232 HELP

2·1·1
Get Connected. Get Help.™

Quarterly Report Q2 2022 (April 1st through June 30th)

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.

Contact Statistics
April 1, 2022 – June 30, 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.

CONTACT STATISTICS	QUARTERLY SUNSHINE – option 8			
	Performance Measures			
	Statistics	Actual	Goal	Difference
Total Calls Handled	3767	96.6%	100%	-3.4%
Total Long Abandons	102	2.6%	10%	+7.4%
Total Calls Inbound	3900			
Callback Requests	120			
% Of Callback Requests	3.1%			
Average Talk Time	0:05:203			
Average Speed of Answer	0:00:34	34 sec	<60 sec	+25 sec
Average Abandonment Time	0:02:07	127 sec	<2 min	-8 sec
Service Level	83.3%	83.3%	85%	-1.7%

Contact Statistics Continued

April 1, 2022 – June 30, 2022

CONTACT STATISTICS	QUARTERLY COVID (KINSHIP) – option 2			
	Performance Measures			
	Statistics	Actual	Goal	Difference
Total Calls Handled	149	90.9%	100%	-9.1%
Total Long Abandons	6	3.7%	10%	+6.3%
Total Calls Inbound	164			
Callback Requests	2			
% Of Callback Requests	1.2%			
Average Talk Time	0:05:02			
Average Speed of Answer	0:00:20	20 sec	<60 sec	+39 sec
Average Abandonment Time	0:01:16	76 sec	<2 min	+43 sec
Service Level	85.2%	85.2%	85%	+0.2%

CONTACT STATISTICS	QUARTERLY IDA (COVID) – option 1			
	Performance Measures			
	Statistics	Actual	Goal	Difference
Total Calls Handled	138	93.2%	100%	-6.8%
Total Long Abandons	7	4.7%	10%	+5.3%
Total Calls Inbound	148			
Callback Requests	1			
% Of Callback Requests	0.7%			
Average Talk Time	0:04:47			
Average Speed of Answer	0:00:11	11 sec	<2 min	+109 sec
Average Abandonment Time	0:01:25	85 sec	<2 min	+34 sec
Service Level	92.4%	92.4%	85%	+7.4%

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	157	4%
Avoyelles	38	1%
Evangeline	70	2%
Iberia	238	6%
Lafayette	2158	57%
Saint Landry	260	7%
Saint Martin	174	5%
Saint Mary	86	2%
Terrebonne	221	6%
Vermilion	129	3%
Outside Service Area	251	7%
Total	**3782**	**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	9	0%
18-24	105	3%
25-40	595	16%
41-59	717	19%
60+	542	14%
Undisclosed	1814	48%
Total	**3782**	**100%**

Age Group records the age groups of help seekers in need

Identifies as	#	%
Male	808	21%
Female	2907	77%
Transgender	2	0%
Gender Non-conforming	0	0%
Non-binary	0	0%
Other	0	0%
Undisclosed	65	2%
Total	**3782**	**100%**

Identifies as records the gender identities of help seekers in need

Race/Ethnicity	#	%
White	581	15%
Black/African American	848	22%
Hispanic/Latino	17	0%
Asian	0	0%
Middle Eastern	2	0%
American Indian/Native Alaskan	0	0%
Native Hawaiian or other Pacific Islander	0	0%
Two or more races	28	1%
Undisclosed	2306	61%
Total	**3782**	**100%**

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

Primary Language	#	%
English	3766	100%
Spanish	15	0%
Vietnamese	0	0%
French	1	0%
Haitian Creole	0	0%
Arabic	0	0%
German	0	0%
Other	0	0%
Total	**3782**	**100%**

Primary Language records the language help seekers primarily use

Military Status	#	%
Active	4	0%
Veteran	73	2%
None	1238	33%
Undisclosed	2467	65%
Total	**3782**	**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	3396	90%
Disaster	386	10%
Total	3782	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	256	66%
Ida	113	29%
Laura/Delta	12	3%
Unnamed/Developing Storm	5	1%
Total	386	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
April 1, 2022 – June 30, 2022

