

## Quarterly Report (October 1, 2020 – December 31, 2020)

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-Fri 8:30am - 4:30pm</b>			
Days & Hours of Operation	<b><a href="https://232-help.org">https://232-help.org</a></b>	<b><a href="https://232-help.org/directory">https://232-help.org/directory</a></b>	
	Website Address	Resource Directory	
SERVICE AREA			
<b>Parishes Served:</b>	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. 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 United Way agencies: UW Acadiana, UW Iberia, and UW Saint Landry/Evangeline.

***\*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.***

***\*Due to technical issues, 232-HELP did not fully go live until midday November 18, 2020. Contact Statistics from Smoothstone will be delineated from inContact.***

## Contact Statistics

October 1, 2020 – December 31, 2020

\*These numbers reflect contacts answered in three of 232-HELP's queues: Sunshine, COVID, 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.

Intrado, formerly West IP – Smoothstone (from Oct. 1 to midday Nov. 18)

QUARTERLY SUNSHINE				
Performance Measures				
CONTACT STATISTICS	Statistics	Actual	Goal	Difference
Total Calls Answered	6311	91%	100%	9%
Total Calls Abandoned	637	10%	10%	0%
Total Calls Inbound	6957			
Average Talk Time	0:04:24			
Average Speed of Answer	0:01:00	60 sec	<60 sec	-1 sec
Average Abandonment Time	0:02:17	137 sec	<2 min	-18 sec
Service Level	72.2%	72.2%	85%	-12.8%

QUARTERLY KINSHIP				
Performance Measures				
CONTACT STATISTICS	Statistics	Actual	Goal	Difference
Total Calls Answered	279	86%	100%	14%
Total Calls Abandoned	45	16%	10%	-6%
Total Calls Inbound	325			
Average Talk Time	0:04:30			
Average Speed of Answer	0:00:39	39 sec	<60 sec	+20 sec
Average Abandonment Time	0:01:11	71 sec	<2 min	+48 sec
Service Level	79.3%	79.3%	85%	-5.7%

QUARTERLY COVID				
Performance Measures				
CONTACT STATISTICS	Statistics	Actual	Goal	Difference
Total Calls Answered	551	88%	100%	12%
Total Calls Abandoned	72	13%	10%	-3%
Total Calls Inbound	623			
Average Talk Time	0:04:25			
Average Speed of Answer	0:00:49	49 sec	<60 sec	+10 sec
Average Abandonment Time	0:01:18	78 sec	<2 min	+41 sec
Service Level	86.0%	86.0%	85%	1.0%

inContact Queue Statistics (from Nov. 18 midday to Dec. 31)

		QUARTERLY SUNSHINE			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Answered	3488	95%	100%	5%	
Total Long Abandons	154	4%	10%	6%	
Total Calls Inbound	3662				
Average Talk Time	0:06:04				
Average Speed of Answer	0:00:44	44 sec	<60 sec	+15 sec	
Average Abandonment Time	0:01:46	106 sec	<2 min	+13 sec	
Service Level	76.3%	76.3%	85%	-8.7%	

		QUARTERLY KINSHIP			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Answered	98	86%	100%	14%	
Total Long Abandons	14	14%	10%	-4%	
Total Calls Inbound	114				
Average Talk Time	0:06:18				
Average Speed of Answer	0:00:41	41 sec	<60 sec	+78 sec	
Average Abandonment Time	0:01:13	73 sec	<2 min	+46 sec	
Service Level	72.3%	72.3%	85%	-12.7%	

		QUARTERLY COVID			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Answered	430	92%	100%	8%	
Total Long Abandons	32	7%	10%	3%	
Total Calls Inbound	465				
Average Talk Time	0:05:51				
Average Speed of Answer	0:02:23	143 sec	<2 min	-24 sec	
Average Abandonment Time	0:01:39	99 sec	<2 min	+20 sec	
Service Level	82.5%	82.5%	85%	-2.5%	

