

Quarterly Report Q4 2022 (October 1st through December 31st)

CONTACT INFORMATION

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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.

Executive Summary

This quarter remained consistent with the need trends from last quarter. Utility assistance and rent assistance referrals were high in volume. Motel Bill Payment assistance requests were still high this quarter, evidenced by the number of unmet needs increasing by 9 from Q3 to Q4. We currently do not have an organization in our database that provides money to purchase a hotel room. There were several referrals for Toys for Tots and other Christmas related programs. Many toy drives start collecting requests in October to prepare for collection of toys until distributing during December. The unmet need for Holiday Toys represent callers asking in December for toys, but those programs had already run their course for 2022.

This quarter was a success with contact statistics. Our specialists worked hard to meet service level goals for each queue. We answered a total of 4088 calls this quarter!

Contact Statistics

October 1, 2022 – December 31, 2022

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

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

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

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

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

QUARTERLY SUNSHINE – option 8				
Performance Measures				
CONTACT STATISTICS	Statistics	Actual	Goal	Difference
Total Calls Handled	3917	97.8%	100%	-2.2%
Total Long Abandons	60	1.5%	10%	+8.5%
Total Calls Inbound	4005			
Callback Requests	53			
% Of Callback Requests	1.3%			
Average Talk Time	0:03:49			
Average Speed of Answer	0:00:18	18 sec	<60 sec	+41 sec
Average Abandonment Time	0:02:02	122 sec	<2 min	-3 sec
Service Level	89.1%	89.1%	85%	+4.1%

Contact Statistics Continue

October 1, 2022 – December 31, 2022

QUARTERLY COVID (KINSHIP) – option 2				
Performance Measures				
CONTACT STATISTICS	Statistics	Actual	Goal	Difference
Total Calls Handled	108	93.1%	100%	-6.9%
Total Long Abandons	5	4.3%	10%	+5.7%
Total Calls Inbound	116			
Callback Requests	3			
% Of Callback Requests	2.6%			
Average Talk Time	0:05:06			
Average Speed of Answer	0:00:22			
Average Abandonment Time	0:01:14	74 sec	<2 min	+45 sec
Service Level	86%	86%	85%	+1%

QUARTERLY IDA (COVID) – option 1				
Performance Measures				
CONTACT STATISTICS	Statistics	Actual	Goal	Difference
Total Calls Handled	63	94%	100%	-6%
Total Long Abandons	1	1.5%	10%	+8.5%
Total Calls Inbound	67			
Callback Requests	0			
% Of Callback Requests	0%			
Average Talk Time	0:04:06			
Average Speed of Answer	0:00:15			
Average Abandonment Time	0:01:12	72 sec	<2 min	+47 sec
Service Level	95.3%	95.3%	85%	+10.3%

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	160	4%
Avoyelles	82	2%
Evangeline	58	2%
Iberia	242	6%
Lafayette	2220	58%
Saint Landry	288	8%
Saint Martin	149	4%
Saint Mary	110	3%
Terrebonne	173	5%
Vermilion	123	3%
Outside Service Area	229	6%
Total	3834	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	3	0%
18-24	96	3%
25-40	451	12%
41-59	495	13%
60+	383	10%
Undisclosed	2406	63%
Total	3834	100%

Age Group records the age groups of help seekers in need

Identifies as	#	%
Male	392	10%
Female	1630	43%
Transgender	3	0%
Gender Non-conforming	0	0%
Non-binary	0	0%
Other	0	0%
Undisclosed	1809	47%
Total	3834	100%

Identifies as records the gender identities of help seekers in need

Race/Ethnicity	#	%
White	773	20%
Black/African American	1055	28%
Hispanic/Latino	27	1%
Asian	1	0%
Middle Eastern	0	0%
American Indian/Native Alaskan	6	0%
Native Hawaiian or other Pacific Islander	0	0%
Two or more races	20	1%
Undisclosed	1952	51%
Total	3834	100%

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

Primary Language	#	%
English	3822	100%
Spanish	10	0%
Vietnamese	0	0%
French	0	0%
Haitian Creole	0	0%
Arabic	0	0%
German	0	0%
Other	2	0%
Total	3834	100%

Primary Language records the language help seekers primarily use

**There were 2 calls that were ASL interpreted*

Military Status	#	%
Active	2	0%
Veteran	39	1%
None	1840	48%
Undisclosed	1953	51%
Total	3834	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	3720	97%
Disaster	114	3%
Total	3834	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	55	48%
Monkeypox	1	1%
Ida	30	26%
Unnamed/Developing Storm	28	25%
Total	114	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.

