

Quarterly Report Q1 2022 (January 1st through March 31st)

| CONTACT INFORMATION |
|---|
| Pierre Coleman, Technical Administrator - pierre@232-help.org |
| 232-HELP INFORMATION |
| 1005 Jefferson Street, Lafayette, LA 70501 - 337-232-4357 |
| PARISHES SERVED |
| Acadia, Avoyelles, Evangeline, Iberia, Lafayette, Saint Landry, Saint Martin, Saint Mary, Terrebonne, Vermilion |

*Louisiana 2-1-1 is a collaboration and partnership between 232-HELP/2-1-1, which serves 10 parishes within the Lafayette area; VIA-LINK/2-1-1, which serves 10 parishes within the greater New Orleans area; UW211/UWSWLA which serves 7 parishes within the Lake Charles area; UW 2-1-1/CAUW which serves 11 parishes within the Baton Rouge area; and UW 2-1-1/UWNELA which serves 15 parishes within the Monroe area and LAUW. Most of 232-HELP, Inc.'s 2-1-1 program is funded through 232-HELP's fundraising efforts; additional partial funding is through Lafayette Consolidated Government and some through United Way Acadiana.

*232-HELP's office operates Monday through Thursday 8:00am-4:30pm and Fridays 8:00am-3:00pm during Sunshine operations. Service after hours and on holidays observed by 232-HELP during Sunshine operations are provided by United Way Northeast Louisiana 211.

This is the first full quarter where we are fully in the new shared 211 Intake form. All future quarter reports will take this format.

Also note that in early February of this year, we changed our after-hours 211 provider to United Way Northeast Louisiana.

Contact Statistics

January 1, 2022 – March 31, 2022

*These numbers reflect contacts answered in three of 232-HELP’s inbound queues: Sunshine, Kinship, and COVID-19.

Callers navigate the auto attendant by pressing the number on their keypad that corresponds to the type of need they have (there may be other options in the future).

- If they are calling just for local resources, they should press 8 (Sunshine)
- If they are caring for a relative child and need assistance in doing so, they should press 2 (Kinship)
- If they are calling about current pandemic resources and information, they should press 1 (COVID)

Our auto-attendant offers callers the courtesy of a callback. During peak volumes or disasters, wait times can be long. Opting for a callback saves the caller’s place in the queue and the system will automatically ring that caller back when the next agent is available. The auto-attendant confirms the number the caller wishes to be called back on.

During the pandemic, callers pressed any option to speak with a live specialist. For example, some callers may have pressed Sunshine queue, but the call was COVID related.

| QUARTERLY SUNSHINE – option 8 | | | | |
|-------------------------------|------------|---------|---------|------------|
| Performance Measures | | | | |
| CONTACT STATISTICS | Statistics | Actual | Goal | Difference |
| Total Calls Handled | 4408 | 97.7% | 100% | -2.3% |
| Total Long Abandons | 80 | 1.8% | 10% | +8.2% |
| Total Calls Inbound | 4514 | | | |
| Callback Requests | 80 | | | |
| % Of Callback Requests | 1.8% | | | |
| Average Talk Time | 0:04:27 | | | |
| Average Speed of Answer | 0:00:23 | 35 sec | <60 sec | +36 sec |
| Average Abandonment Time | 0:01:57 | 117 sec | <2 min | +2 sec |
| Service Level | 88.3% | 88.3% | 85% | +3.3% |

Contact Statistics Continued

January 1, 2022 – March 31, 2022

| QUARTERLY COVID (KINSHIP) – option 2 | | | | |
|--------------------------------------|------------|---------|--------|------------|
| Performance Measures | | | | |
| CONTACT STATISTICS | Statistics | Actual | Goal | Difference |
| Total Calls Handled | 139 | 97.2% | 100% | -2.8% |
| Total Long Abandons | 3 | 2.1% | 10% | +7.9% |
| Total Calls Inbound | 143 | | | |
| Callback Requests | 3 | | | |
| % Of Callback Requests | 2.1% | | | |
| Average Talk Time | 0:04:25 | | | |
| Average Speed of Answer | 0:00:18 | | | |
| Average Abandonment Time | 0:02:15 | 135 sec | <2 min | -16 sec |
| Service Level | 90.9% | 90.9% | 85% | +5.9% |

| QUARTERLY IDA (COVID) – opt 1 | | | | |
|-------------------------------|------------|---------|--------|------------|
| Performance Measures | | | | |
| CONTACT STATISTICS | Statistics | Actual | Goal | Difference |
| Total Calls Handled | 269 | 95.1% | 100% | -4.9% |
| Total Long Abandons | 13 | 4.6% | 10% | +5.4% |
| Total Calls Inbound | 283 | | | |
| Callback Requests | 6 | | | |
| % Of Callback Requests | 2.1% | | | |
| Average Talk Time | 0:04:03 | | | |
| Average Speed of Answer | 0:00:22 | | | |
| Average Abandonment Time | 0:02:13 | 133 sec | <2 min | -14 sec |
| Service Level | 89.4% | 89.4% | 85% | +4.4% |

Demographic Fields Breakdown

We present the opportunity for callers to voluntarily identify themselves so that we can see who our callers are. Our specialists are consistently trained to comfortably ask callers to partake in demographic questions without interrupting the natural flow of the call.

