

Quarterly Report (January 1, 2020 – March 31, 2020)

CONTACT INFORMATION			
<u>Pierre Coleman - Technical Administrator</u>		<u>337-205-6014</u>	<u>pierre@232-help.org</u>
Contact Name		Contact Phone #	Contact Email Address
232-HELP INFORMATION			
<u>1005 Jefferson Street</u>	<u>Lafayette</u>	<u>LA</u>	<u>70501</u>
Street Address	City	State	Zip
24/7 Service; Afterhours/Holidays/Weekends; Overflowed & Answered by Via Link 211 and 232-HELP's On-Call Specialist; 232-HELP Office: Mon-Fri 8:30am - 4:30pm			
<u>Days & Hours of Operation</u>		<u>https://232-help.org</u>	<u>https://232-help.org/directory</u>
		Website Address	Resource Directory
SERVICE AREA			
Parishes Served:	Acadia, Avoyelles, Evangeline, Iberia, Lafayette, Saint Landry, Saint Martin, Saint Mary, Terrebone, Vermillion		

***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. The majority 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 United Way agencies: UW Acadiana, UW Iberia, and UW Saint Landry/Evangeline.

**The COVID-19 pandemic began, officially, for 232-HELP March 12, 2020. Data collected for pandemic purposes may not reflect what is normally presented in this report.*

**Since the pandemic, 232-HELP has added two additional queues to our Smoothstone system and as such, those statistics will be separated. Currently 232-HELP has three queues deployed: our regular Sunshine I&R queue, a queue designed to track our contract work with DCFS and kinship care families, and our contract work with LDH and answering questions and addressing concerns regarding COVID-19. (The kinship queue was made live late April; there are no contact statistics available)*

**In order to deliver on our promise to collaborate with our partner 211 agencies, 232-HELP offered aid to our sister agency VIALINK. We took a percentage of VIALINK's 211 calls to support them. Numbers in contact statistics AND disaster intakes reflect that.*

Contact Statistics

January 1, 2020 – March 31, 2020

*These numbers reflect contacts answered 232-HELP Sunshine queue. A breakdown of the COVID queue will be amended to the end of this report. It is important to note that while this queue was designed to track calls for sunshine calls, we did discover that due to the stress of the pandemic, callers pressed any option to speak with a live specialist. These numbers do not reflect only sunshine queue calls.

QUARTERLY – 232-HELP/LA 211 Day				
	Numeric Values	Percentage Values		
	#	Actual	Goal	Difference
CONTACT STATISTICS				
Total Calls Answered	8996	90.6%	100%	-9.4%
Total Calls Abandoned	610	6.1%	10%	+3.9%
Auto Attended Calls (Transfers)	N/A			
Information Queues (Recordings)	N/A			
Overflow Calls	267			
Total Automatic Call Distributor (ADC) Calls	9929			
Total Contacts Assisted (broken down on next page)				
Average Talk Time	0:04:46			
Average Speed of Answer	0:00:41	41 sec	<60 sec	+19 sec
Service Level	79.6%	79.6%	85%	-5.4%
Average Abandonment Time	0:02:02	62 sec	< 2 min	+ 3 sec
Total TXT Messages	6			
# Outgoing Follow-Up Calls Attempted	46	1%	5%	-4%
# Total Resource Records to Date / Updated / Added	1608 / 363 / 71			
Website Visits / Resource Searches	3100 / 4502			
# of Outreach Events				

*Numbers below reflect pre-COVID-19 contacts. The count of Disaster Intakes by parish will be amended to the end of this report. Gender and Age breakdowns are not available as this question was not asked due to the nature of disaster calls.

Gender Age Range									
	0-5	6-12	13-17	18-24	25-40	41-59	60+	Unrecorded	Total
Male	0	1	1	24	140	251	195	150	762
Female	0	0	0	74	589	764	568	499	2494
LGBTQ+	0	0	0	0	1	0	0	0	1
Unrecorded	0	0	0	0	4	1	0	162	167
Total	0	1	1	98	734	1016	763	811	3424
% Female	0%	100%	0%	76%	80%	75%	74%		
% Male	0%	0%	100%	24%	19%	25%	26%		

Total Contacts by Parish		
Parish Name	#	%
Acadia	153	4%
Avoyelles	28	1%
Evangeline	62	2%
Iberia	159	5%
Lafayette	2050	60%
Saint Landry	286	8%
Saint Martin	144	4%
Saint Mary	55	2%
Terrebonne	65	2%
Vermillion	140	4%
Outside 10 Parish Service Area	282	8%
Total	3424	100%

