

# Quarterly Report (January 1, 2021 – March 31, 2021)

CONTACT INFORMATION			
<b>Pierre Coleman - Technical Administrator</b>	<b>337-205-6014</b>	<b>pierre@232-help.org</b>	
Contact Name	Contact Phone #	Contact Email Address	
232-HELP INFORMATION			
<b>1005 Jefferson Street</b>	<b>Lafayette</b>	<b>LA</b>	<b>70501</b>
Street Address	City	State	Zip
<b>24/7 Service; Afterhours/Holidays/Weekends;                      Overflowed &amp; Answered by Via Link 211 and 232-HELP's On-Call Specialist; 232-HELP Office: Mon-Thur                      8:00am - 4:30pm; Fri 8:00am - 3pm</b>			
Days & Hours of Operation	<a href="https://232-help.org">https://232-help.org</a>	<a href="https://232-help.org/directory">https://232-help.org/directory</a>	
	Website Address	Resource Directory	
SERVICE AREA			
<b>Parishes Served:</b>	Acadia, Avoyelles, Evangeline, Iberia, Lafayette, Saint Landry, Saint Martin, Saint Mary, Terrebonne, 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. 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.

**\*The COVID-19 pandemic began, officially, for 232-HELP March 12, 2020. Several tropical storms/hurricanes impacted Louisiana. Data collected for pandemic purposes may not reflect what is normally presented in this report.**

## Contact Statistics

January 1, 2021 – March 31, 2021

\*These numbers reflect contacts answered in three of 232-HELP's inbound queues: Sunshine, COVID, and Kinship. Due to the stress of the pandemic, callers pressed any option to speak with a live specialist. These numbers do not reflect only reflect calls specifically for that queue. For example, some callers may have pressed Sunshine queue, but the call was COVID related.

		QUARTERLY SUNSHINE			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Answered	6505	95%	100%	-5%	
Total Long Abandons	227	3%	10%	+7%	
Total Calls Inbound	6817				
Average Talk Time	0:05:41				
Average Speed of Answer	0:01:31	91 sec	<60 sec	-32 sec	
Average Abandonment Time	0:02:22	142 sec	<2 min	-23 sec	
Service Level	79%	79%	85%	-6%	

		QUARTERLY KINSHIP			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Answered	227	88%	100%	-12%	
Total Long Abandons	27	10.5%	10%	-0.5%	
Total Calls Inbound	258				
Average Talk Time	0:04:50				
Average Speed of Answer	0:00:30	30 sec	<60 sec	-29 sec	
Average Abandonment Time	0:01:38	98 sec	<2 min	+21 sec	
Service Level	77.6%	77.6%	85%	-7.4%	

		QUARTERLY COVID			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Answered	1315	92.5%	100%	-7.5%	
Total Long Abandons	95	6.7%	10%	+3.3%	
Total Calls Inbound	1421				
Average Talk Time	0:05:13				
Average Speed of Answer	0:08:11*	491 sec	<2 min	-372 sec	
Average Abandonment Time	0:01:46	106 sec	<2 min	+13 sec	
Service Level	82.1%	82.1%	85%	-2.9%	

\*Due to miscommunication with inContact, a mix-up with setting hours of operation for MLK Holiday caused a few call backs to sit for 24 hours. COVID calls have decreased over time thus statistics were never able to recover as the other queues.

## Gender and Age Demographics

*\*Numbers for Gender/Age Range now includes disaster intakes (the nature of these calls does not include asking for this hence the large number of unrecorded numbers).*

Gender/Age Distribution									
	0-5	6-12	13-17	18-24	25-40	41-59	60+	Unrecorded	Total
Female	1	2	1	121	602	624	550	2179	4080
Male	1	0	0	48	334	381	264	811	1839
LGBTQ+	0	0	0	0	0	1	1	5	7
Undisclosed	0	0	1	15	111	182	485	816	1610
<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>184</b>	<b>1047</b>	<b>1188</b>	<b>1300</b>	<b>3811</b>	<b>7536</b>
% Female	50%	100%	50%	66%	57%	53%	42%		
% Male	50%	0%	0%	26%	32%	32%	20%		