Call Type		
Call Type *out of 3782*	#	%
Information	1120	30%
Referral	2569	68%
Advocacy	10	0%
*Crisis	2	0%
**Miscellaneous	81	2%

All Contact Types	#	Actual	Goal	Difference
Incoming Telephone Calls Answered *out of 4212*	4054	96.2%	100.0%	-3.8%
Total TXT Messages	8			
Web/Facebook Messages, etc.	0			
Web Hits/Visitors	3501			
Public Resource Directory (Unique Visitors)	525			
Public Resource Directory total activity	1175			
Engagement/Administrative Statistics	#			
# of Outreach Events***	0			
# Resource Records to Date / Updated / Verified	1542 / 126 / 102			

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.

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**			225	59%	
BD	Food	43	2			
BH	Housing/Shelter	92	21			
BM	Material Goods	20	6			
BT	Transportation	17	11			
BV	Utility Payment Assistance	53	6			
D	**Consumer Services**			2	1%	(+1)
DT	Tax Organizations & Services	1	0			
F	**Criminal Justice & Legal Services**			14	4%	(+1)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	6	0			
FT	Legal Services	6	1			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			2	1%	
L	**Health Care**			29	8%	(+6)
LH	Health Supportive Services	20	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	3	0			
N	**Income Support/Employment**			22	6%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	18	2			
NS	Social Insurance Programs	3	0			
P	**Individual & Family Life**			5	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			
R	**Mental Health Care & Substance Abuse**			34	9%	(+1)
RM	Mental Health Care Facilities	10	0			
RP	Mental Health Evaluation & Treatment	16	0			
RX	Substance Abuse Services	7	0			
T	**Organizational/Community Services**			46	12%	(+1)
TD	Community Groups & Government	19	10			
TH	Disaster Services	4	0			
TI	Donor Services	1	0			
TJ	Information Services	21	2			
	Total			379	100%	

Avoyelles Parish

	Acadia Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			52	67%	
BD	Food	6	1			
BH	Housing/Shelter	27	9			
BM	Material Goods	1	0			
BT	Transportation	0	2			
BV	Utility Payment Assistance	18	6			
D	**Consumer Services**			0	0%	
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			6	8%	
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**			2	3%	
L	**Health Care**			2	3%	(+1)
LH	Health Supportive Services	0	0			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	0	0			
N	**Income Support/Employment**			3	4%	
ND	Employment	0	0			
NL	Public Assistance Programs	3	0			
NS	Social Insurance Programs	0	0			
P	**Individual & Family Life**			3	4%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	2	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	**Mental Health Care & Substance Abuse**			3	4%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	3	1			
RX	Substance Abuse Services	0	0			
T	**Organizational/Community Services**			7	9%	
TD	Community Groups & Government	2	2			
TH	Disaster Services	0	0			
TI	Donor Services	0	0			
TJ	Information Services	5	3			
	Total			78	100%	

Evangeline Parish

	Evangeline Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			128	72%	
BD	Food	28	1			
BH	Housing/Shelter	46	7			
BM	Material Goods	2	1			
BT	Transportation	2	2			
BV	Utility Payment Assistance	50	9			
D	**Consumer Services**			3	2%	
DT	Tax Organizations & Services	3	1			
F	**Criminal Justice & Legal Services**			6	3%	
FL	Law Enforcement Agencies	0	1			
FP	Legal Assistance Modalities	3	0			
FT	Legal Services	3	0			
H	**Education**			1	1%	
J	**Environment & Public Health Safety**			0	0%	
L	**Health Care**			14	8%	(+2)
LH	Health Supportive Services	12	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	**Income Support/Employment**			7	4%	(+2)
ND	Employment	0	1			
NL	Public Assistance Programs	5	0			
NS	Social Insurance Programs	0	0			
P	**Individual & Family Life**			3	2%	
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**			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**			16	9%	(+3)
TD	Community Groups & Government	6	3			
TH	Disaster Services	1	0			
TI	Donor Services	0	0			
TJ	Information Services	6	0			
	Total			179	100%	