## 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	0	2	6	105	552	545	373	2402	3985
Male	0	0	0	29	184	251	142	648	1254
LGBTQ+	0	0	0	0	0	0	0	5	5
Undisclosed	0	0	0	14	102	148	135	4230	4629
<b>Total</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>148</b>	<b>838</b>	<b>944</b>	<b>650</b>	<b>7285</b>	<b>9873</b>
% Female	0%	100%	100%	71%	66%	58%	57%		
% Male	0%	0%	0%	20%	22%	27%	22%		

## Contact Intakes by Parish

Client Contact Intakes		
Parish Name	#	%
Acadia	188	4%
Avoyelles	63	1%
Evangeline	90	2%
Iberia	259	5%
Lafayette	2862	60%
Saint Landry	315	7%
Saint Martin	198	4%
Saint Mary	134	3%
Terrebonne	106	2%
Vermilion	169	4%
Outside Service Area	390	8%
<b>Total</b>	<b>4774</b>	<b>100%</b>

Disaster Intakes		
Parish Name	#	%
Acadia	467	9%
Avoyelles	65	1%
Evangeline	100	2%
Iberia	297	6%
Lafayette	2048	38%
Saint Landry	657	12%
Saint Martin	348	6%
Saint Mary	130	2%
Terrebonne	184	3%
Vermilion	335	6%
Outside Service Area	736	14%
<b>Total</b>	<b>5367</b>	<b>100%</b>

## Call Types

October 1, 2020 – December 31, 2020

Call Type							
Call Type	#	%					
Information***	2746	34%					
Referral***	1580	56%					
Advocacy***	112	5%					
Crisis Intervention***	4	0%					
**Miscellaneous***	84	5%					
All Contact Types	#	Actual	Goal	Difference			
Incoming Telephone Calls Answered	11157	91.9%	100.0%	8.1%			
Total TXT Messages	9						
Web Hits/Visitors	2770						
Walk Ins***	N/A						
Field Work***	N/A						
Email***	13						
Postal Mail***	16						
Public Resource Directory (Unique Visitors)	1329						
Public Resource Directory total activity	6563						
Engagement/Administrative Statistics	#						
# Follow Up Calls Attempted***	N/A				N/A	5%	N/A
# Follow Up Calls (Endangerment/Crisis/Suicide Calls)	N/A	0%	100%	0%			
# of Outreach Events***	N/A						
# Resource Records to Date / Updated / Added	1533 / 498 / 43						

\*\*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 sake.

\*\*\*Denotes this does count does not apply to nor include COVID-19 Disaster Intakes; there were no outreach, walk-ins, fieldwork or follow up calls made - Follow up calls were made during this initiative which would be counted as follow ups if the Unite Us platform could delineate follow-up calls.

**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>			361	28%	
BD	Food	156	9			
BH	Housing/Shelter	89	9			
BM	Material Goods	41	6			
BT	Transportation	4	1			
BV	Utility Payment Assistance	71	6			
<b>D</b>	<b>Consumer Services</b>			2	0%	
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			19	1%	(+1)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	9	0			
FT	Legal Services	8	1			
<b>H</b>	<b>Education</b>			2	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			67	5%	
<b>L</b>	<b>Health Care</b>			54	4%	(+23)
LH	Health Supportive Services	26	2			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	4	0			
<b>N</b>	<b>Income Support/Employment</b>			21	2%	
ND	Employment	1	0			
NL	Public Assistance Programs	16	3			
NS	Social Insurance Programs	4	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			10	1%	(+2)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	8	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			10	1%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	9	0			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			748	58%	
TD	Community Groups & Government	24	4			
TH	Disaster Services	645	19			
TI	Donor Services	3	0			
TJ	Information Services	76	2			
	<b>Total</b>			1294	100%	

## Avoyelles Parish

Avoyelles		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			78	39%	
BD	Food	16	14			
BH	Housing/Shelter	19	0			
BM	Material Goods	2	2			
BT	Transportation	0	0			
BV	Utility Payment Assistance	41	3			
<b>D</b>	<b>Consumer Services</b>			0	0%	
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			6	3%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	4	1			
FT	Legal Services	1	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			30	15%	
<b>L</b>	<b>Health Care</b>			10	5%	(+7)
LH	Health Supportive Services	1	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	2	0			
<b>N</b>	<b>Income Support/Employment</b>			6	3%	
ND	Employment	1	0			
NL	Public Assistance Programs	3	1			
NS	Social Insurance Programs	2	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			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			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			0	0%	
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>			67	33%	(+1)
TD	Community Groups & Government	8	0			
TH	Disaster Services	49	2			
TI	Donor Services	0	0			
TJ	Information Services	9	0			
	<b>Total</b>			202	100%	

