



**Be Well
Indiana**

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



Overall Program Results



5732 calls

Average duration:



17:55

Average wait time:



16 seconds

Total time engaged
with crisis counselors:



1617 hours



Top Distress Reactions

- 33%** isolation/withdrawal
- 33%** issues with sleep
- 33%** anxiety or fearfulness
- 26%** difficulty concentrating
- 26%** difficulty making decisions
- 26%** fatigue
- 26%** intrusive thoughts/images
- 20%** hopelessness and despair

Continuum of Care

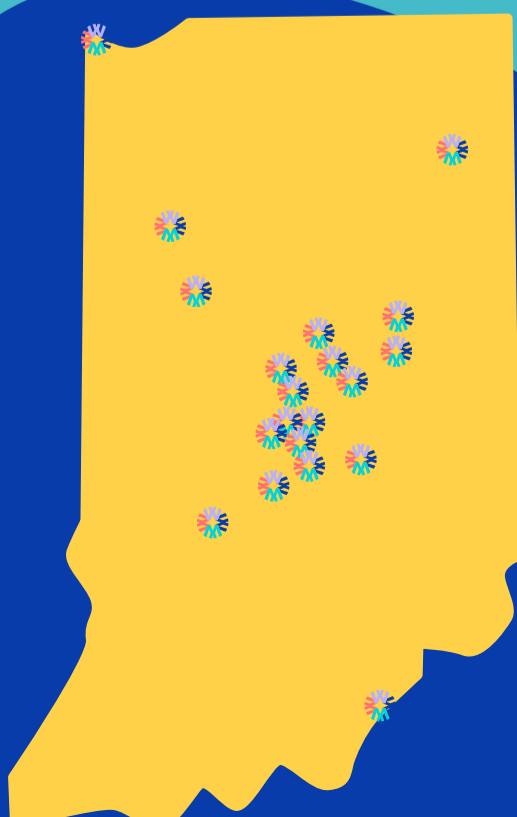


45%

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

52%

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



**Crisis
Counselors
Located
Statewide**