

Indiana 211

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The mission of the Indiana 211 Partnership is to connect Hoosiers with needs to human services through 2-1-1.

2-1-1 is a free and confidential service helping Hoosiers find local resources they need.



What is 2-1-1?

- 2-1-1 is a free and confidential information and referral service that helps Hoosiers across Indiana find the local resources they need.
- Resources for housing, food, utility assistance, job support, disaster assistance and more.
- Managed by the Indiana 211 Partnership, Inc. in conjunction with several partner agencies, including local United Ways.
- Service provided by highly-trained Community Navigators



2-1-1 in Indiana

- 100% coverage in Indiana
- Available by dialing 2-1-1 and online at www.IN211.org
- Available 24/7/365



Thousands of Hoosiers call or visit 2-1-1 every day seeking resources and assistance.



2017 By the Numbers

- **2017 Statistics for Indiana:**
 - We answered 348,767 calls
 - Responded to 2,312 text messages
 - Recorded 364,975 website visits
 - Top three needs documented:
 - Utility assistance
 - Housing
 - Individual, Family & Community Support



Specialized Services

IN211 can provide a variety of specialized services including:

- **Outreach** (i.e. SNAP Outreach)
- **Contact Center Solutions** (i.e. Hotline management, client intake, and scheduling appointments)
- **Special initiatives** - IN211 participates in Flu on Call®, an effort led by the U.S. Centers for Disease Control and Prevention in collaboration with United Way Worldwide and other partners, to establish a national network of telephone help lines staffed by highly trained information and referral specialists and medical professionals designed to be used during a severe influenza pandemic.



Current Projects

Adult Protective Services

Earlier this year IN211 began answering the Adult Protective Services (“APS”) hotline for the Division of Aging. In addition, IN211 is working to consolidate, update, and manage aging-related resources within Indiana to ultimately support INConnect Alliance and the state’s Area Agencies on Aging.

MOMS Helpline & Help Me Grow Program

IN 211 recently partnered with the Indiana State Department of Health to provide support for the MOMS Helpline and Help Me Grow Program. This project includes migrating maternal health-related resources and historic contact records for the MOMS Helpline to a more user-friendly system in order to enhance the network of prenatal and child health care services to help reduce Indiana’s infant mortality rate.



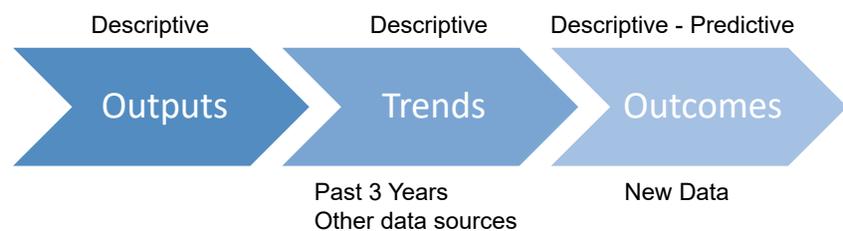
Indiana 211 Resource Database

- **Overview** – The IN211 database includes details for nearly 7,000 health, human and social service agencies. These resources are updated at least annually. Resources can be found at www.IN211.org
- **Adding New Resources** - IN211 is always welcoming the addition of health and human services to the database. If your organization would like to be added, please contact the IN211 Resource Department to request inclusion:
 Email: database@in211.org
 Website: www.in211.org/service-providers

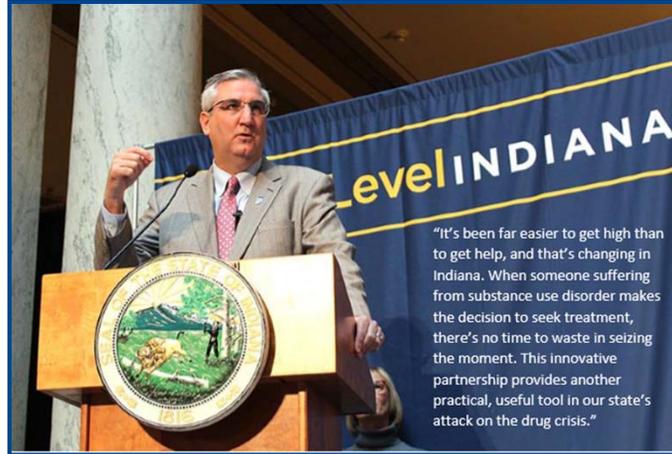


Data and Reporting

- Information we collect during a call/contact
- Social Determinants of Health
- What do we do with the information?