## Evangeline Parish

Evangeline		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			150	41%	
BD	Food	31	1			
BH	Housing/Shelter	61	4			
BM	Material Goods	3	1			
BT	Transportation	1	0			
BV	Utility Payment Assistance	54	4			
<b>D</b>	<b>Consumer Services</b>			0	0%	
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			10	3%	
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	5	0			
FT	Legal Services	4	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			60	16%	
<b>L</b>	<b>Health Care</b>			22	6%	(+16)
LH	Health Supportive Services	6	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
<b>N</b>	<b>Income Support/Employment</b>			16	4%	
ND	Employment	0	0			
NL	Public Assistance Programs	15	0			
NS	Social Insurance Programs	1	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			6	2%	(+1)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	4	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			2	1%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	1	0			
<b>T</b>	<b>Organizational/Community Services</b>			100	27%	(+1)
TD	Community Groups & Government	4	5			
TH	Disaster Services	84	9			
TI	Donor Services	0	0			
TJ	Information Services	11	0			
	<b>Total</b>			366	100%	



## Iberia Parish

Iberia		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			573	47%	
BD	Food	89	2			
BH	Housing/Shelter	228	7			
BM	Material Goods	33	0			
BT	Transportation	4	0			
BV	Utility Payment Assistance	219	13			
<b>D</b>	<b>Consumer Services</b>			8	1%	(+8)
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			32	3%	(+4)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	14	2			
FT	Legal Services	13	1			
<b>H</b>	<b>Education</b>			2	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			87	7%	
<b>L</b>	<b>Health Care</b>			37	3%	(+29)
LH	Health Supportive Services	5	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	3	0			
<b>N</b>	<b>Income Support/Employment</b>			25	2%	(+1)
ND	Employment	2	0			
NL	Public Assistance Programs	18	0			
NS	Social Insurance Programs	4	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			28	2%	(+10)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	17	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			4	0%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	1	0			
<b>T</b>	<b>Organizational/Community Services</b>			416	34%	(+4)
TD	Community Groups & Government	27	8			
TH	Disaster Services	335	26			
TI	Donor Services	2	0			
TJ	Information Services	48	3			
	<b>Total</b>			1212	100%	

## Lafayette Parish

Lafayette		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			3652	44%	
BD	Food	1370	45			
BH	Housing/Shelter	1150	150			
BM	Material Goods	352	12			
BT	Transportation	35	11			
BV	Utility Payment Assistance	745	78			
<b>D</b>	<b>Consumer Services</b>			34	0%	(+32)
DT	Tax Organizations & Services	2	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			257	3%	(+36)
FL	Law Enforcement Agencies	14	1			
FP	Legal Assistance Modalities	76	20			
FT	Legal Services	131	3			
<b>H</b>	<b>Education</b>			16	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			603	7%	
<b>L</b>	<b>Health Care</b>			431	5%	(+185)
LH	Health Supportive Services	214	10			
LN	Outpatient Health Facilities	17	0			
LV	Specialty Medicine	15	0			
<b>N</b>	<b>Income Support/Employment</b>			155	2%	(+8)
ND	Employment	24	10			
NL	Public Assistance Programs	113	0			
NS	Social Insurance Programs	10	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			306	4%	(+35)
PB	Death Certification/Burial Arrangement	9	3			
PH	Individual and Family Support	256	98			
PL	Leisure Activities/Recreation	0	5			
PN	Mutual Support	6	1			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			75	1%	(+17)
RM	Mental Health Care Facilities	18	0			
RP	Mental Health Evaluation & Treatment	29	4			
RX	Substance Abuse Services	11	0			
<b>T</b>	<b>Organizational/Community Services</b>			2766	33%	(+46)
TD	Community Groups & Government	339	182			
TH	Disaster Services	2017	125			
TI	Donor Services	55	0			
TJ	Information Services	309	31			
	<b>Total</b>			8295	100%	