## Contact Intakes by Parish

Client Contact Intakes		
Parish Name	#	%
Acadia	225	5%
Avoyelles	53	1%
Evangeline	77	2%
Iberia	230	5%
Lafayette	2952	61%
Saint Landry	364	8%
Saint Martin	203	4%
Saint Mary	90	2%
Terrebonne	94	2%
Vermilion	164	3%
Outside Service Area	355	7%
<b>Total</b>	<b>4812</b>	<b>100%</b>

Disaster Intakes		
Parish Name	#	%
Acadia	113	4%
Avoyelles	74	3%
Evangeline	63	2%
Iberia	211	8%
Lafayette	1240	46%
Saint Landry	289	11%
Saint Martin	164	6%
Saint Mary	115	4%
Terrebonne	142	5%
Vermilion	81	3%
Outside Service Area	232	9%
<b>Total</b>	<b>2724</b>	<b>100%</b>

## Call Types

January 1, 2021 – March 31, 2021

Call Type							
Call Type out of 4809	#	%					
Information***	3288	68%					
Referral***	1300	27%					
Advocacy***	164	3%					
Crisis Intervention***	3	0%					
**Miscellaneous***	54	1%					
<b>All Contact Types</b>	#	Actual	Goal	Difference			
Incoming Telephone Calls Answered	8047	95.7%	100.0%	-4.3%			
Total TXT Messages	12						
Web Hits/Visitors	2826						
Walk Ins***	2						
Field Work***	1						
Email***	7						
Postal Mail***	27						
Public Resource Directory (Unique Visitors)	992						
Public Resource Directory total activity	2471						
<b>Engagement/Administrative Statistics</b>	#						
# Follow Up Calls Attempted***	2				0%	5%	-5%
# Follow Up Calls (Endangerment/Crisis/Suicide Calls)	1	33.3%	100%	-66.7%			
# of Outreach Events***	N/A						
# Resource Records to Date / Updated / Added	1535 / 386 / 94						

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

\*\*\*\*\*Unite Us/Follow Ups:

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

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

**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.

## Acadia Parish

Acadia		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			160	31%	
BD	Food	29	9			
BH	Housing/Shelter	74	0			
BM	Material Goods	21	3			
BT	Transportation	4	2			
BV	Utility Payment Assistance	32	12			
<b>D</b>	<b>Consumer Services</b>			7	1%	(+2)
DT	Tax Organizations & Services	5	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			23	4%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	11	6			
FT	Legal Services	11	0			
<b>H</b>	<b>Education</b>			1	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			88	17%	
<b>L</b>	<b>Health Care</b>			104	20%	(+21)
LH	Health Supportive Services	48	3			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	33	0			
<b>N</b>	<b>Income Support/Employment</b>			35	7%	
ND	Employment	5	0			
NL	Public Assistance Programs	29	0			
NS	Social Insurance Programs	1	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			18	3%	(+2)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	16	17			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			8	2%	(+2)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	1	0			
<b>T</b>	<b>Organizational/Community Services</b>			80	15%	(+4)
TD	Community Groups & Government	35	47			
TH	Disaster Services	25	2			
TI	Donor Services	6	0			
TJ	Information Services	10	1			
	<b>Total</b>			524	100%	

## Avoyelles Parish

Avoyelles		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			47	22%	
BD	Food	20	1			
BH	Housing/Shelter	14	5			
BM	Material Goods	2	2			
BT	Transportation	1	2			
BV	Utility Payment Assistance	10	3			
<b>D</b>	<b>Consumer Services</b>			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			6	3%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	4	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			62	29%	
<b>L</b>	<b>Health Care</b>			37	17%	(+11)
LH	Health Supportive Services	7	1			
LN	Outpatient Health Facilities	19	0			
LV	Specialty Medicine	0	0			
<b>N</b>	<b>Income Support/Employment</b>			14	7%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	13	0			
NS	Social Insurance Programs	0	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			8	4%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	7	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			1	0%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			37	17%	
TD	Community Groups & Government	11	1			
TH	Disaster Services	21	3			
TI	Donor Services	0	0			
TJ	Information Services	5	1			
	<b>Total</b>			213	100%	

