



**Be Well  
Indiana**

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



## Overall Program Results



**4515** calls

Average duration:



**18:28**

Average wait time:



**16 seconds**

Total time engaged  
with crisis counselors:



**1344 hours**



## Top Distress Reactions

- 34%** isolation/withdrawal
- 34%** issues with sleep
- 32%** anxiety or fearfulness
- 27%** difficulty concentrating
- 27%** difficulty making decisions
- 26%** fatigue or sadness
- 25%** intrusive thoughts/images
- 19%** hopelessness

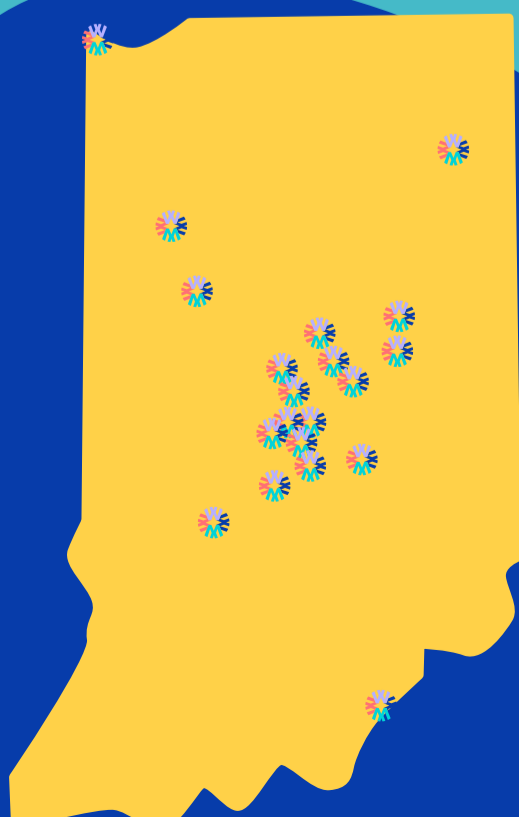
## Continuum of Care

**44%**

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

**50%**

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



**Crisis  
Counselors  
Located  
Statewide**