If the caller does not wish to answer a demographic question, they are each recorded as Undisclosed.

***Primary Language is an exception to the sentiment of recording as undisclosed. Since we primary use English, nearly 100% of calls are taken in English hence at least this demographic field will always be recorded.*

***Military Status has the options of None and Undisclosed, which are different. None represents callers who have answered this question and state they have never served in the armed forces. Undisclosed is used when this question was skipped by the caller*

Below are the demographic questions we ask:

| Intakes by Parish | | |
|----------------------|-------------|-------------|
| Parish Name | # | % |
| Acadia | 203 | 5% |
| Avoyelles | 52 | 1% |
| Evangeline | 68 | 2% |
| Iberia | 199 | 4% |
| Lafayette | 2620 | 58% |
| Saint Landry | 298 | 7% |
| Saint Martin | 210 | 5% |
| Saint Mary | 109 | 2% |
| Terrebonne | 373 | 8% |
| Vermilion | 150 | 3% |
| Outside Service Area | 228 | 5% |
| Total | 4510 | 100% |

Intakes by Parish records the zip codes of help seekers and the parish they reside

The zip code is the quintessential demographic field in our work

| Age Group | # | % |
|--------------|-------------|-------------|
| 0-12 | 0 | 0% |
| 13-17 | 7 | 0% |
| 18-24 | 105 | 2% |
| 25-40 | 547 | 12% |
| 41-59 | 534 | 12% |
| 60+ | 343 | 8% |
| Undisclosed | 2974 | 66% |
| Total | 4510 | 100% |

Age Group records the age groups of help seekers in need

| Identifies as | # | % |
|-----------------------|-------------|-------------|
| Male | 650 | 14% |
| Female | 1671 | 37% |
| Transgender | 11 | 0% |
| Gender Non-conforming | 0 | 0% |
| Non-binary | 0 | 0% |
| Other | 1 | 0% |
| Undisclosed | 2177 | 48% |
| Total | 4510 | 100% |

Identifies as records the gender identities of help seekers in need

| Race/Ethnicity | # | % |
|---|-------------|-------------|
| White | 610 | 14% |
| Black/African American | 726 | 16% |
| Hispanic/Latino | 24 | 1% |
| Asian | 2 | 0% |
| Middle Eastern | 0 | 0% |
| American Indian/Native Alaskan | 0 | 0% |
| Native Hawaiian or other Pacific Islander | 1 | 0% |
| Two or more races | 10 | 0% |
| Undisclosed | 3137 | 70% |
| Total | 4510 | 100% |

Race/Ethnicity records the ethnic group/race of help seekers in need

| Primary Language | # | % |
|------------------|-------------|-------------|
| English | 4501 | 100% |
| Spanish | 8 | 0% |
| Vietnamese | 0 | 0% |
| French | 1 | 0% |
| Haitian Creole | 0 | 0% |
| Arabic | 0 | 0% |
| German | 0 | 0% |
| Other | 0 | 0% |
| Total | 4510 | 100% |

Primary Language records the language help seekers primarily use

| Military Status | # | % |
|-----------------|-------------|-------------|
| Active | 3 | 0% |
| Veteran | 79 | 2% |
| None | 1058 | 23% |
| Undisclosed | 3370 | 75% |
| Total | 4510 | 100% |

Military Status records if help seekers have served in the armed forces

Intake Type Breakdown

It is important to track if our disaster calls, so we now have the option to without having to complete a completely different intake form. Thanks to this, our specialists no longer worry about callers not disclosing that a disaster impacted them towards the end of call. They can easily change the field selection from General to Disaster and conditional fields populate.

| Intake Type | # | % |
|--------------|-------------|-------------|
| General | 3533 | 78% |
| Disaster | 977 | 22% |
| Total | 4510 | 100% |

General intakes are recorded calls in which the help seeker has not been impacted by disaster (weather event, pandemic, etc.) or a disaster is not a contributing factor in why they need resources or information.

Disaster intakes are calls in which the help seeker has been impacted by a disaster or a disaster is a contributing factor in why they need information or resources.

Based on the circumstances or kind of disaster, many are established with an official name. Our contract work requires that we track specifically the name of the disaster in most cases.

| Disaster Name | # | % |
|---------------------------|------------|-------------|
| COVID-19 | 656 | 67% |
| Ida | 314 | 32% |
| Laura/Delta | 6 | 1% |
| Unnamed/Developing Storm* | 1 | 0% |
| Total | 977 | 100% |

The names for disaster will change over time.

**Unnamed/Developing Storm* is used when there may be a local weather event that devastated a particular town or neighborhood or has not yet been declared officially a disaster.