Iberia Parish

	Iberia Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			466	73%	
BD	Food	62	1			
BH	Housing/Shelter	191	35			
BM	Material Goods	82	1			
BT	Transportation	15	1			
BV	Utility Payment Assistance	116	6			
D	**Consumer Services**			0	0%	
DT	Tax Organizations & Services	0	1			
F	**Criminal Justice & Legal Services**			9	1%	(+2)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	2			
FT	Legal Services	6	0			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			5	1%	
L	**Health Care**			31	5%	(+4)
LH	Health Supportive Services	25	4			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	2	2			
N	**Income Support/Employment**			40	6%	(+4)
ND	Employment	3	0			
NL	Public Assistance Programs	32	1			
NS	Social Insurance Programs	1	0			
P	**Individual & Family Life**			19	3%	(+3)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	2	6			
PL	Leisure Activities/Recreation	12	0			
PN	Mutual Support	0	0			
R	**Mental Health Care & Substance Abuse**			14	2%	(+3)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	8	0			
RX	Substance Abuse Services	2	0			
T	**Organizational/Community Services**			56	9%	(+1)
TD	Community Groups & Government	23	26			
TH	Disaster Services	9	1			
TI	Donor Services	3	0			
TJ	Information Services	20	1			
	Total			640	100%	

Lafayette Parish

	Lafayette Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			2956	64%	
BD	Food	546	21			
BH	Housing/Shelter	1461	224			
BM	Material Goods	478	28			
BT	Transportation	94	43			
BV	Utility Payment Assistance	377	60			
D	**Consumer Services**			76	2%	(+49)
DT	Tax Organizations & Services	27	2			
F	**Criminal Justice & Legal Services**			146	3%	(+38)
FL	Law Enforcement Agencies	21	0			
FP	Legal Assistance Modalities	43	1			
FT	Legal Services	44	4			
H	**Education**			15	0%	
J	**Environment & Public Health Safety**			37	1%	
L	**Health Care**			273	6%	(+58)
LH	Health Supportive Services	184	10			
LN	Outpatient Health Facilities	13	1			
LV	Specialty Medicine	18	0			
N	**Income Support/Employment**			215	5%	(+36)
ND	Employment	27	3			
NL	Public Assistance Programs	141	4			
NS	Social Insurance Programs	11	0			
P	**Individual & Family Life**			185	4%	(+24)
PB	Death Certification/Burial Arrangement	12	0			
PH	Individual and Family Support	129	3			
PL	Leisure Activities/Recreation	6	11			
PN	Mutual Support	14	0			
R	**Mental Health Care & Substance Abuse**			200	4%	(+22)
RM	Mental Health Care Facilities	47	2			
RP	Mental Health Evaluation & Treatment	89	2			
RX	Substance Abuse Services	42	1			
T	**Organizational/Community Services**			498	11%	(+17)
TD	Community Groups & Government	230	313			
TH	Disaster Services	6	4			
TI	Donor Services	23	4			
TJ	Information Services	222	24			
	Total			4601	100%	