## Saint Landry

Saint Landry		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			528	28%	
BD	Food	220	3			
BH	Housing/Shelter	94	41			
BM	Material Goods	52	4			
BT	Transportation	11	1			
BV	Utility Payment Assistance	151	9			
<b>D</b>	<b>Consumer Services</b>			12	1%	(+4)
DT	Tax Organizations & Services	8	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			31	2%	
FL	Law Enforcement Agencies	1	1			
FP	Legal Assistance Modalities	13	2			
FT	Legal Services	17	0			
<b>H</b>	<b>Education</b>			1	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			235	12%	
<b>L</b>	<b>Health Care</b>			133	7%	(+97)
LH	Health Supportive Services	34	1			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	1	0			
<b>N</b>	<b>Income Support/Employment</b>			42	2%	
ND	Employment	4	0			
NL	Public Assistance Programs	35	2			
NS	Social Insurance Programs	3	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			32	2%	(+6)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	24	8			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			42	2%	(+5)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	6	0			
RX	Substance Abuse Services	29	0			
<b>T</b>	<b>Organizational/Community Services</b>			845	44%	(+6)
TD	Community Groups & Government	34	9			
TH	Disaster Services	716	37			
TI	Donor Services	6	1			
TJ	Information Services	83	3			
	<b>Total</b>			1901	100%	

## Saint Martin

Saint Martin		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			223	23%	
BD	Food	76	4			
BH	Housing/Shelter	63	12			
BM	Material Goods	30	5			
BT	Transportation	4	0			
BV	Utility Payment Assistance	50	3			
<b>D</b>	<b>Consumer Services</b>			2	0%	(+2)
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			20	2%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	10	5			
FT	Legal Services	10	0			
<b>H</b>	<b>Education</b>			1	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			166	17%	
<b>L</b>	<b>Health Care</b>			59	6%	(+33)
LH	Health Supportive Services	23	1			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	1	0			
<b>N</b>	<b>Income Support/Employment</b>			26	3%	(+2)
ND	Employment	2	0			
NL	Public Assistance Programs	21	0			
NS	Social Insurance Programs	1	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			15	2%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	13	6			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			8	1%	(+2)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			467	47%	(+4)
TD	Community Groups & Government	25	21			
TH	Disaster Services	389	16			
TI	Donor Services	4	0			
TJ	Information Services	45	0			
	<b>Total</b>			987	100%	

## Saint Mary

Saint Mary		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			341	55%	
BD	Food	41	16			
BH	Housing/Shelter	121	0			
BM	Material Goods	13	0			
BT	Transportation	6	0			
BV	Utility Payment Assistance	160	5			
<b>D</b>	<b>Consumer Services</b>			4	1%	(+4)
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			12	2%	(+2)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	6	3			
FT	Legal Services	3	5			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			85	14%	
<b>L</b>	<b>Health Care</b>			62	10%	(+54)
LH	Health Supportive Services	7	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	1	0			
<b>N</b>	<b>Income Support/Employment</b>			20	3%	
ND	Employment	0	0			
NL	Public Assistance Programs	20	0			
NS	Social Insurance Programs	0	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			3	0%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	1	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			0	0%	
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>			97	16%	(+1)
TD	Community Groups & Government	9	4			
TH	Disaster Services	79	4			
TI	Donor Services	0	0			
TJ	Information Services	8	0			
	<b>Total</b>			624	100%	