## Evangeline Parish

Evangeline		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			71	27%	
BD	Food	25	1			
BH	Housing/Shelter	16	1			
BM	Material Goods	0	2			
BT	Transportation	8	0			
BV	Utility Payment Assistance	22	0			
<b>D</b>	<b>Consumer Services</b>			3	1%	(+1)
DT	Tax Organizations & Services	2	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			7	3%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	6	1			
FT	Legal Services	1	0			
<b>H</b>	<b>Education</b>			1	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			72	27%	
<b>L</b>	<b>Health Care</b>			42	16%	(+16)
LH	Health Supportive Services	25	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	1	0			
<b>N</b>	<b>Income Support/Employment</b>			20	8%	
ND	Employment	0	0			
NL	Public Assistance Programs	18	0			
NS	Social Insurance Programs	2	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			6	2%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	4	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			2	1%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			41	15%	(+1)
TD	Community Groups & Government	9	3			
TH	Disaster Services	23	7			
TI	Donor Services	0	0			
TJ	Information Services	8	0			
	<b>Total</b>			265	100%	

## Iberia Parish

Iberia		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			301	36%	
BD	Food	25	1			
BH	Housing/Shelter	145	17			
BM	Material Goods	22	3			
BT	Transportation	17	1			
BV	Utility Payment Assistance	92	13			
<b>D</b>	<b>Consumer Services</b>			9	1%	(+2)
DT	Tax Organizations & Services	7	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			23	3%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	10	0			
FT	Legal Services	13	0			
<b>H</b>	<b>Education</b>			1	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			149	18%	
<b>L</b>	<b>Health Care</b>			168	20%	(+73)
LH	Health Supportive Services	94	4			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	1	0			
<b>N</b>	<b>Income Support/Employment</b>			42	5%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	35	0			
NS	Social Insurance Programs	6	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			27	3%	(+5)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	22	7			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			4	0%	(+4)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			110	13%	
TD	Community Groups & Government	45	32			
TH	Disaster Services	40	12			
TI	Donor Services	4	0			
TJ	Information Services	21	3			
	<b>Total</b>			834	100%	



## Lafayette Parish

Lafayette		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			2911	43%	
BD	Food	791	29			
BH	Housing/Shelter	1424	148			
BM	Material Goods	315	31			
BT	Transportation	62	9			
BV	Utility Payment Assistance	319	52			
<b>D</b>	<b>Consumer Services</b>			139	2%	(+52)
DT	Tax Organizations & Services	87	3			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			244	4%	(+26)
FL	Law Enforcement Agencies	12	0			
FP	Legal Assistance Modalities	77	62			
FT	Legal Services	129	9			
<b>H</b>	<b>Education</b>			18	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			819	12%	
<b>L</b>	<b>Health Care</b>			1110	16%	(+488)
LH	Health Supportive Services	578	23			
LN	Outpatient Health Facilities	17	0			
LV	Specialty Medicine	27	0			
<b>N</b>	<b>Income Support/Employment</b>			251	4%	(+7)
ND	Employment	42	1			
NL	Public Assistance Programs	151	1			
NS	Social Insurance Programs	51	6			
<b>P</b>	<b>Individual &amp; Family Life</b>			195	3%	(+8)
PB	Death Certification/Burial Arrangement	7	0			
PH	Individual and Family Support	170	212			
PL	Leisure Activities/Recreation	1	0			
PN	Mutual Support	9	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			107	2%	(+29)
RM	Mental Health Care Facilities	11	1			
RP	Mental Health Evaluation & Treatment	42	3			
RX	Substance Abuse Services	25	0			
<b>T</b>	<b>Organizational/Community Services</b>			958	14%	(+42)
TD	Community Groups & Government	523	685			
TH	Disaster Services	171	27			
TI	Donor Services	59	2			
TJ	Information Services	163	45			
	<b>Total</b>			6752	100%	

