention and Rapid Re-Housing). HPRP Federal funding requires that all individuals who receive shelter assistance be screened using an approved assessment form. 2-1-1 Call Specialists complete these time-intensive assessments and the follow-ups, saving other agencies from having to hire staff to keep up with the assessments.
- Homelessness Prevention became a critical part of 2-1-1's work in 2011. Through a grant from the City of Fort Wayne, the 2-1-1 Center hired a part-time **Housing Specialist**, who provides comprehensive assessments for the homeless or near-homeless. The Housing Specialist works closely with local shelters and agencies to ensure services are available in order to stabilize the individual.
- The Housing Specialist is also instrumental in ensuring that all homeless individuals have a place to sleep indoors when temperatures drop below 32 degrees.
- Additionally, the Housing Specialist tracks and analyzes homelessness data and coordinates services among local agencies.

## Case Coordination Support

- 2-1-1 is on the front lines of making the social service system more efficient and effective.
- The Case Coordination System is a comprehensive interconnected network of services that focus on an individual moving from crisis to stability.
- 2-1-1 does the initial assessment of individuals needing basic services. Then, 2-1-1 directs the individual to the most appropriate agency and case manager. That case manager coordinates all the services for the individual, even those from other agencies, so the person has just one case manager that has a complete picture of their needs.
- The seven key agencies include: United Way of Allen County, Lutheran Social Services of Indiana, Catholic Charities, Community Action of Northeast Indiana, the Salvation Army, Aging and In-Home Services, and the Fort Wayne Urban League.

## THE FACTS:

- 2-1-1 is a national dialing code for free access to health and human service information and referral. Today, 2-1-1 reaches approximately 86 percent of the U.S. population.
- 2-1-1 offers information and referral across the spectrum of human need, including rent assistance, food pantries, affordable housing, health resources, child care, after-school programs, financial programs and job training programs.
- The Northeast Indiana Call Center constantly updates a database of more than 2,000 services available throughout the region.
- The 2-1-1 Call Center is endorsed by the Indiana 2-1-1 Partnership and is accredited by the Alliance of Information and Referral Services (AIRS).
- 2-1-1 is essential in disaster relief, helping reduce non-emergency calls to 9-1-1 by connecting victims, donors and volunteers with social service agencies.



United Way 2-1-1 Call Center, 334 E. Berry St. Fort Wayne, IN 46802  
[www.211northeastindiana.org](http://www.211northeastindiana.org) | [www.UnitedWayAllenCounty.org](http://www.UnitedWayAllenCounty.org)

### 2-1-1 Proud Partners:

Community Action of NE Indiana  
United Way of Allen County  
United Way of DeKalb County  
United Way of Huntington County  
United Fund of LaGrange County

Steuben County United Way  
United Way of Noble County  
Wabash County United Fund  
United Way of Wells County  
United Way of Whitley County