Call Types

January 1, 2022 – March 31, 2022

| Call Type | | | | |
|--|-----------------|---------------|-------------|-------------------|
| Call Type <i>out of 4510</i> | # | % | | |
| Information | 1558 | 35% | | |
| Referral | 2851 | 63% | | |
| Advocacy | 0 | 0% | | |
| *Crisis Intervention | 0 | 0% | | |
| **Miscellaneous | 101 | 2% | | |
| All Contact Types | # | Actual | Goal | Difference |
| Incoming Telephone Calls Answered <i>out of 4940</i> | 4816 | 97.5% | 100.0% | -2.5% |
| Total TXT Messages | 26 | | | |
| Web/Facebook Messages, etc. | 0 | | | |
| Web Hits/Visitors | 2280 | | | |
| Public Resource Directory (Unique Visitors) | 556 | | | |
| Public Resource Directory total activity | 1183 | | | |
| Engagement/Administrative Statistics | # | | | |
| # of Outreach Events*** | 0 | | | |
| # Resource Records to Date / Updated / Added | 1524 / 312 / 27 | | | |

**Miscellaneous: This statistic is composed of agency business related calls, etc.

*Our process for crisis calls is to warm transfer to VIALINK's crisis line. As shown, we connected 3 individuals to the crisis line and was only able to follow up with one of three.

Note: The follow-up process will be rolled out during Q1 of 2022.

In the following pages, a breakdown of Telephone callers' requests for each parish is detailed. Make note of the variance column (COVID-19 data is included in counts):

Variance Column – This column represents needs that were met in each category (*i.e., Basic Needs*) whose subcategory (*i.e., Food*) was not listed under the parent category. The plus sign indicates an addition to the subtotal of met needs while the number is the number of needs added to the subtotal of each category whose subcategory was not listed. This reflects the total amount of needs 232-HELP was able to meet during the quarter, including those who may not be relevant to the client.

Also note that throughout our partnership with UWNELA, we have been able to include needs data (met and unmet) from after-hours. All data for 232-HELP's service area contains 24-hour counts.

Acadia Parish

| Acadia Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|---------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 205 | 59% | |
| BD | Food | 35 | 1 | | | |
| BH | Housing/Shelter | 64 | 8 | | | |
| BM | Material Goods | 47 | 1 | | | |
| BT | Transportation | 7 | 0 | | | |
| BV | Utility Payment Assistance | 52 | 3 | | | |
| D | Consumer Services | | | 13 | 4% | |
| DT | Tax Organizations & Services | 8 | 1 | | | |
| F | Criminal Justice & Legal Services | | | 9 | 3% | (+1) |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 4 | 0 | | | |
| FT | Legal Services | 4 | 1 | | | |
| H | Education | | | 0 | 0% | |
| J | Environment & Public Health Safety | | | 3 | 1% | |
| L | Health Care | | | 18 | 5% | (+5) |
| LH | Health Supportive Services | 12 | 2 | | | |
| LN | Outpatient Health Facilities | 0 | 0 | | | |
| LV | Specialty Medicine | 1 | 0 | | | |
| N | Income Support/Employment | | | 36 | 10% | (+7) |
| ND | Employment | 2 | 0 | | | |
| NL | Public Assistance Programs | 25 | 0 | | | |
| NS | Social Insurance Programs | 2 | 0 | | | |
| P | Individual & Family Life | | | 10 | 3% | (+1) |
| PB | Death Certification/Burial Arrangement | 0 | 0 | | | |
| PH | Individual and Family Support | 9 | 0 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 0 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 11 | 3% | (+1) |
| RM | Mental Health Care Facilities | 6 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 4 | 0 | | | |
| RX | Substance Abuse Services | 0 | 0 | | | |
| T | Organizational/Community Services | | | 40 | 12% | (+5) |
| TD | Community Groups & Government | 14 | 16 | | | |
| TH | Disaster Services | 10 | 0 | | | |
| TI | Donor Services | 3 | 0 | | | |
| TJ | Information Services | 8 | 0 | | | |
| | Total | | | 345 | 100% | |

