

Indiana 211 & Indiana Community Connect

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Case Study:

April 2020

Sierra is 24 years old and recently separated, she has a 5-year-old son with a newly diagnosed learning disorder and just learned she was pregnant. Sierra and her son used to be covered by her husband's health insurance, but he dropped their coverage in January without telling her in advance. The restaurant she's been serving tables at since high school has had to shut down due to the pandemic, and her mom moved in with her a few days ago after being evicted for non-payment of rent when the cleaning service she works for put her on furlough. Sierra knows she probably has a lot to figure out, but right now she's focused on getting decent food on the table for her family. A friend from work told her she might be able to get food stamps. She hates the idea and has no idea where to begin, but begins searching for information on her phone.



IN211 became the 8th Division of FSSA on
July 1, 2020



Indiana Community Connect: Powered by IN211



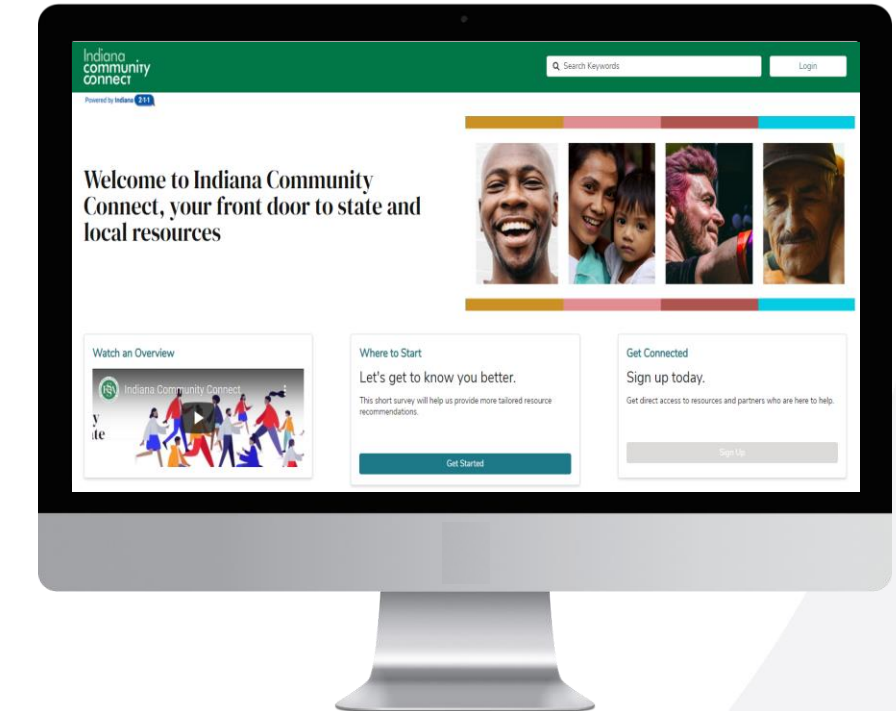
IndianaCommunityConnect.in.gov

Indiana Community Connect is an innovative community-based resource directory and referral network bringing residents, state programs and community partners together using one comprehensive and unified online platform.

Our mission is to demystify and continuously improve upon our network of state and community social services to better serve our diverse community of Hoosiers with dignity and ease.