*24 of the Unnamed/Developing Storm were regards to the tornadoes. 1 of the calls was regarding Hurricane Ian in Florida. 3 were calls during the freezing weather.

Call Types

October 1, 2022 – December 31, 2022

Call Type				
Call Type <i>out of 3834</i>	#	%		
Information	1236	10%		
Referral	2497	88%		
Advocacy	0	0%		
*Crisis Intervention	0	0%		
**Miscellaneous	101	2%		
All Contact Types	#	Actual	Goal	Difference
Incoming Telephone Calls Answered <i>out of 4188</i>	4088	97.6%	100.0%	-2.4%
Total TXT Messages	0			
Web/Facebook Messages, etc.	0			
Web Hits/Visitors	2354			
Public Resource Directory (Unique Visitors)	510			
Public Resource Directory total activity	1204			
Engagement/Administrative Statistics	#			
# of Outreach Events	1			
# Resource Records to Date / Updated / Added	1530 / 196 / 33			

**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			229	68%	
BD	Food	27	1			
BH	Housing/Shelter	81	40			
BM	Material Goods	23	3			
BT	Transportation	7	5			
BV	Utility Payment Assistance	91	9			
D	Consumer Services			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			8	2%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	5	0			
H	Education			0	0%	
J	Environment & Public Health Safety			1	0%	
L	Health Care			20	6%	(+4)
LH	Health Supportive Services	13	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	3	0			
N	Income Support/Employment			25	7%	
ND	Employment	0	0			
NL	Public Assistance Programs	24	0			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			17	5%	(+2)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	14	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			7	2%	(+1)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			27	8%	(+1)
TD	Community Groups & Government	9	0			
TH	Disaster Services	2	0			
TI	Donor Services	2	0			
TJ	Information Services	13	1			
	Total			335	100%	

Avoyelles Parish

Avoyelles Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			119	75%	
BD	Food	17	0			
BH	Housing/Shelter	31	10			
BM	Material Goods	4	1			
BT	Transportation	4	5			
BV	Utility Payment Assistance	63	16			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			1	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	1	0			
H	Education			0	0%	
J	Environment & Public Health Safety			0	0%	
L	Health Care			3	2%	
LH	Health Supportive Services	3	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			9	6%	(+1)
ND	Employment	3	0			
NL	Public Assistance Programs	5	0			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			4	3%	
PB	Death Certification/Burial Arrangement	0	1			
PH	Individual and Family Support	3	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			6	4%	
RM	Mental Health Care Facilities	3	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			17	11%	(+1)
TD	Community Groups & Government	6	0			
TH	Disaster Services	2	0			
TI	Donor Services	2	0			
TJ	Information Services	6	0			
	Total			159	100%	

Evangeline Parish

Evangeline Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			126	79%	
BD	Food	12	7			
BH	Housing/Shelter	50	0			
BM	Material Goods	6	0			
BT	Transportation	2	0			
BV	Utility Payment Assistance	56	6			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			2	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	2	0			
H	Education			0	0%	
J	Environment & Public Health Safety			1	1%	
L	Health Care			3	2%	(+1)
LH	Health Supportive Services	1	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	1	1			
N	Income Support/Employment			5	3%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	3	0			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			5	3%	
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			4	3%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	3	0			
T	Organizational/Community Services			13	8%	
TD	Community Groups & Government	6	0			
TH	Disaster Services	3	0			
TI	Donor Services	0	0			
TJ	Information Services	4	0			
	Total			159	100%	

Iberia Parish

Iberia Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			461	74%	
BD	Food	23	1			
BH	Housing/Shelter	198	26			
BM	Material Goods	39	0			
BT	Transportation	12	4			
BV	Utility Payment Assistance	189	7			
D	Consumer Services			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			6	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	4	0			
FT	Legal Services	2	0			
H	Education			0	0%	
J	Environment & Public Health Safety			5	1%	
L	Health Care			14	2%	(+1)
LH	Health Supportive Services	5	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	8	0			
N	Income Support/Employment			30	5%	
ND	Employment	4	0			
NL	Public Assistance Programs	26	0			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			20	3%	(+7)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	13	10			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			8	1%	
RM	Mental Health Care Facilities	4	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			77	12%	(+6)
TD	Community Groups & Government	10	1			
TH	Disaster Services	36	1			
TI	Donor Services	5	1			
TJ	Information Services	20	1			
	Total			622	100%	