## Saint Landry

Saint Landry		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			304	27%	
BD	Food	94	5			
BH	Housing/Shelter	110	39			
BM	Material Goods	19	2			
BT	Transportation	11	3			
BV	Utility Payment Assistance	70	4			
<b>D</b>	<b>Consumer Services</b>			25	2%	(+2)
DT	Tax Organizations & Services	23	4			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			57	5%	(+3)
FL	Law Enforcement Agencies	2	0			
FP	Legal Assistance Modalities	17	5			
FT	Legal Services	35	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			227	20%	
<b>L</b>	<b>Health Care</b>			246	22%	(+128)
LH	Health Supportive Services	114	6			
LN	Outpatient Health Facilities	1	2			
LV	Specialty Medicine	3	0			
<b>N</b>	<b>Income Support/Employment</b>			78	7%	
ND	Employment	6	0			
NL	Public Assistance Programs	67	2			
NS	Social Insurance Programs	5	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			32	3%	(+5)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	22	13			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	3	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			28	3%	(+5)
RM	Mental Health Care Facilities	6	1			
RP	Mental Health Evaluation & Treatment	11	2			
RX	Substance Abuse Services	6	0			
<b>T</b>	<b>Organizational/Community Services</b>			115	10%	(+3)
TD	Community Groups & Government	47	29			
TH	Disaster Services	36	1			
TI	Donor Services	1	1			
TJ	Information Services	28	8			
	<b>Total</b>			1112	100%	

## Saint Martin

Saint Martin		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			182	29%	
BD	Food	42	5			
BH	Housing/Shelter	84	12			
BM	Material Goods	22	4			
BT	Transportation	3	0			
BV	Utility Payment Assistance	31	1			
<b>D</b>	<b>Consumer Services</b>			11	2%	(+1)
DT	Tax Organizations & Services	10	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			18	3%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	8	6			
FT	Legal Services	9	0			
<b>H</b>	<b>Education</b>			1	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			118	19%	
<b>L</b>	<b>Health Care</b>			125	20%	(+61)
LH	Health Supportive Services	62	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	2	0			
<b>N</b>	<b>Income Support/Employment</b>			30	5%	
ND	Employment	2	0			
NL	Public Assistance Programs	25	0			
NS	Social Insurance Programs	3	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			17	3%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	17	21			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			14	2%	(+3)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	6	0			
RX	Substance Abuse Services	5	0			
<b>T</b>	<b>Organizational/Community Services</b>			113	18%	(+2)
TD	Community Groups & Government	41	50			
TH	Disaster Services	48	6			
TI	Donor Services	6	0			
TJ	Information Services	16	1			
	<b>Total</b>			629	100%	

## Saint Mary

Saint Mary		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			149	37%	
BD	Food	25	3			
BH	Housing/Shelter	69	10			
BM	Material Goods	4	2			
BT	Transportation	1	1			
BV	Utility Payment Assistance	50	4			
<b>D</b>	<b>Consumer Services</b>			1	0%	
DT	Tax Organizations & Services	1	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			9	2%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	2			
FT	Legal Services	7	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			105	26%	
<b>L</b>	<b>Health Care</b>			74	18%	(+56)
LH	Health Supportive Services	18	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
<b>N</b>	<b>Income Support/Employment</b>			26	6%	
ND	Employment	0	0			
NL	Public Assistance Programs	24	1			
NS	Social Insurance Programs	2	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			7	2%	
PB	Death Certification/Burial Arrangement	2	1			
PH	Individual and Family Support	5	3			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			2	0%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			31	8%	(+1)
TD	Community Groups & Government	12	8			
TH	Disaster Services	10	2			
TI	Donor Services	0	0			
TJ	Information Services	8	3			
	<b>Total</b>			404	100%	