Avoyelles Parish

| Avoyelles Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 39 | 62% | |
| BD | Food | 17 | 3 | | | |
| BH | Housing/Shelter | 13 | 3 | | | |
| BM | Material Goods | 0 | 3 | | | |
| BT | Transportation | 1 | 1 | | | |
| BV | Utility Payment Assistance | 8 | 6 | | | |
| D | Consumer Services | | | 1 | 2% | |
| DT | Tax Organizations & Services | 1 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 0 | 0% | |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 0 | 0 | | | |
| FT | Legal Services | 0 | 0 | | | |
| H | Education | | | 0 | 0% | |
| J | Environment & Public Health Safety | | | 5 | 8% | |
| L | Health Care | | | 4 | 6% | (+2) |
| LH | Health Supportive Services | 0 | 0 | | | |
| LN | Outpatient Health Facilities | 2 | 0 | | | |
| LV | Specialty Medicine | 0 | 0 | | | |
| N | Income Support/Employment | | | 5 | 8% | |
| ND | Employment | 0 | 0 | | | |
| NL | Public Assistance Programs | 4 | 1 | | | |
| NS | Social Insurance Programs | 1 | 0 | | | |
| P | Individual & Family Life | | | 2 | 3% | |
| PB | Death Certification/Burial Arrangement | 2 | 0 | | | |
| PH | Individual and Family Support | 0 | 0 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 0 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 1 | 2% | (+1) |
| RM | Mental Health Care Facilities | 0 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 0 | 0 | | | |
| RX | Substance Abuse Services | 0 | 0 | | | |
| T | Organizational/Community Services | | | 6 | 10% | (+1) |
| TD | Community Groups & Government | 3 | 1 | | | |
| TH | Disaster Services | 0 | 1 | | | |
| TI | Donor Services | 0 | 0 | | | |
| TJ | Information Services | 2 | 0 | | | |
| | Total | | | 63 | 100% | |

Evangeline Parish

| Evangeline Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|-------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 71 | 66% | |
| BD | Food | 19 | 0 | | | |
| BH | Housing/Shelter | 28 | 3 | | | |
| BM | Material Goods | 1 | 0 | | | |
| BT | Transportation | 0 | 0 | | | |
| BV | Utility Payment Assistance | 23 | 0 | | | |
| D | Consumer Services | | | 2 | 2% | |
| DT | Tax Organizations & Services | 2 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 0 | 0% | |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 0 | 0 | | | |
| FT | Legal Services | 0 | 0 | | | |
| H | Education | | | 1 | 1% | |
| J | Environment & Public Health Safety | | | 3 | 3% | |
| L | Health Care | | | 15 | 14% | (+8) |
| LH | Health Supportive Services | 7 | 0 | | | |
| LN | Outpatient Health Facilities | 0 | 0 | | | |
| LV | Specialty Medicine | 0 | 0 | | | |
| N | Income Support/Employment | | | 7 | 7% | (+1) |
| ND | Employment | 1 | 0 | | | |
| NL | Public Assistance Programs | 5 | 1 | | | |
| NS | Social Insurance Programs | 0 | 0 | | | |
| P | Individual & Family Life | | | 2 | 2% | |
| PB | Death Certification/Burial Arrangement | 1 | 0 | | | |
| PH | Individual and Family Support | 0 | 0 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 1 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 0 | 0% | |
| RM | Mental Health Care Facilities | 0 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 0 | 1 | | | |
| RX | Substance Abuse Services | 0 | 0 | | | |
| T | Organizational/Community Services | | | 6 | 6% | (+1) |
| TD | Community Groups & Government | 3 | 1 | | | |
| TH | Disaster Services | 0 | 0 | | | |
| TI | Donor Services | 0 | 0 | | | |
| TJ | Information Services | 2 | 0 | | | |
| | Total | | | 107 | 100% | |

Iberia Parish

| Iberia Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|---------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 245 | 66% | |
| BD | Food | 19 | 4 | | | |
| BH | Housing/Shelter | 102 | 16 | | | |
| BM | Material Goods | 31 | 1 | | | |
| BT | Transportation | 9 | 0 | | | |
| BV | Utility Payment Assistance | 84 | 2 | | | |
| D | Consumer Services | | | 3 | 1% | |
| DT | Tax Organizations & Services | 3 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 8 | 2% | |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 2 | 0 | | | |
| FT | Legal Services | 6 | 0 | | | |
| H | Education | | | 0 | 0% | |
| J | Environment & Public Health Safety | | | 4 | 1% | |
| L | Health Care | | | 31 | 8% | (+9) |
| LH | Health Supportive Services | 20 | 0 | | | |
| LN | Outpatient Health Facilities | 0 | 0 | | | |
| LV | Specialty Medicine | 1 | 0 | | | |
| N | Income Support/Employment | | | 24 | 6% | (+4) |
| ND | Employment | 3 | 0 | | | |
| NL | Public Assistance Programs | 16 | 1 | | | |
| NS | Social Insurance Programs | 1 | 0 | | | |
| P | Individual & Family Life | | | 19 | 5% | |
| PB | Death Certification/Burial Arrangement | 4 | 0 | | | |
| PH | Individual and Family Support | 15 | 1 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 0 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 4 | 1% | |
| RM | Mental Health Care Facilities | 0 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 3 | 0 | | | |
| RX | Substance Abuse Services | 1 | 0 | | | |
| T | Organizational/Community Services | | | 33 | 9% | (+3) |
| TD | Community Groups & Government | 17 | 13 | | | |
| TH | Disaster Services | 4 | 0 | | | |
| TI | Donor Services | 0 | 0 | | | |
| TJ | Information Services | 9 | 0 | | | |
| | Total | | | 371 | 100% | |