Lafayette Parish

Lafayette Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			3170	70%	
BD	Food	547	23			
BH	Housing/Shelter	1473	365			
BM	Material Goods	448	37			
BT	Transportation	63	30			
BV	Utility Payment Assistance	639	98			
D	Consumer Services			44	1%	(+38)
DT	Tax Organizations & Services	6	2			
F	Criminal Justice & Legal Services			66	1%	(+14)
FL	Law Enforcement Agencies	20	0			
FP	Legal Assistance Modalities	11	1			
FT	Legal Services	21	5			
H	Education			7	0%	
J	Environment & Public Health Safety			45	1%	
L	Health Care			177	4%	(+52)
LH	Health Supportive Services	88	13			
LN	Outpatient Health Facilities	10	1			
LV	Specialty Medicine	27	0			
N	Income Support/Employment			155	3%	(+1)
ND	Employment	31	2			
NL	Public Assistance Programs	113	5			
NS	Social Insurance Programs	10	0			
P	Individual & Family Life			270	6%	(+26)
PB	Death Certification/Burial Arrangement	7	0			
PH	Individual and Family Support	222	58			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	15	0			
R	Mental Health Care & Substance Abuse			147	3%	(+13)
RM	Mental Health Care Facilities	37	0			
RP	Mental Health Evaluation & Treatment	75	4			
RX	Substance Abuse Services	22	1			
T	Organizational/Community Services			467	10%	(+21)
TD	Community Groups & Government	143	11			
TH	Disaster Services	15	3			
TI	Donor Services	43	2			
TJ	Information Services	245	8			
	Total			4548	100%	

Saint Landry Parish

Saint Landry Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			395	69%	
BD	Food	71	5			
BH	Housing/Shelter	96	45			
BM	Material Goods	46	3			
BT	Transportation	12	7			
BV	Utility Payment Assistance	170	21			
D	Consumer Services			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			7	1%	(+1)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	0	1			
FT	Legal Services	5	1			
H	Education			0	0%	
J	Environment & Public Health Safety			6	1%	
L	Health Care			25	4%	(+6)
LH	Health Supportive Services	10	2			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	7	1			
N	Income Support/Employment			49	9%	
ND	Employment	8	0			
NL	Public Assistance Programs	37	1			
NS	Social Insurance Programs	4	0			
P	Individual & Family Life			20	4%	(+2)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	17	6			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			10	2%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	9	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			56	10%	(+2)
TD	Community Groups & Government	13	0			
TH	Disaster Services	4	1			
TI	Donor Services	5	0			
TJ	Information Services	32	0			
	Total			569	100%	

Saint Martin Parish

Saint Martin Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			202	69%	
BD	Food	19	1			
BH	Housing/Shelter	78	20			
BM	Material Goods	23	3			
BT	Transportation	6	4			
BV	Utility Payment Assistance	76	16			
D	Consumer Services			2	1%	(+1)
DT	Tax Organizations & Services	1	0			
F	Criminal Justice & Legal Services			8	3%	(+1)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	1	0			
FT	Legal Services	5	1			
H	Education			4	1%	
J	Environment & Public Health Safety			1	0%	
L	Health Care			15	5%	(+4)
LH	Health Supportive Services	8	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	3	0			
N	Income Support/Employment			19	7%	
ND	Employment	6	0			
NL	Public Assistance Programs	11	0			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			10	3%	(+2)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	8	5			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			3	1%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			27	9%	(+3)
TD	Community Groups & Government	13	1			
TH	Disaster Services	5	0			
TI	Donor Services	0	0			
TJ	Information Services	6	0			
	Total			291	100%	

Saint Mary Parish

Saint Mary Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			188	74%	
BD	Food	44	2			
BH	Housing/Shelter	61	4			
BM	Material Goods	4	0			
BT	Transportation	3	3			
BV	Utility Payment Assistance	76	4			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			3	1%	(+2)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	1	0			
H	Education			0	0%	
J	Environment & Public Health Safety			0	0%	
L	Health Care			8	3%	(+1)
LH	Health Supportive Services	5	0			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			19	7%	
ND	Employment	0	0			
NL	Public Assistance Programs	17	0			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			14	6%	(+1)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	10	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	2	0			
R	Mental Health Care & Substance Abuse			6	2%	(+1)
RM	Mental Health Care Facilities	3	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			16	6%	(+1)
TD	Community Groups & Government	3	1			
TH	Disaster Services	1	0			
TI	Donor Services	0	0			
TJ	Information Services	11	0			
	Total			254	100%	