Call Types

January 1, 2019 – March 31, 2019

Call Type							
Call Type	#	%					
Information***	1211	34%					
Referral***	1802	56%					
Advocacy***	173	5%					
Crisis Intervention***	1	0%					
Miscellaneous*	237	5%					
Total Telephone Call Types Handled prior to COVID-19***	3424	100%					
Count of Disaster (COVID-19 Pandemic) Intakes****	9005	N/A					
*Not Inclusive of Abandoned/Overflowed Nonrefundable/Exit On							
All Contact Types	#	Actual	Goal	Difference			
Incoming Telephone Calls Answered	12935	N/A	100.0%	N/A			
Overflow Calls Returned (Voice Mail)	267						
Total TXT Messages***	9						
Web Hits/Visitors	3100						
Walk Ins***	28						
Field Work***	1						
Unite Us***	4						
Email***	18						
Postal Mail***	38						
Messaging via Facebook	-						
Facebook Reach	-						
Total All Contacts Assisted							
# Follow Up Calls Attempted***	46				1%	5%	-4%
# Follow Up Calls (Endangerment/Crisis/Suicide Calls)	0				0%	100%	0%
# of Outreach Events***							
# Resource Records Up to Date / Updated / Added	1608 / 363 / 71						

**Miscellaneous: This statistic is composed of voicemails, hang up calls, etc.

****COVID-19 statistics are included this section of the report for convenience sake.

***Denotes this does count does not apply to nor include COVID-19 Disaster Intakes

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 amount 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.

Acadia Parish

Acadia		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			140	22%	
BD	Food	49	3			
BH	Housing/Shelter	47	10			
BM	Material Goods	5	1			
BT	Transportation	8	2			
BV	Utility Payment Assistance	31	0			
D	Consumer Services			9	1%	
DT	Tax Organizations & Services	9	2			
F	Criminal Justice & Legal Services			7	1%	(+2)
FP	Legal Assistance Modalities	3	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	2	0			
H	Education			1	0%	
J	Environment & Public Health Safety			349	56%	
L	Health Care			40	6%	(+4)
LH	Health Supportive Services	26	6			
LN	Outpatient Health Facilities	7	1			
LV	Specialty Medicine	3	2			
N	Income Support/Employment			25	4%	
ND	Employment	4	0			
NL	Public Assistance Programs	20	1			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			4	1%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	2	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse Services			14	2%	(+2)
RM	Mental Health Care Facilities	4	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	5	0			
T	Organizational/Community Services			40	6%	(+1)
TD	Community Groups & Government	4	0			
TH	Disaster Services	21	0			
TI	Donor Services	0	0			
TJ	Information Services	14	3			
	Total			629	100%	

Avoyelles Parish

Avoyelles		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			35	19%	
BD	Food	12	1			
BH	Housing/Shelter	5	6			
BM	Material Goods	1	1			
BT	Transportation	1	0			
BV	Utility Payment Assistance	17	0			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			0	0%	
FP	Legal Assistance Modalities	0	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	0	0			
H	Education			0	0%	
J	Environment & Public Health Safety			121	67%	
L	Health Care			3	2%	
LH	Health Supportive Services	1	2			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			6	3%	
ND	Employment	0	0			
NL	Public Assistance Programs	6	0			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			2	1%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	2	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			0	0%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			15	8%	
TD	Community Groups & Government	3	0			
TH	Disaster Services	8	0			
TI	Donor Services	0	0			
TJ	Information Services	4	0			
	Total			182	100%	

Evangeline Parish

Evangeline		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			67	25%	
BD	Food	23	3			
BH	Housing/Shelter	20	2			
BM	Material Goods	1	0			
BT	Transportation	3	1			
BV	Utility Payment Assistance	20	2			
D	Consumer Services			3	1%	(+1)
DT	Tax Organizations & Services	2	0			
F	Criminal Justice & Legal Services			1	0%	
FP	Legal Assistance Modalities	0	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	1	0			
H	Education			0	0%	
J	Environment & Public Health Safety			139	52%	
L	Health Care			15	6%	(+1)
LH	Health Supportive Services	14	3			
LN	Outpatient Health Facilities	0	1			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			12	5%	
ND	Employment	0	0			
NL	Public Assistance Programs	11	0			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			3	1%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	3	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			0	0%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			25	9%	
TD	Community Groups & Government	8	0			
TH	Disaster Services	11	0			
TI	Donor Services	0	0			
TJ	Information Services	6	3			
	Total			265	100%	