Lafayette Parish

| Lafayette Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 2028 | 57% | |
| BD | Food | 410 | 11 | | | |
| BH | Housing/Shelter | 855 | 92 | | | |
| BM | Material Goods | 363 | 15 | | | |
| BT | Transportation | 61 | 26 | | | |
| BV | Utility Payment Assistance | 339 | 38 | | | |
| D | Consumer Services | | | 123 | 3% | (+43) |
| DT | Tax Organizations & Services | 80 | 2 | | | |
| F | Criminal Justice & Legal Services | | | 85 | 2% | (+24) |
| FL | Law Enforcement Agencies | 12 | 0 | | | |
| FP | Legal Assistance Modalities | 27 | 1 | | | |
| FT | Legal Services | 22 | 2 | | | |
| H | Education | | | 10 | 0% | |
| J | Environment & Public Health Safety | | | 56 | 2% | |
| L | Health Care | | | 305 | 9% | (+126) |
| LH | Health Supportive Services | 151 | 11 | | | |
| LN | Outpatient Health Facilities | 12 | 0 | | | |
| LV | Specialty Medicine | 16 | 0 | | | |
| N | Income Support/Employment | | | 189 | 5% | (+19) |
| ND | Employment | 15 | 1 | | | |
| NL | Public Assistance Programs | 142 | 2 | | | |
| NS | Social Insurance Programs | 13 | 1 | | | |
| P | Individual & Family Life | | | 140 | 4% | (+13) |
| PB | Death Certification/Burial Arrangement | 5 | 0 | | | |
| PH | Individual and Family Support | 101 | 21 | | | |
| PL | Leisure Activities/Recreation | 5 | 0 | | | |
| PN | Mutual Support | 16 | 1 | | | |
| R | Mental Health Care & Substance Abuse | | | 78 | 2% | (+7) |
| RM | Mental Health Care Facilities | 10 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 26 | 2 | | | |
| RX | Substance Abuse Services | 35 | 1 | | | |
| T | Organizational/Community Services | | | 513 | 15% | (+16) |
| TD | Community Groups & Government | 231 | 314 | | | |
| TH | Disaster Services | 24 | 0 | | | |
| TI | Donor Services | 33 | 2 | | | |
| TJ | Information Services | 209 | 19 | | | |
| | Total | | | 3527 | 100% | |

Saint Landry Parish

| Saint Landry Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|---------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 242 | 56% | |
| BD | Food | 38 | 3 | | | |
| BH | Housing/Shelter | 75 | 5 | | | |
| BM | Material Goods | 43 | 0 | | | |
| BT | Transportation | 6 | 3 | | | |
| BV | Utility Payment Assistance | 80 | 4 | | | |
| D | Consumer Services | | | 23 | 5% | (+2) |
| DT | Tax Organizations & Services | 21 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 7 | 2% | (+1) |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 4 | 0 | | | |
| FT | Legal Services | 2 | 0 | | | |
| H | Education | | | 1 | 0% | |
| J | Environment & Public Health Safety | | | 12 | 3% | |
| L | Health Care | | | 58 | 13% | (+35) |
| LH | Health Supportive Services | 22 | 1 | | | |
| LN | Outpatient Health Facilities | 1 | 0 | | | |
| LV | Specialty Medicine | 0 | 0 | | | |
| N | Income Support/Employment | | | 25 | 6% | (+3) |
| ND | Employment | 1 | 0 | | | |
| NL | Public Assistance Programs | 21 | 3 | | | |
| NS | Social Insurance Programs | 0 | 0 | | | |
| P | Individual & Family Life | | | 11 | 3% | |
| PB | Death Certification/Burial Arrangement | 1 | 0 | | | |
| PH | Individual and Family Support | 9 | 0 | | | |
| PL | Leisure Activities/Recreation | 1 | 0 | | | |
| PN | Mutual Support | 0 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 12 | 3% | |
| RM | Mental Health Care Facilities | 1 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 6 | 0 | | | |
| RX | Substance Abuse Services | 5 | 0 | | | |
| T | Organizational/Community Services | | | 42 | 10% | (+3) |
| TD | Community Groups & Government | 8 | 10 | | | |
| TH | Disaster Services | 10 | 0 | | | |
| TI | Donor Services | 3 | 1 | | | |
| TJ | Information Services | 18 | 0 | | | |
| | Total | | | 433 | 100% | |