Saint Landry Parish

	Saint Landry Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			352	59%	
BD	Food	71	4			
BH	Housing/Shelter	114	22			
BM	Material Goods	54	5			
BT	Transportation	21	6			
BV	Utility Payment Assistance	92	14			
D	**Consumer Services**			8	1%	(+3)
DT	Tax Organizations & Services	5	0			
F	**Criminal Justice & Legal Services**			8	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	4	0			
FT	Legal Services	4	0			
H	**Education**			5	1%	
J	**Environment & Public Health Safety**			1	0%	
L	**Health Care**			64	11%	(+20)
LH	Health Supportive Services	30	0			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	12	0			
N	**Income Support/Employment**			48	8%	(+6)
ND	Employment	4	0			
NL	Public Assistance Programs	34	1			
NS	Social Insurance Programs	4	0			
P	**Individual & Family Life**			26	4%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	23	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	2	0			
R	**Mental Health Care & Substance Abuse**			20	3%	(+3)
RM	Mental Health Care Facilities	8	0			
RP	Mental Health Evaluation & Treatment	9	0			
RX	Substance Abuse Services	0	0			
T	**Organizational/Community Services**			66	11%	(+2)
TD	Community Groups & Government	30	16			
TH	Disaster Services	3	0			
TI	Donor Services	3	1			
TJ	Information Services	28	0			
	Total			598	100%	

Saint Martin Parish

	Saint Martin Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			238	61%	
BD	Food	46	0			
BH	Housing/Shelter	121	21			
BM	Material Goods	27	1			
BT	Transportation	10	0			
BV	Utility Payment Assistance	34	3			
D	**Consumer Services**			7	2%	(+4)
DT	Tax Organizations & Services	3	0			
F	**Criminal Justice & Legal Services**			10	3%	(+1)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	4	0			
FT	Legal Services	4	0			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			1	0%	
L	**Health Care**			20	5%	(+6)
LH	Health Supportive Services	11	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	3	1			
N	**Income Support/Employment**			33	8%	(+7)
ND	Employment	3	0			
NL	Public Assistance Programs	21	0			
NS	Social Insurance Programs	2	0			
P	**Individual & Family Life**			21	5%	(+1)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	16	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	3	0			
R	**Mental Health Care & Substance Abuse**			17	4%	(+2)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	9	0			
RX	Substance Abuse Services	4	0			
T	**Organizational/Community Services**			45	11%	(+3)
TD	Community Groups & Government	25	20			
TH	Disaster Services	2	0			
TI	Donor Services	1	1			
TJ	Information Services	14	0			
	Total			392	100%	

Saint Mary Parish

	Saint Mary Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			147	77%	
BD	Food	13	1			
BH	Housing/Shelter	75	12			
BM	Material Goods	7	1			
BT	Transportation	4	2			
BV	Utility Payment Assistance	48	3			
D	**Consumer Services**			0	0%	
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			1	1%	(+1)
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**			0	0%	
L	**Health Care**			5	3%	
LH	Health Supportive Services	5	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	**Income Support/Employment**			10	5%	
ND	Employment	0	0			
NL	Public Assistance Programs	9	0			
NS	Social Insurance Programs	1	0			
P	**Individual & Family Life**			4	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	4	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	**Mental Health Care & Substance Abuse**			5	3%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
T	**Organizational/Community Services**			20	10%	
TD	Community Groups & Government	9	14			
TH	Disaster Services	3	2			
TI	Donor Services	0	0			
TJ	Information Services	8	2			
	Total			192	100%	

Terrebonne Parish

	Terrebonne Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			430	72%	
BD	Food	55	4			
BH	Housing/Shelter	280	35			
BM	Material Goods	28	6			
BT	Transportation	8	4			
BV	Utility Payment Assistance	59	1			
D	**Consumer Services**			0	0%	
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			1	0%	
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**			1	0%	
L	**Health Care**			15	3%	(+5)
LH	Health Supportive Services	9	1			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	0	0			
N	**Income Support/Employment**			32	5%	(+9)
ND	Employment	0	0			
NL	Public Assistance Programs	23	1			
NS	Social Insurance Programs	0	0			
P	**Individual & Family Life**			10	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	9	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	**Mental Health Care & Substance Abuse**			8	1%	(+2)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	5	0			
RX	Substance Abuse Services	1	0			
T	**Organizational/Community Services**			98	16%	(+4)
TD	Community Groups & Government	27	4			
TH	Disaster Services	45	9			
TI	Donor Services	2	0			
TJ	Information Services	20	3			
	Total			595	100%	