Iberia Parish

Iberia		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			208	24%	
BD	Food	44	1			
BH	Housing/Shelter	74	9			
BM	Material Goods	12	4			
BT	Transportation	5	1			
BV	Utility Payment Assistance	73	3			
D	Consumer Services			11	1%	(+1)
DT	Tax Organizations & Services	10	0			
F	Criminal Justice & Legal Services			8	1%	
FP	Legal Assistance Modalities	1	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	7	0			
H	Education			0	0%	
J	Environment & Public Health Safety			484	56%	
L	Health Care			38	4%	(+2)
LH	Health Supportive Services	31	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	5	3			
N	Income Support/Employment			25	3%	
ND	Employment	4	0			
NL	Public Assistance Programs	17	0			
NS	Social Insurance Programs	4	2			
P	Individual & Family Life			15	2%	(+4)
PB	Death Certification/Burial Arrangement	4	0			
PH	Individual and Family Support	7	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			5	1%	
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	2	0			
T	Organizational/Community Services			65	8%	(+4)
TD	Community Groups & Government	18	0			
TH	Disaster Services	38	2			
TI	Donor Services	1	1			
TJ	Information Services	4	2			
	Total			859	100%	

Lafayette Parish

Lafayette		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			2478	41%	
BD	Food	833	33			
BH	Housing/Shelter	767	98			
BM	Material Goods	278	21			
BT	Transportation	61	14			
BV	Utility Payment Assistance	539	51			
D	Consumer Services			141	2%	(+25)
DT	Tax Organizations & Services	116	5			
F	Criminal Justice & Legal Services			91	1%	(+23)
FP	Legal Assistance Modalities	30	1			
FL	Law Enforcement Agencies	7	0			
FT	Legal Services	31	3			
H	Education			15	0%	
J	Environment & Public Health Safety			2118	35%	
L	Health Care			383	6%	(+40)
LH	Health Supportive Services	268	20			
LN	Outpatient Health Facilities	32	1			
LV	Specialty Medicine	43	4			
N	Income Support/Employment			206	3%	
ND	Employment	22	1			
NL	Public Assistance Programs	152	7			
NS	Social Insurance Programs	32	1			
P	Individual & Family Life			90	1%	(+26)
PB	Death Certification/Burial Arrangement	7	0			
PH	Individual and Family Support	51	3			
PL	Leisure Activities/Recreation	1	1			
PN	Mutual Support	5	1			
R	Mental Health Care & Substance Abuse Services			96	2%	(+14)
RM	Mental Health Care Facilities	20	0			
RP	Mental Health Evaluation & Treatment	34	4			
RX	Substance Abuse Services	28	2			
T	Organizational/Community Services			478	8%	(+28)
TD	Community Groups & Government	132	6			
TH	Disaster Services	174	5			
TI	Donor Services	43	8			
TJ	Information Services	101	7			
	Total			6096	100%	

Saint Landry

Saint Landry		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			296	25%	
BD	Food	107	4			
BH	Housing/Shelter	86	19			
BM	Material Goods	26	6			
BT	Transportation	15	2			
BV	Utility Payment Assistance	62	10			
D	Consumer Services			28	2%	(+1)
DT	Tax Organizations & Services	27	1			
F	Criminal Justice & Legal Services			13	1%	(+1)
FP	Legal Assistance Modalities	5	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	7	0			
H	Education			6	1%	
J	Environment & Public Health Safety			620	53%	
L	Health Care			60	5%	(+5)
LH	Health Supportive Services	42	2			
LN	Outpatient Health Facilities	8	0			
LV	Specialty Medicine	5	0			
N	Income Support/Employment			35	3%	
ND	Employment	5	0			
NL	Public Assistance Programs	23	1			
NS	Social Insurance Programs	7	0			
P	Individual & Family Life			9	1%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	9	3			
PL	Leisure Activities/Recreation	0	11			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			13	1%	(+1)
RM	Mental Health Care Facilities	4	0			
RP	Mental Health Evaluation & Treatment	7	0			
RX	Substance Abuse Services	1	0			
T	Organizational/Community Services			81	7%	(+3)
TD	Community Groups & Government	27	0			
TH	Disaster Services	40	2			
TI	Donor Services	1	0			
TJ	Information Services	10	1			
	Total			1161	100%	