Saint Martin Parish

| Saint Martin Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|---------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 164 | 52% | |
| BD | Food | 28 | 0 | | | |
| BH | Housing/Shelter | 51 | 7 | | | |
| BM | Material Goods | 50 | 1 | | | |
| BT | Transportation | 4 | 7 | | | |
| BV | Utility Payment Assistance | 31 | 2 | | | |
| D | Consumer Services | | | 10 | 3% | (+4) |
| DT | Tax Organizations & Services | 6 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 2 | 1% | (+1) |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 0 | 0 | | | |
| FT | Legal Services | 1 | 0 | | | |
| H | Education | | | 0 | 0% | |
| J | Environment & Public Health Safety | | | 3 | 1% | |
| L | Health Care | | | 46 | 15% | (+24) |
| LH | Health Supportive Services | 29 | 2 | | | |
| LN | Outpatient Health Facilities | 0 | 0 | | | |
| LV | Specialty Medicine | 3 | 1 | | | |
| N | Income Support/Employment | | | 30 | 10% | (+3) |
| ND | Employment | 2 | 1 | | | |
| NL | Public Assistance Programs | 23 | 0 | | | |
| NS | Social Insurance Programs | 2 | 1 | | | |
| P | Individual & Family Life | | | 7 | 2% | |
| PB | Death Certification/Burial Arrangement | 1 | 0 | | | |
| PH | Individual and Family Support | 5 | 8 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 1 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 6 | 2% | |
| RM | Mental Health Care Facilities | 0 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 4 | 0 | | | |
| RX | Substance Abuse Services | 2 | 0 | | | |
| T | Organizational/Community Services | | | 45 | 14% | (+1) |
| TD | Community Groups & Government | 22 | 28 | | | |
| TH | Disaster Services | 5 | 2 | | | |
| TI | Donor Services | 3 | 0 | | | |
| TJ | Information Services | 14 | 0 | | | |
| | Total | | | 313 | 100% | |

Saint Mary Parish

| Saint Mary Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|-------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 118 | 61% | |
| BD | Food | 19 | 3 | | | |
| BH | Housing/Shelter | 41 | 6 | | | |
| BM | Material Goods | 14 | 0 | | | |
| BT | Transportation | 1 | 1 | | | |
| BV | Utility Payment Assistance | 43 | 5 | | | |
| D | Consumer Services | | | 2 | 1% | (+2) |
| DT | Tax Organizations & Services | 0 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 1 | 1% | |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 1 | 0 | | | |
| FT | Legal Services | 0 | 0 | | | |
| H | Education | | | 0 | 0% | |
| J | Environment & Public Health Safety | | | 3 | 2% | |
| L | Health Care | | | 34 | 17% | (+24) |
| LH | Health Supportive Services | 6 | 0 | | | |
| LN | Outpatient Health Facilities | 0 | 0 | | | |
| LV | Specialty Medicine | 4 | 0 | | | |
| N | Income Support/Employment | | | 11 | 6% | (+1) |
| ND | Employment | 0 | 0 | | | |
| NL | Public Assistance Programs | 10 | 0 | | | |
| NS | Social Insurance Programs | 0 | 0 | | | |
| P | Individual & Family Life | | | 6 | 3% | |
| PB | Death Certification/Burial Arrangement | 0 | 0 | | | |
| PH | Individual and Family Support | 4 | 0 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 2 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 1 | 1% | |
| RM | Mental Health Care Facilities | 0 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 1 | 0 | | | |
| RX | Substance Abuse Services | 0 | 0 | | | |
| T | Organizational/Community Services | | | 19 | 10% | |
| TD | Community Groups & Government | 7 | 3 | | | |
| TH | Disaster Services | 8 | 0 | | | |
| TI | Donor Services | 1 | 0 | | | |
| TJ | Information Services | 3 | 0 | | | |
| | Total | | | 195 | 100% | |

Terrebonne Parish

| Terrebonne Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|-------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 304 | 53% | |
| BD | Food | 38 | 1 | | | |
| BH | Housing/Shelter | 173 | 21 | | | |
| BM | Material Goods | 11 | 3 | | | |
| BT | Transportation | 1 | 3 | | | |
| BV | Utility Payment Assistance | 81 | 1 | | | |
| D | Consumer Services | | | 2 | 0% | (+2) |
| DT | Tax Organizations & Services | 0 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 15 | 3% | (+2) |
| FL | Law Enforcement Agencies | 1 | 0 | | | |
| FP | Legal Assistance Modalities | 3 | 0 | | | |
| FT | Legal Services | 9 | 2 | | | |
| H | Education | | | 0 | 0% | |
| J | Environment & Public Health Safety | | | 3 | 1% | |
| L | Health Care | | | 19 | 3% | (+9) |
| LH | Health Supportive Services | 10 | 0 | | | |
| LN | Outpatient Health Facilities | 0 | 0 | | | |
| LV | Specialty Medicine | 0 | 0 | | | |
| N | Income Support/Employment | | | 23 | 4% | (+2) |
| ND | Employment | 1 | 0 | | | |
| NL | Public Assistance Programs | 17 | 1 | | | |
| NS | Social Insurance Programs | 3 | 0 | | | |
| P | Individual & Family Life | | | 19 | 3% | (+6) |
| PB | Death Certification/Burial Arrangement | 0 | 0 | | | |
| PH | Individual and Family Support | 13 | 3 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 0 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 3 | 1% | |
| RM | Mental Health Care Facilities | 3 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 0 | 0 | | | |
| RX | Substance Abuse Services | 0 | 0 | | | |
| T | Organizational/Community Services | | | 187 | 33% | (+8) |
| TD | Community Groups & Government | 39 | 2 | | | |
| TH | Disaster Services | 113 | 11 | | | |
| TI | Donor Services | 0 | 0 | | | |
| TJ | Information Services | 27 | 6 | | | |
| | Total | | | 575 | 100% | |