Terrebonne Parish

Terrebonne Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			325	70%	
BD	Food	36	3			
BH	Housing/Shelter	132	18			
BM	Material Goods	31	3			
BT	Transportation	3	5			
BV	Utility Payment Assistance	123	8			
D	Consumer Services			4	1%	(+1)
DT	Tax Organizations & Services	3	0			
F	Criminal Justice & Legal Services			2	0%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	0			
FT	Legal Services	1	0			
H	Education			0	0%	
J	Environment & Public Health Safety			0	0%	
L	Health Care			6	1%	
LH	Health Supportive Services	0	1			
LN	Outpatient Health Facilities	5	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			34	7%	(+5)
ND	Employment	2	0			
NL	Public Assistance Programs	26	1			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			16	3%	(+3)
PB	Death Certification/Burial Arrangement	0	1			
PH	Individual and Family Support	10	16			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	3	0			
R	Mental Health Care & Substance Abuse			6	1%	(+2)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			69	15%	(+3)
TD	Community Groups & Government	11	0			
TH	Disaster Services	35	2			
TI	Donor Services	3	0			
TJ	Information Services	17	1			
	Total			462	100%	

Vermilion Parish

Vermilion Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			252	76%	
BD	Food	27	3			
BH	Housing/Shelter	98	24			
BM	Material Goods	18	3			
BT	Transportation	7	1			
BV	Utility Payment Assistance	102	2			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			3	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	0			
FT	Legal Services	2	0			
H	Education			1	0%	
J	Environment & Public Health Safety			0	0%	
L	Health Care			10	3%	(+1)
LH	Health Supportive Services	8	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			19	6%	
ND	Employment	1	1			
NL	Public Assistance Programs	18	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	17	3			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			11	3%	
RM	Mental Health Care Facilities	6	0			
RP	Mental Health Evaluation & Treatment	5	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			19	6%	(+2)
TD	Community Groups & Government	6	0			
TH	Disaster Services	1	0			
TI	Donor Services	1	0			
TJ	Information Services	9	0			
	Total			332	100%	

Outside of Ten Parish Service Area

Outside Ten Parish Service Area		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			165	51%	
BD	Food	17	0			
BH	Housing/Shelter	82	18			
BM	Material Goods	8	4			
BT	Transportation	6	4			
BV	Utility Payment Assistance	52	6			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			5	2%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	3	1			
H	Education			0	0%	
J	Environment & Public Health Safety			0	0%	
L	Health Care			9	3%	
LH	Health Supportive Services	5	2			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	2	0			
N	Income Support/Employment			9	3%	
ND	Employment	0	0			
NL	Public Assistance Programs	9	0			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			7	2%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	4	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	2	0			
R	Mental Health Care & Substance Abuse			17	5%	(+2)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	5	0			
RX	Substance Abuse Services	8	0			
T	Organizational/Community Services			111	34%	(+2)
TD	Community Groups & Government	3	1			
TH	Disaster Services	5	1			
TI	Donor Services	0	0			
TJ	Information Services	101	2			
	Total			323	100%	

Top Ten

October 1, 2022 –December 31, 2022

Top Ten Unmet Needs	Count
Rent Payment Assistance	116
Homeless Motel Vouchers	78
Utility Service Payment Assistance	76
Rental Deposit Assistance	55
Holiday Gifts/Toys	33
Housing Related Coordinated Entry	30
Homeless Shelter	28
Emergency Shelter	28
Utility Assistance	19
Undesignated Temp Financial Asst*	16

Top Ten Resources Attached	Count
Monsignor Sigur Center	690
SMILE	408
211 Information & Referral	206
Goodwill Emergency Crisis Program	197
211 Nationwide Locator	137
HUD Resource Locator	93
Family Promise of Acadiana	91
Outreach Center	81
Healthy Louisiana/MEDICAID	80
Toys for Tots	78

*Undesignated Temporary Financial Assistance: programs that provide cash, vouchers, or other forms of monetary aid for those in need on a case-by-case basis.

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	0%

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