



**Be Well  
Indiana**

# Crisis Helpline at **2-1-1**



## Overall Program Results



**2,172** calls

Average duration:



**20:26**

Average wait time:



**16 seconds**

Total time engaged  
with crisis counselors:



**740 hours**



## Top Distress Reactions

**36%** isolation/withdrawal

**33%** issues with sleep

**31%** anxiety or fearfulness

**27%** difficulty making decisions

**27%** difficulty concentrating

**27%** intrusive thoughts/images

**26%** fatigue

**24%** sadness

## Continuum of Care

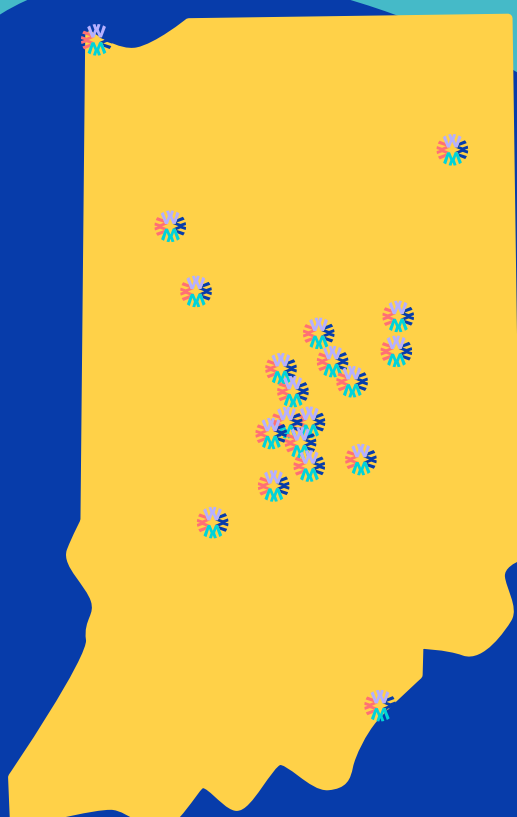
**41%**

have pre-existing trauma, substance use,  
or mental health problems



**51%**

received a referral for additional mental  
health or substance use services, or  
requested additional Crisis Counseling



**Statewide  
Coverage**