

Every Hoosier can connect to a known and trusted source of information and resources that support their well-being and resilience.

Indiana 211 MISSION

To improve quality of life for Hoosiers by promoting equity and connecting people to health and human service resources through highly skilled Navigators, continuous community collaboration and a robust community database, and technological innovations.

Indiana 211 Promising Practices

Printable Community Resource List

Indiana 211 continuously works to connect communities with their local resources. From the Indiana 211 landing page at in211.org, individuals can find an option to create a printable community resource list by selecting the Print a Community Resource List under the community engagement heading. Indiana 211 has received requests from communities, all over the state, to provide a personalized, printable, trusted, and up-to-date resource list, powered by Indiana 211 resource data. Users can select one or more counties and further refine the search by adding zip codes within the counties selected. The user can then select the category for which they would like to find resources. All categories can be selected, or the user can choose from:

- Organizational, Community, International Services
- Basic Needs
- Education
- Individual and Family Life
- Consumer Services
- Health Care
- Criminal Justice and Legal Services
- Mental Health and Substance Use Disorder Services
- Income Support and Employment
- Environment and Public Health Safety

A direct link to the Indiana 211 resource list can be found at IN211 Resource List



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Resource Hunting

Indiana 211 has created processes to not only update resources timely, but to search for new resources, especially those areas with unmet needs across the state. There were three specific approaches.

- 1. A Standard Operating Procedures document for weekly, monthly, periodic, and seasonal practices
- 2. A weekly hunting process document to track progress in hunting assignments for the curators. Curators are assigned specific hunting assignments based on the target communities document procedures.
- 3. Identification and documentation of target communities on which to focus.

Resource Curator Dashboard

The internal resource curation dashboard provides an overview of the resource curation activities for current and upcoming months. There are options for filtering by

- date range, which displays the overall overdue percentage for the selected date range.
- curator to display the overdue percentage for specific curators.



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The dashboard displays past due updates and future resource reviews required. This function provides a visually appealing graph which facilitates planning for curators, as well as awareness of the overdue percentage in real time. Furthermore, the dashboard presents the data necessary for potential caseload rebalancing, as appropriate.