## Terrebonne Parish

Terrebonne		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			216	39%	
BD	Food	71	6			
BH	Housing/Shelter	73	0			
BM	Material Goods	0	1			
BT	Transportation	1	0			
BV	Utility Payment Assistance	71	0			
<b>D</b>	<b>Consumer Services</b>			0	0%	
DT	Tax Organizations & Services	0	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			12	2%	(+2)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	5	0			
FT	Legal Services	5	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			115	21%	
<b>L</b>	<b>Health Care</b>			36	6%	(+35)
LH	Health Supportive Services	1	0			
LN	Outpatient Health Facilities	0	1			
LV	Specialty Medicine	0	0			
<b>N</b>	<b>Income Support/Employment</b>			15	3%	
ND	Employment	0	0			
NL	Public Assistance Programs	15	0			
NS	Social Insurance Programs	0	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			5	1%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	5	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			2	0%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			159	28%	(+1)
TD	Community Groups & Government	3	4			
TH	Disaster Services	141	8			
TI	Donor Services	0	0			
TJ	Information Services	14	1			
	<b>Total</b>			560	100%	

## Vermilion Parish

Vermilion		Subtotal	# Coded unmet	Category Total	%	Variance
<b>B</b>	<b>Basic Needs</b>			309	30%	
BD	Food	82	2			
BH	Housing/Shelter	97	10			
BM	Material Goods	20	1			
BT	Transportation	6	1			
BV	Utility Payment Assistance	104	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>			22	2%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	12	0			
FT	Legal Services	9	0			
<b>H</b>	<b>Education</b>			0	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			41	4%	
<b>L</b>	<b>Health Care</b>			36	3%	(+11)
LH	Health Supportive Services	25	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	1			
<b>N</b>	<b>Income Support/Employment</b>			21	2%	
ND	Employment	2	0			
NL	Public Assistance Programs	14	1			
NS	Social Insurance Programs	5	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			18	2%	(+2)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	14	3			
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>			585	57%	(+1)
TD	Community Groups & Government	23	11			
TH	Disaster Services	508	29			
TI	Donor Services	0	0			
TJ	Information Services	53	4			
	<b>Total</b>			1034	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>			429	25%	
BD	Food	98	1			
BH	Housing/Shelter	210	17			
BM	Material Goods	40	3			
BT	Transportation	6	4			
BV	Utility Payment Assistance	75	2			
<b>D</b>	<b>Consumer Services</b>			2	0%	(+1)
DT	Tax Organizations & Services	1	0			
<b>F</b>	<b>Criminal Justice &amp; Legal Services</b>			28	2%	(+2)
FL	Law Enforcement Agencies	2	0			
FP	Legal Assistance Modalities	10	1			
FT	Legal Services	14	1			
<b>H</b>	<b>Education</b>			3	0%	
<b>J</b>	<b>Environment &amp; Public Health Safety</b>			114	7%	
<b>L</b>	<b>Health Care</b>			63	4%	(+40)
LH	Health Supportive Services	19	0			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	2	0			
<b>N</b>	<b>Income Support/Employment</b>			24	1%	(+3)
ND	Employment	2	0			
NL	Public Assistance Programs	17	0			
NS	Social Insurance Programs	2	0			
<b>P</b>	<b>Individual &amp; Family Life</b>			20	1%	(+6)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	12	6			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
<b>R</b>	<b>Mental Health Care &amp; Substance Abuse</b>			9	1%	(+3)
RM	Mental Health Care Facilities	3	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	0	0			
<b>T</b>	<b>Organizational/Community Services</b>			1017	60%	(+3)
TD	Community Groups & Government	36	10			
TH	Disaster Services	790	57			
TI	Donor Services	0	0			
TJ	Information Services	188	3			
	<b>Total</b>			1709	100%	



## Top Ten

October 1, 2020 – December 31, 2020

Top Ten Unmet Needs	Count
Homeless Advocacy Groups	244
Rent Payment Assistance	142
Disaster Related Shelter Services	116
Utility Service Payment Assistance	81
Housing Related Coordinated Entry	69
Street Outreach Programs	55
FEMA Online/Tele-registration	55
Holiday Gifts/Toys	53
Consumer Services	45
General Disaster Information	44

Top Ten Referred to Provider	Count
232-HELP 211 LA Incident Command	2216
Monsignor Sigur Center	936
Acadiana VOAD	792
COVID-19 Information & FAQ's	781
ARCH	707
DSNAP	579
SMILE - Homeless Prevention	408
SMILE - LIHEAP	291
Progressive Baptist Church	281
Acadiana Legal Aid	256