Vermilion Parish

| Vermilion Parish | | Subtotal | # Coded unmet | Category Total | % | Variance |
|------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 148 | 60% | |
| BD | Food | 20 | 9 | | | |
| BH | Housing/Shelter | 61 | 1 | | | |
| BM | Material Goods | 9 | 0 | | | |
| BT | Transportation | 17 | 2 | | | |
| BV | Utility Payment Assistance | 41 | 2 | | | |
| D | Consumer Services | | | 4 | 2% | (+1) |
| DT | Tax Organizations & Services | 3 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 7 | 3% | (+1) |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 3 | 0 | | | |
| FT | Legal Services | 3 | 0 | | | |
| H | Education | | | 0 | 0% | |
| J | Environment & Public Health Safety | | | 7 | 3% | |
| L | Health Care | | | 23 | 9% | (+2) |
| LH | Health Supportive Services | 21 | 2 | | | |
| LN | Outpatient Health Facilities | 0 | 0 | | | |
| LV | Specialty Medicine | 0 | 0 | | | |
| N | Income Support/Employment | | | 19 | 8% | (+2) |
| ND | Employment | 0 | 0 | | | |
| NL | Public Assistance Programs | 16 | 0 | | | |
| NS | Social Insurance Programs | 1 | 0 | | | |
| P | Individual & Family Life | | | 5 | 2% | |
| PB | Death Certification/Burial Arrangement | 0 | 0 | | | |
| PH | Individual and Family Support | 5 | 2 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 0 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 8 | 3% | (+1) |
| RM | Mental Health Care Facilities | 5 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 2 | 0 | | | |
| RX | Substance Abuse Services | 0 | 0 | | | |
| T | Organizational/Community Services | | | 27 | 11% | (+3) |
| TD | Community Groups & Government | 12 | 8 | | | |
| TH | Disaster Services | 4 | 0 | | | |
| TI | Donor Services | 1 | 0 | | | |
| TJ | Information Services | 7 | 1 | | | |
| | Total | | | 248 | 100% | |

Outside of Ten Parish Service Area

| Outside Ten Parish Service Area | | Subtotal | # Coded unmet | Category Total | % | Variance |
|---------------------------------|---|----------|---------------|----------------|------|----------|
| B | Basic Needs | | | 179 | 57% | |
| BD | Food | 18 | 1 | | | |
| BH | Housing/Shelter | 99 | 8 | | | |
| BM | Material Goods | 4 | 0 | | | |
| BT | Transportation | 2 | 3 | | | |
| BV | Utility Payment Assistance | 56 | 2 | | | |
| D | Consumer Services | | | 11 | 4% | |
| DT | Tax Organizations & Services | 11 | 0 | | | |
| F | Criminal Justice & Legal Services | | | 4 | 1% | |
| FL | Law Enforcement Agencies | 0 | 0 | | | |
| FP | Legal Assistance Modalities | 0 | 1 | | | |
| FT | Legal Services | 4 | 0 | | | |
| H | Education | | | 0 | 0% | |
| J | Environment & Public Health Safety | | | 3 | 1% | |
| L | Health Care | | | 13 | 4% | (+1) |
| LH | Health Supportive Services | 8 | 2 | | | |
| LN | Outpatient Health Facilities | 1 | 0 | | | |
| LV | Specialty Medicine | 3 | 0 | | | |
| N | Income Support/Employment | | | 13 | 4% | (+1) |
| ND | Employment | 0 | 0 | | | |
| NL | Public Assistance Programs | 11 | 1 | | | |
| NS | Social Insurance Programs | 1 | 0 | | | |
| P | Individual & Family Life | | | 8 | 3% | |
| PB | Death Certification/Burial Arrangement | 0 | 0 | | | |
| PH | Individual and Family Support | 7 | 2 | | | |
| PL | Leisure Activities/Recreation | 0 | 0 | | | |
| PN | Mutual Support | 1 | 0 | | | |
| R | Mental Health Care & Substance Abuse | | | 3 | 1% | |
| RM | Mental Health Care Facilities | 0 | 0 | | | |
| RP | Mental Health Evaluation & Treatment | 2 | 0 | | | |
| RX | Substance Abuse Services | 1 | 0 | | | |
| T | Organizational/Community Services | | | 80 | 25% | (+1) |
| TD | Community Groups & Government | 14 | 6 | | | |
| TH | Disaster Services | 16 | 2 | | | |
| TI | Donor Services | 0 | 0 | | | |
| TJ | Information Services | 49 | 3 | | | |
| | Total | | | 314 | 100% | |