Governor Eric J. Holcomb



Contacting 2-1-1 to Connect to Treatment

- Dial 2-1-1 (24/7/365)
- Caller will follow a series of prompts
- Once it's determined that the caller is seeking treatment they'll be asked a series of questions to determine the best level of treatment.
- If the caller consents, our IN211 Community Navigator will make a digital referral within OpenBeds®. We also have the ability to make a warm transfer to the provider, provide other information, make referrals to social services and support services for family members.
- IN211 will also conduct follow-up with caller when consent is granted to determine if they received the services they needed, or if they require any other assistance.



IN211 Data for the Month of April

STATISTICAL SNAP SHOT

 <p>ANSWERED 363* CALLS</p>	 <p>AVG CALL LENGTH 8.1 MINUTES</p>	 <p>OpenBeds® 25 ELECTRONIC REFERRALS</p>	 <p>SOCIAL SERVICE 300 REFERRALS</p>
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* 211 contacts associated with a variety of Substance Use Disorder related taxonomies.



IN211 Data for the Month of April

Additional Treatment Referrals

In addition to making digital referrals in the OpenBeds® platform, IN211 is equipped to provide information and referrals for the client. IN211 has documented 440 additional referrals for individuals calling for information regarding treatment services or support groups for family members and friends, or a person inquiring about treatment options but is not quite ready to take the next step to recovery. OpenBeds® Community Navigators may also utilize resources in the IN211 database if they are unable to find recovery options that will accept the individual seeking recovery.

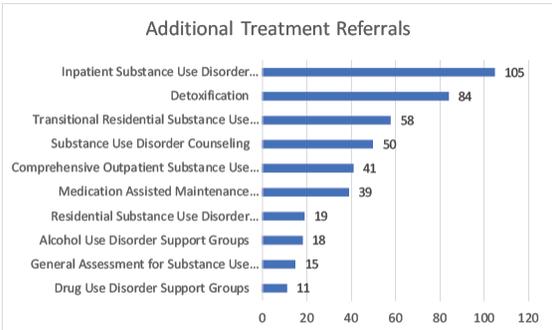


Chart 1- Top 10 treatment referral areas



IN211 Data for the Month of April

Social Service Referrals

Indiana 211 can connect individuals with a variety of human, health and social services before, during and after treatment. Having access to basic needs improves outcomes for the individual seeking treatment. In conjunction with making treatment referrals, OpenBeds® Community Navigators also identify social service and basic needs of the caller. Once this need has been identified, appropriate referrals are made to help the individual. In April there were approximately 300 additional social service referrals.

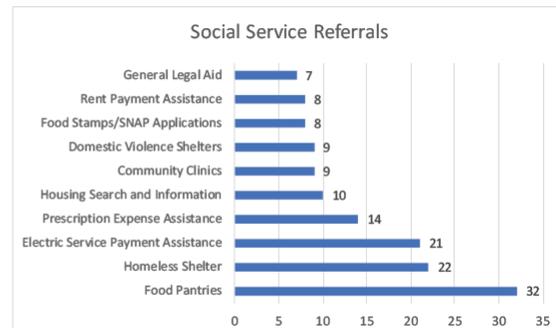


Chart 2 - Top 10 social service referral areas.



FAQS

Does IN211 provide transportation?

- IN211 would assist in locating transportation as we would any other referral. If a treatment center offers transportation this is certainly something we would utilize.

What if an individual doesn't have insurance or is underinsured?

- If it has been communicated during the initial assessment that an individual is uninsured or under-insured, IN211 would take appropriate steps to help connect the individual to a trained Insurance Navigator.



Medicaid Question

Are there pre-certification requirements to have Medicaid cover costs for transporting a patient to a bed in another part of the state?

Possibly. If a member has exhausted 20 one-way non-emergent transports in a rolling 12-month period, Medicaid does require prior authorization for the trip. This is tracked on the provider portal. If it's an emergency transport, there's no prior authorization to cover the transport.



For questions on this topic please contact Michael Cook.
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• For further information visit:

<https://in.gov/recovery/know-the-o/>



FACT 1
It's a disease.



FACT 2
There is treatment.



FACT 3
Recovery is possible.



Questions?

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