



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

## Frequently Asked Questions (FAQs)

### About our mission

#### What is Indiana 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.

#### Who does Indiana 211 serve?

Hoosiers. It's plain and simple. If you live in Indiana, we serve you. Indiana 211 is devoted to serving individuals and families within the communities of Indiana's 92 counties. 211 services are available free of charge to anyone and our database is carefully curated to include resources from across the state.

### About our services

#### When can I contact Indiana 211?

Indiana 211 community navigators are available by calling 2-1-1 from 7 a.m. to 7 p.m. ET, Monday – Friday and Indiana 211 resources are accessible 24/7/365 through our online guided search at [IN211.org](https://IN211.org).

#### Can I text Indiana 211 for resources?

Yes, our text service is currently available Mon-Fri 8 a.m. – 5 p.m. ET. You can connect with a community navigator by texting your ZIP code to 898-211.

#### I dialed 211, and it is connecting me to Ohio or Kentucky. What do I do?

Call the Indiana 211 toll-free number at 866-211-9966.

## Wait times are too long. How can I get through faster?

Our wait time is usually less than 3.5 minutes. If wait times exceed that we are likely experiencing a surge in calls. Resources can also be located through our guided search at [IN211.org](https://IN211.org).

## Who can I contact about a complaint?

We are committed to helping improve the quality of life for Hoosiers by promoting equity and connecting people to health and human service resources. We welcome your feedback at [in211info@fssa.in.gov](mailto:in211info@fssa.in.gov).

## Why do our clients receive similar referrals every time they call 211?

This may be due to limited resources. We encourage people to call back or use our online guided search as information does change, but there is no guarantee of new resources.

## I called 211 and was told there were no resources that met my need... now what?

This may be due to limited resources. We encourage people to call back or use our online guided search as information does change as new resources are identified.

## Does 211 provide transportation to referral sources?

Transportation is not provided to referral sources except for substance use disorder treatment via Lyft. Restrictions and special guidelines apply for Lyft services; please call for details.

## Can 211 connect me directly with a referral source or health care provider?

We do not have most individual health care providers listed in our database. We'll help you get connected to the most appropriate place to obtain this information.

## Does 211 provide talk-line like services (Lifeline services) or is it strictly a referral connection?

For mental health support you can call 9-8-8 for a direct connection to compassionate, accessible care and support for anyone experiencing mental health-related distress – whether that is thoughts of suicide, mental health crisis, substance use crisis or any other kind of emotional distress.

## When should callers connect with 211? In an emergency/crisis? When they need a food bank or shelter?

Callers should connect with Indiana 211 for referrals to resources near them. Community navigators are trained to refer crisis calls to appropriate resources such as the 988 Suicide & Crisis Lifeline, behavioral health providers, or 9-1-1 services.

## When should callers connect with 911 instead of 211?

In a life-threatening emergency, always dial 9-1-1 first. Community navigators are trained to refer crisis calls to appropriate resources such as the 988 Suicide & Crisis Lifeline, behavioral health providers, or 9-1-1 services.

## Can 211 guarantee a bed/placement at a shelter if I am facing a homeless situation?

If you are facing a homeless situation, we will help assess your unique situation. While we cannot guarantee bed availability, we will help you explore solutions for your housing crisis.

## I do not have anything to write down the resource information and I won't remember the phone number. Can 211 text or email it to me?

Yes, we can easily text or email resource information to you.

## About our website

### Will the website limit resources to my area?

Indiana 211 is a comprehensive information and referral service, and we strive to include accurate information for all available resources in every area of Indiana. Your search results may be tailored to your area by inputting address, ZIP code and/or city information.

## About our confidentiality policy

### Will immigration, DCS or another agency be notified if I call 211? Is everything truly confidential?

Indiana 211 has a confidentiality policy that states no information may be released without appropriate authorization from the caller, unless there is an imminent risk of serious harm or death to the caller.

### Since 211 is part of state government, will client information or reporting take place across agencies?

Indiana 211 has a confidentiality policy that states no information may be released without appropriate authorization from the caller, unless there is an imminent risk of serious harm or death to the caller. Only aggregate (unidentifiable) data on client needs, demographics and location are shared.

### Will 211 contact law enforcement if someone or myself admits to committing a crime?

Indiana 211 has a confidentiality policy that states no information may be released without appropriate authorization from the caller, unless there is an imminent risk of serious harm or death to the caller.

### If my client contacts 211 under the influence seeking treatment, will law enforcement be contacted?

No emergency intervention will take place unless there is an imminent risk of serious harm or death to the caller.

## Is 211 HIPAA compliant?

Yes, it is.

## Why does 211 ask for personal information such as my address, phone number, etc.?

We collect information so we can better understand your unique situation and so that we can better understand the needs in your community.

## Who has access to my client record at 211?

Only individuals employed and approved by Indiana 211. Indiana 211 has a confidentiality policy that states no information may be released without appropriate authorization from the caller, unless there is an imminent risk of serious harm or death to the caller. Only aggregate (unidentifiable) data on client needs, demographics and location are shared.

## About our resource database

### Why are resources in my county not included in the 211 database?

The resources have not yet been added or do not meet the criteria to be included in the database. It is also important to note that organizations may decline to be listed in the database.

### What criteria must be met to be added to the 211 database?

You can review our inclusion policy here: <https://www.in.gov/fssa/indiana-211/inclusion-policy/>. To initiate the inclusion request and review process, you may:

- Complete and submit an online [inclusion request form](#);
- Download a printable inclusion request form that may be completed by hand and returned by email;
- Email the Resource Curation Team at [in211database@fssa.in.gov](mailto:in211database@fssa.in.gov); or
- Call our Resource Curation Team at 888-211-2402.

### Will 211 update my agencies record automatically, or do I need to do it myself?

All information must be provided by the agency and vetted. Indiana 211 will send you an annual email request to update your information. In addition to submitting any revisions via the link enclosed in annual request emails, there are three main ways to contact the Resource Curation Team to request an update to your agency information:

- Visit <https://in211.communityos.org/Service-Provider-Search> to find the current record, and then send feedback via the blue “Request an Update” button;
- Email the Resource Curation Team at [in211database@fssa.in.gov](mailto:in211database@fssa.in.gov); or
- Call our Resource Curation Team at 888-211-2402.

## When I select the “login” button on the 211 website, it does not allow me to log in and correct my agency’s information. What now?

Service providers do not need a user account, login or password to view or request an update to their agency record.

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## Who should I set up as the contact for my organization? Admissions/intake, operator, social workers, etc.?

The best contact is the person most familiar with programs across the entire agency; however, it is also possible to list multiple staff members if it would be best for us to work with someone specific for a given site or service.

## Why can’t I locate my organization ID to update my information without having to contact 211?

You do not need your organization ID to update information.

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## 211 is directing people to my agency but callers are requesting services that my agency does not provide or are asking about outdated services/information. How do I update my agency’s information including the service area?

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- send feedback via the blue “Request an Update” button;
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- Call our Resource Curation Team at 888-211-2402.

## My agency provides a service on a temporary/limited basis. How do I alert 211 and callers seeking help that my resource may not be available at this time?

In addition to submitting any revisions via the link enclosed in annual request emails, there are three main ways to contact the Resource Curation Team to request an update – whether temporary or permanent – to your agency information:

- Visit <https://in211.communityos.org/Service-Provider-Search> to find the current record, and then
- send feedback via the blue “Request an Update” button;
- Email the Resource Curation Team at [in211database@fssa.in.gov](mailto:in211database@fssa.in.gov); or
- Call our Resource Curation Team at 888-211-2402.