Top Ten

January 1, 2022 – March 31, 2022

| Top Ten Unmet Needs | Count |
|------------------------------------|-------|
| Homeless Advocacy Groups | 397 |
| Utility Service Payment Assistance | 26 |
| Case/Care Mgmt. Referrals | 24 |
| Motel Bill Payment Assistance | 22 |
| Comp. Information & Referral | 22 |
| Rent Payment Assistance | 20 |
| Rental Deposit Assistance | 20 |
| Housing Related Coordinated Entry | 19 |
| **Rent Payment Assist. * COVID-19 | 17 |
| Extreme Weather Shelters | 16 |

| Top Ten Resources Attached | Count |
|-----------------------------------|-------|
| ARCH | 711 |
| Monsignor Sigur Center | 284 |
| ERAP | 258 |
| 232-HELP Information & Referral | 186 |
| Sigur Center – LEAP | 171 |
| SMILE – LEAP | 168 |
| COVID-19 Testing Sites | 165 |
| Goodwill Emergency Crisis Program | 150 |
| LAHousingSearch.org | 144 |
| SLEMCO – Operation Round Up | 142 |

**We sometimes use target terms to specify that resources assistance under certain conditions. This taxonomy states that the resource was assisting with rent payment if COVID-19 is a factor.

Follow Up Analysis

Conducting a follow-up is a two-fold feedback gathering approach. We receive feedback on the efficacy of our referrals and the help seeker 211 experience our specialists provide.

Help seekers are asked if they would possibly like to receive one. We may not be able to follow-up with every call that expresses interest in a follow-up.

We attempt follow-ups with help seekers (those who state they may like to receive one) that need food, rent payment assistance, utility assistance, and legal assistance. Any unusual cases or seemingly complex interactions may be escalated to us by our specialists, and we will attempt those as well.

This section details the information we try to glean from help seekers during this process:

It is important to know if the help seeker attempted contact with the referral(s) given

| Did the help seeker contact the referral? | # | % |
|---|----------|-------------|
| Yes | 0 | 0% |
| No | 1 | 100% |
| Total | 1 | 100% |

Conditional field below - if the caller states, they were not able to contact the referral, then we collect:

| Reason contact with referral was not made | # | % |
|--|----------|-------------|
| Caller did not call the referral | 1 | 100% |
| Referral did not answer | 0 | 0% |
| Inaccurate contact information given | 0 | 0% |
| Help seeker inaccurately recorded referral information | 0 | 0% |
| Situation resolved after 211 call | 0 | 0% |
| Total | 1 | 100% |

We also want to know if the help seeker received help from the referral(s) given

| Did the help seeker receive help from the referral? | # | % |
|---|----------|-------------|
| Yes | 0 | 0% |
| No | 1 | 100% |
| Total | 1 | 100% |

Conditional field below - if the caller states they did not receive help, then we collect:

| Reason help from referral not received | # | % |
|--|----------|-------------|
| Help seeker did not call the referral | 1 | 100% |
| Help seeker ineligible | 0 | 0% |
| Referral has ceased operations | 0 | 0% |
| No transportation | 0 | 0% |
| Agency was closed | 0 | 0% |
| Inconvenient hours of operation | 0 | 0% |
| Help seeker exhausted assistance limit | 0 | 0% |
| Total | 1 | 100% |

Based on the outcomes discovered, we then assign a qualitative measure on referral efficacy.

| Referral Efficacy | # | % |
|-------------------|----------|-------------|
| Excellent | 0 | 0% |
| Good | 0 | 0% |
| Pending | 0 | 0% |
| Unsuccessful | 0 | 0% |
| Inconclusive | 1 | 100% |
| Total | 1 | 100% |

- **Excellent:** all the help seeker’s needs were met and there are no other resources/needs to give/meet
- **Good:** some of help seeker’s needs were met and there may be other resources/needs to give/meet
- **Pending:** help seeker has applied for assistance and help is pending, etc.
- **Unsuccessful:** help seeker’s needs were not met at all and there were no other resources/needs to give/meet
- **Inconclusive:** help seeker did not contact referral to efficacy of referral cannot be assessed, etc.

Another part of follow-ups is help seeker experience which is totally separate from referral efficacy. Even if there were no needs met, help seekers still may have perceived a positive or negative 211 experience and we would like to assess, evaluate, and improve help seeker experience.

We use a small quantitative scale to gauge caller experience. We ask help seekers to rate their experience in two categories from 1 to 5 (1 – poor; 2 – fair; 3 – average; 4 – good; 5 – excellent).

| Did the 211 specialist carefully listen to you and understand your needs? | # | % |
|---|---|------|
| 1 | 0 | 0% |
| 2 | 0 | 0% |
| 3 | 0 | 0% |
| 4 | 0 | 0% |
| 5 | 1 | 100% |
| Total | 1 | 100% |

Average of above category: 5

| Please rate your overall experience with the 211 specialist | # | % |
|---|---|------|
| 1 | 0 | 0% |
| 2 | 0 | 0% |
| 3 | 0 | 0% |
| 4 | 0 | 0% |
| 5 | 1 | 100% |
| Total | 1 | 100% |

Average of above category: 5