Vermilion Parish

	Vermilion Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			243	66%	
BD	Food	35	0			
BH	Housing/Shelter	99	12			
BM	Material Goods	29	1			
BT	Transportation	20	2			
BV	Utility Payment Assistance	60	2			
D	**Consumer Services**			1	0%	
DT	Tax Organizations & Services	1	0			
F	**Criminal Justice & Legal Services**			4	1%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	1			
FT	Legal Services	2	0			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			4	1%	
L	**Health Care**			28	8%	(+2)
LH	Health Supportive Services	22	1			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	3	1			
N	**Income Support/Employment**			22	6%	(+3)
ND	Employment	0	0			
NL	Public Assistance Programs	19	0			
NS	Social Insurance Programs	0	0			
P	**Individual & Family Life**			17	5%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	13	0			
PL	Leisure Activities/Recreation	1	0			
PN	Mutual Support	3	0			
R	**Mental Health Care & Substance Abuse**			18	5%	
RM	Mental Health Care Facilities	5	0			
RP	Mental Health Evaluation & Treatment	7	0			
RX	Substance Abuse Services	6	0			
T	**Organizational/Community Services**			29	8%	(+1)
TD	Community Groups & Government	15	8			
TH	Disaster Services	3	0			
TI	Donor Services	0	1			
TJ	Information Services	10	0			
	Total			366	100%	

Outside of Ten Parish Service Area

	Outside Ten Parish Service Area	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			184	49%	
BD	Food	18	6			
BH	Housing/Shelter	95	0			
BM	Material Goods	17	1			
BT	Transportation	3	2			
BV	Utility Payment Assistance	51	4			
D	**Consumer Services**			4	1%	(+1)
DT	Tax Organizations & Services	3	0			
F	**Criminal Justice & Legal Services**			4	1%	
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	1	0			
FT	Legal Services	2	0			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			6	2%	
L	**Health Care**			29	8%	(+6)
LH	Health Supportive Services	0	2			
LN	Outpatient Health Facilities	15	0			
LV	Specialty Medicine	8	1			
N	**Income Support/Employment**			16	4%	
ND	Employment	2	1			
NL	Public Assistance Programs	13	0			
NS	Social Insurance Programs	1	1			
P	**Individual & Family Life**			9	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	9	1			
PL	Leisure Activities/Recreation	0	3			
PN	Mutual Support	0	0			
R	**Mental Health Care & Substance Abuse**			12	3%	(+2)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	6	0			
T	**Organizational/Community Services**			108	29%	(+16)
TD	Community Groups & Government	3	3			
TH	Disaster Services	8	0			
TI	Donor Services	0	0			
TJ	Information Services	96	2			
	Total			372	100%	

Top Ten

April 1, 2022 – June 30, 2022

Top Ten Unmet Needs	Count
Homeless Advocacy Groups	394
Utility Service Payment Assistance	68
Rent Payment Assistance	63
Emergency Shelter	51
Rental Deposit Assistance	32
Comp. Information & Referral	29
Motel Bill Payment Assistance	24
Housing Related Coordinated Entry	17
Utility Deposit Assistance	15
Ongoing Emergency Food Asst.	14

Top Ten Resources Attached	Count
ARCH	484
Monsignor Sigur Center	217
SMILE – Homeless Prevention	207
232-HELP Donated Dental	178
232-HELP Information & Referral	164
Goodwill Emergency Crisis Program	153
Saint Joseph's Shelter	138
211 – Nationwide Locator	135
SLEMCO – Operation Round Up	124
LAHousingSearch.org	109

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	0	0%
Total	0	0%

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	0	0%
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	0	0%

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	0	0%
Total	0	0%

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	0	0%
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	0	0%

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	0	0%
Total	0	0%

- **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	0	0%
Total	0	100%

Average of above category: 0

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

Average of above category: 0