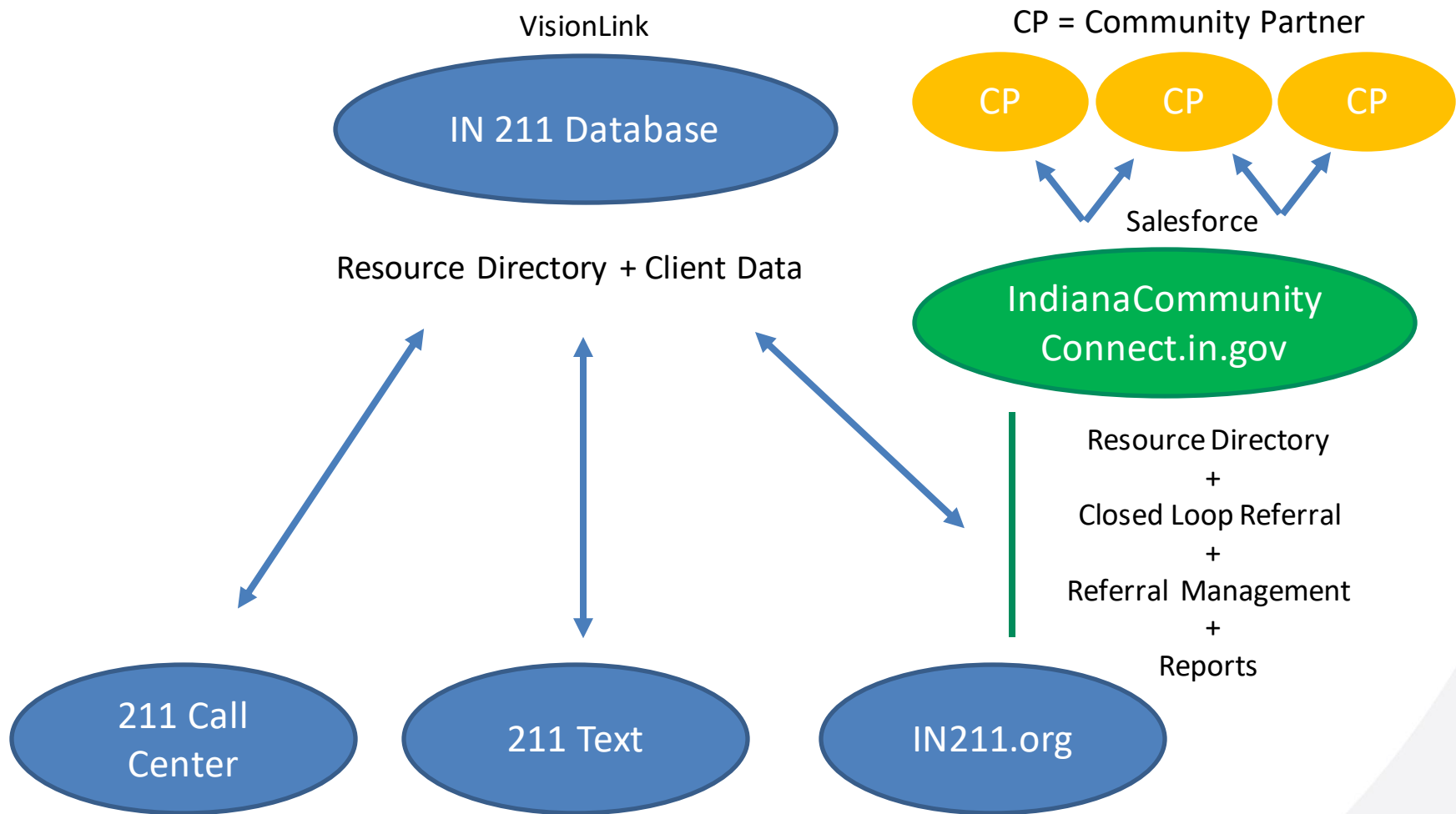
Features

- Powered by IN211
- SDOH Assessment Tool
- Searchable State & Community Directory
- Resource Packages



- Easy Access to State Program Applications
- Community Partner Accounts
- Referrals & Referral Management
- Account Reports





Data Governance at FSSA

Data Governance Framework

Our mission is to efficiently deliver innovative, high quality data solutions that seamlessly connect stakeholders to actionable insights, improving FSSA's policies and programs.

VALUE

STRATEGIC PILLARS

FOUNDATION

COMMUNICATION

Data as an Asset



Business has the relevant and usable data it needs to make decisions on a timely basis.

Data Quality



Business has confidence in data and uses it in decision making.

Infrastructure & Tools



Process, infrastructure, and tools are aligned to turn data and analysis into action.

People and Culture

The State has the talent and capacity it needs to manage, interpret, use and understand data.

Governance

Governance exists at the right levels to manage data holistically, including data accuracy, privacy, and security.

Next Steps

- Ongoing innovation & development
- Secured funding for maintenance & operations
- Continuous improvement of IN211 resource directory data
- Increased community partner engagement
- Participation in statewide strategic planning