## Terrebonne Parish

Terrebonne		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			146	32%	
BD	Food	32	2			
BH	Housing/Shelter	75	4			
BM	Material Goods	6	3			
BT	Transportation	4	1			
BV	Utility Payment Assistance	29	1			
<b>D</b>	<b>Consumer Services</b>			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			8	2%	
FL	Law Enforcement Agencies	1	1			
FP	Legal Assistance Modalities	5	0			
FT	Legal Services	2	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			150	33%	
<b>L</b>	<b>Health Care</b>			82	18%	(+57)
LH	Health Supportive Services	35	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
<b>N</b>	<b>Income Support/Employment</b>			23	5%	(+2)
ND	Employment	0	0			
NL	Public Assistance Programs	21	2			
NS	Social Insurance Programs	0	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			6	1%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	4	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			5	1%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	4	0			
<b>T</b>	<b>Organizational/Community Services</b>			38	8%	(+1)
TD	Community Groups & Government	8	0			
TH	Disaster Services	17	2			
TI	Donor Services	0	0			
TJ	Information Services	12	0			
	<b>Total</b>			459	100%	

## Vermilion Parish

Vermilion		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			173	39%	
BD	Food	20	0			
BH	Housing/Shelter	101	8			
BM	Material Goods	6	2			
BT	Transportation	5	1			
BV	Utility Payment Assistance	41	2			
<b>D</b>	<b>Consumer Services</b>			6	1%	(+1)
DT	Tax Organizations & Services	5	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			9	2%	(+2)
FL	Law Enforcement Agencies	0	1			
FP	Legal Assistance Modalities	3	2			
FT	Legal Services	4	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			64	15%	
<b>L</b>	<b>Health Care</b>			108	25%	(+46)
LH	Health Supportive Services	57	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	6	0			
<b>N</b>	<b>Income Support/Employment</b>			18	4%	
ND	Employment	0	0			
NL	Public Assistance Programs	18	0			
NS	Social Insurance Programs	0	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			10	2%	(+2)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	7	5			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			5	1%	(+3)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	1	0			
<b>T</b>	<b>Organizational/Community Services</b>			45	10%	(+2)
TD	Community Groups & Government	21	18			
TH	Disaster Services	15	2			
TI	Donor Services	0	0			
TJ	Information Services	7	4			
	<b>Total</b>			438	100%	

## Outside of Ten Parish Service Area

Outside Ten Parish Service Area		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			282	34%	
BD	Food	59	2			
BH	Housing/Shelter	158	14			
BM	Material Goods	17	3			
BT	Transportation	7	1			
BV	Utility Payment Assistance	41	2			
<b>D</b>	<b>Consumer Services</b>			35	4%	(+5)
DT	Tax Organizations & Services	30	4			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			23	3%	(+9)
FL	Law Enforcement Agencies	2	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	10	0			
<b>H</b>	<b>Education</b>			2	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			97	12%	
<b>L</b>	<b>Health Care</b>			85	10%	(+44)
LH	Health Supportive Services	38	3			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	3	0			
<b>N</b>	<b>Income Support/Employment</b>			31	4%	(+2)
ND	Employment	2	0			
NL	Public Assistance Programs	25	1			
NS	Social Insurance Programs	2	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			13	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	13	5			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			3	0%	(+3)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	1			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			252	31%	(+3)
TD	Community Groups & Government	42	12			
TH	Disaster Services	62	3			
TI	Donor Services	2	0			
TJ	Information Services	143	12			
	<b>Total</b>			823	100%	

## Top Ten

January 1, 2021 – March 31, 2021

Top Ten Unmet Needs	Count
Homeless Advocacy Groups	831
Street Outreach Programs	274
Rent Payment Assistance	145
Legislative Advocacy	77
Utility Service Payment Assistance	63
Comprehensive Info. & Referral	56
Consumer Services	40
Referral to Dental Prac. Donating...	24
Heaters	23
Housing Related Coordinated Entry	21

Top Ten Resources Attached	Count
ARCH	1380
COVID-19 Vaccine	1108
COVID-19 Information & FAQ's	838
SMILE - Homeless Prevention	417
Monsignor Sigur Center	342
CARES Act	221
Acadiana Legal Aid	209
SMILE – LIHEAP	208
232-HELP Donated Dental Program	188
232-HELP Information & Referral / 211	170