

FOR IMMEDIATE RELEASE

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**Big Count Data Is In!
Ohio Ranks 4th Nationally for 2-1-1 Calls**

Delaware County, OH – "Last year I contacted HelpLine concerning finding more affordable housing in Delaware. They gave me the information to contact Habitat for Humanity as well as the website to apply to buy a house. I was also given additional information on other resources in our community that I was previously unaware of. I got approval for a house in October. We feel so blessed to have had this opportunity and we love our home. I would never have known about any of the resources if it weren't for HelpLine. Thank you for being a part of our community!" – *HelpLine Consumer*

2-1-1 is a national number that allows people to reach out to find out where to get help. "The mother of two who got connected to Habitat is just one example of the types of requests for help that HelpLine receives on a daily basis." Said Susan Hanson, Executive Director of HelpLine. "We are able to meet a variety of needs by linking people to the services that can make a difference, from transportation, to housing requests to referrals for basic needs like food and clothing."

In 2016, Ohio ranked 4th in the nation for sum of total 2-1-1 calls answered. Each year the Alliance of Information & Referral Systems (AIRS) requests data from 2-1-1 centers nationally to understand the nature of those in need contacting 2-1-1. In the U.S. 2-1-1 centers responded to nearly 13.4 million requests for help, equivalent to more than 10% of all U.S. households.

2-1-1 centers in Ohio answered over 1 million calls, connecting people with job options, food, housing, education, counseling and much more. Of those 1 million calls, HelpLine answered 12,602 of those answered within the state. HelpLine, an AIRS accredited 2-1-1 center, participated in 2016's collection by providing local data for 4 Central Ohio Counties: Delaware, Morrow, Logan, and Union. Popular issues addressed were food, healthcare, housing and individual, family and community support. Needs around mental health and addiction topped the list at 9,834, out of the thousands of needs identified.

"For Ohio to be ranked 4th in the nation is very exciting. That means that we are getting the word out about 2-1-1, but there is more to be done." Said, Ms. Hanson, "At HelpLine, we look forward to increasing the number of people served and realizing those numbers in next year's Big Count."

For more information about the data collected from AIRS regarding national 2-1-1 centers visit <http://www.airs.org>. 2-1-1 services are funded primarily by the Delaware-Morrow Mental Health & Recovery Services Board and United Way.

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About Helpline

HelpLine of Delaware and Morrow Counties, Inc. is a private, non-profit organization that provides a 24-hour support and information line, prevention education and serves as the area's only volunteer center. Committed to empowering people through knowledge, support and resources, HelpLine responds to the emotional, financial and informational needs of the Delaware and Morrow County communities. HelpLine is a contract provider of the Delaware-Morrow Mental Health &

Recovery Services Board and partially funded by the SourcePoint. A United Way partner Agency, HelpLine is accredited by the American Association of Suicidology, National Alliance of Information & Referral Systems and certified by the Ohio Department of Mental Health. For more information, please visit: www.HelpLinedelmor.org.

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