Saint Martin

Saint Martin		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			116	17%	
BD	Food	30	1			
BH	Housing/Shelter	47	6			
BM	Material Goods	16	2			
BT	Transportation	4	0			
BV	Utility Payment Assistance	19	5			
D	Consumer Services			11	1%	(+4)
DT	Tax Organizations & Services	7	0			
F	Criminal Justice & Legal Services			5	1%	
FP	Legal Assistance Modalities	3	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	2	0			
H	Education			4	1%	
J	Environment & Public Health Safety			415	62%	
L	Health Care			34	5%	(+4)
LH	Health Supportive Services	27	5			
LN	Outpatient Health Facilities	3	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			11	1%	
ND	Employment	0	0			
NL	Public Assistance Programs	9	0			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			12	2%	(+3)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	5	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	3	1			
R	Mental Health Care & Substance Abuse Services			4	1%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	2	0			
T	Organizational/Community Services			57	9%	(+3)
TD	Community Groups & Government	14	0			
TH	Disaster Services	30	0			
TI	Donor Services	0	0			
TJ	Information Services	10	0			
	Total			669	100%	

Saint Mary

Saint Mary		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			90	25%	
BD	Food	27	5			
BH	Housing/Shelter	30	2			
BM	Material Goods	3	0			
BT	Transportation	3	0			
BV	Utility Payment Assistance	27	3			
D	Consumer Services			4	1%	(+2)
DT	Tax Organizations & Services	2	0			
F	Criminal Justice & Legal Services			4	1%	
FP	Legal Assistance Modalities	2	0			
FL	Law Enforcement Agencies	1	0			
FT	Legal Services	1	0			
H	Education			1	0%	
J	Environment & Public Health Safety			208	57%	
L	Health Care			17	5%	(+1)
LH	Health Supportive Services	10	0			
LN	Outpatient Health Facilities	3	0			
LV	Specialty Medicine	3	0			
N	Income Support/Employment			4	1%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	2	1			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			3	1%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	3	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			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			31	9%	
TD	Community Groups & Government	6	0			
TH	Disaster Services	17	0			
TI	Donor Services	0	0			
TJ	Information Services	8	0			
	Total			362	100%	

Terrebonne Parish

Terrebonne		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			139	21%	
BD	Food	45	2			
BH	Housing/Shelter	49	10			
BM	Material Goods	6	1			
BT	Transportation	1	1			
BV	Utility Payment Assistance	38	0			
D	Consumer Services			3	0%	(+2)
DT	Tax Organizations & Services	1	1			
F	Criminal Justice & Legal Services			5	1%	
FP	Legal Assistance Modalities	1	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	4	0			
H	Education			0	0%	
J	Environment & Public Health Safety			419	62%	
L	Health Care			8	1%	
LH	Health Supportive Services	3	0			
LN	Outpatient Health Facilities	5	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			22	3%	(+1)
ND	Employment	3	0			
NL	Public Assistance Programs	14	0			
NS	Social Insurance Programs	4	0			
P	Individual & Family Life			3	0%	(+1)
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 Services			4	1%	
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	2	0			
T	Organizational/Community Services			72	11%	(+2)
TD	Community Groups & Government	10	0			
TH	Disaster Services	53	3			
TI	Donor Services	0	0			
TJ	Information Services	7	0			
	Total			675	100%	

Vermillion Parish

Vermillion		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			159	26%	
BD	Food	27	1			
BH	Housing/Shelter	77	9			
BM	Material Goods	10	0			
BT	Transportation	2	2			
BV	Utility Payment Assistance	43	3			
D	Consumer Services			4	1%	
DT	Tax Organizations & Services	4	0			
F	Criminal Justice & Legal Services			7	1%	(+2)
FP	Legal Assistance Modalities	0	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	5	0			
H	Education			0	0%	
J	Environment & Public Health Safety			319	52%	
L	Health Care			48	8%	(+7)
LH	Health Supportive Services	35	1			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	4	0			
N	Income Support/Employment			20	3%	(+2)
ND	Employment	2	0			
NL	Public Assistance Programs	11	0			
NS	Social Insurance Programs	5	0			
P	Individual & Family Life			9	1%	(+1)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	6	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	1			
R	Mental Health Care & Substance Abuse Services			12	2%	(+1)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	7	0			
T	Organizational/Community Services			35	6%	
TD	Community Groups & Government	6	1			
TH	Disaster Services	19	2			
TI	Donor Services	1	0			
TJ	Information Services	9	0			
	Total			613	100%	

Outside of Ten Parish Service Area

Outside Ten Parish Service Area		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			1095	16%	
BD	Food	539	34			
BH	Housing/Shelter	347	39			
BM	Material Goods	4	3			
BT	Transportation	11	6			
BV	Utility Payment Assistance	194	6			
D	Consumer Services			21	0%	(+13)
DT	Tax Organizations & Services	8	5			
F	Criminal Justice & Legal Services			45	0%	(+9)
FP	Legal Assistance Modalities	4	1			
FL	Law Enforcement Agencies	9	0			
FT	Legal Services	23	1			
H	Education			1	0%	
J	Environment & Public Health Safety			3252	47%	
L	Health Care			95	1%	(+54)
LH	Health Supportive Services	18	7			
LN	Outpatient Health Facilities	19	1			
LV	Specialty Medicine	4	0			
N	Income Support/Employment			102	2%	
ND	Employment	8	0			
NL	Public Assistance Programs	57	2			
NS	Social Insurance Programs	37	0			
P	Individual & Family Life			20	0%	(+4)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	15	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse Services			9	0%	
RM	Mental Health Care Facilities	3	0			
RP	Mental Health Evaluation & Treatment	4	1			
RX	Substance Abuse Services	2	0			
T	Organizational/Community Services			2209	34%	(+7)
TD	Community Groups & Government	120	2			
TH	Disaster Services	1208	24			
TI	Donor Services	0	0			
TJ	Information Services	874	60			
	Total			6849	100%	

Top Ten

January 1, 2020 – March 31, 2020

Top Ten Referred to Provider	Count
COVID-19 Information & FAQ's	4561
Via Link 211 LA Incident Command Div.	824
COVID-19 SNAP	353
Louisiana Workforce Commission	337
311 (COVID-19 Health Prof. Advice)	313
Monsignor Sigur Center	268
232-HELP Donated Dental Program	231
SMILE Community Action Agency	205
DSNAP	200
COVID-19 Testing Site - Cajundome	192

Top Ten UnMet Needs	Count
COVID-19 Control	83
Rent Payment Assistance	63
211 Collaborative Members	46
Food Pantries	40
Utility Service Payment Assistance	31
Utility Assistance	26
Homeless Shelter	23
Disease Control Advisories	23
Community Shelters	21
Comprehensive Information and Referral	20

Contact Statistics – COVID-19

January 1, 2020 – March 31, 2020

**These numbers reflect contacts answered in the COVID-19 queue. It is important to note that while this queue was designed to track calls for COVID-19 FAQs, we did discover that due to the stress of the pandemic, callers pressed any option to speak with a live specialist. These numbers do not reflect only COVID-19 calls.*

CONTACT STATISTICS				
QUARTERLY – COVID-19				
Numeric Values		Percentage Values		
#		Actual	Goal	Difference
Total Calls Answered	3939	87.8%	100%	-12.2%
Total Calls Abandoned	548	12.2%	10%	-2.2%
Auto Attended Calls (Transfers)	N/A			
Information Queues (Recordings)	N/A			
Overflow Calls*	0			
Total Automatic Call Distributor (ADC) Calls	4487			
Total Contacts Assisted (broken down on next page)				
Average Talk Time	0:04:37			
Average Speed of Answer	0:00:42	42 sec	<60 sec	+8 sec
Service Level	87.1%	87.1%	85%	+2.1%
Average Abandonment Time	0:00:50	50 sec	< 2 min	+ 1 min 9 sec

*During the pandemic, 232-HELP removed the capability of our queue system to overflow. This change took place in March and was implemented on all queues. There were a number of overflow calls in January, March, and first part of March in our Sunshine queue.

Disaster Intakes (COVID-19 Calls) by Parish

As mentioned before, we stepped up to support our sister agency VIALINK, here is a breakdown of contacts by parish of what was our temporary twenty parish service area.

Total Contacts by Parish		
Parish Name	#	%
Acadia	295	3%
Avoyelles	128	1%
Evangeline	140	2%
Iberia	452	5%
Lafayette	2097	23%
Saint Landry	557	6%
Saint Martin	370	4%
Saint Mary	203	2%
Terrebonne	433	5%
Vermillion	292	3%
Jefferson Parish	1041	12%
Lafourche	61	1%
Orleans	1293	14%
Plaquemines	15	0%
Saint Bernard	106	1%
Saint Charles	59	1%
Saint John the Baptist	85	1%
Saint Tammany	280	3%
Tangipahoa	130	1%
Washington	35	0%
Outside Twenty Parish Service Area*	933	10%
Total	9005	100%

These include calls that were not properly routed to the correct 211 (uncommon occurrence), calls from out of state (majority from Texas counties – very rare instances), a large majority of callers that were adamant to remain anonymous due to fear of retaliation of local/parish/state government, and etc. **There were quite a few complaints of social gathering, reports of unsanitary practices, and other miscellaneous violations of Governor Edwards’s Stay at Home order.*