Quarterly Report Q2 2022 (July 1st through September 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.

N/A

Contact Statistics

July 1, 2022 – September 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	5311	96.7%	100%	-3.3%
Total Long Abandons	137	2.5%	10%	+7.5%
Total Calls Inbound	5492			
Callback Requests	113			
% Of Callback Requests	2.1%			
Average Talk Time	0:04:07			
Average Speed of Answer	0:00:29	29 sec	<60 sec	+30 sec
Average Abandonment Time	0:01:42	117 sec	<2 min	+2 sec
Service Level	83.4%	83.4%	85%	-1.6%

Contact Statistics Continued

July 1, 2022 – September 30, 2022

CONTACT STATISTICS	QUARTERLY COVID (KINSHIP) – option 2			
	Performance Measures			
	Statistics	Actual	Goal	Difference
Total Calls Handled	180	94.7%	100%	-5.3%
Total Long Abandons	5	2.6%	10%	+7.4%
Total Calls Inbound	190			
Callback Requests	0			
% Of Callback Requests	0%			
Average Talk Time	0:05:01			
Average Speed of Answer	0:00:23	23 sec	<60 sec	+36 sec
Average Abandonment Time	0:00:56	56 sec	<2 min	+63 sec
Service Level	86%	86%	85%	+1%

CONTACT STATISTICS	QUARTERLY IDA (COVID) – option 1			
	Performance Measures			
	Statistics	Actual	Goal	Difference
Total Calls Handled	133	93%	100%	-7%
Total Long Abandons	5	3.5%	10%	+6.5%
Total Calls Inbound	143			
Callback Requests	3			
% Of Callback Requests	2.1%			
Average Talk Time	0:03:56			
Average Speed of Answer	0:00:26	26 sec	<2 min	+93 sec
Average Abandonment Time	0:01:03	63 sec	<2 min	+56 sec
Service Level	90%	90%	85%	+5%

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	245	5%
Avoyelles	136	3%
Evangeline	87	2%
Iberia	307	6%
Lafayette	2824	55%
Saint Landry	431	8%
Saint Martin	234	5%
Saint Mary	98	2%
Terrebonne	313	6%
Vermilion	187	4%
Outside Service Area	295	6%
Total	5157	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	2	0%
13-17	6	0%
18-24	171	3%
25-40	923	18%
41-59	1167	23%
60+	787	15%
Undisclosed	2101	41%
Total	5157	100%

Age Group records the age groups of help seekers in need

Identifies as	#	%
Male	1031	20%
Female	3941	76%
Transgender	1	0%
Gender Non-conforming	0	0%
Non-binary	0	0%
Other	0	0%
Undisclosed	184	4%
Total	5157	100%

Identifies as records the gender identities of help seekers in need

Race/Ethnicity	#	%
White	1116	22%
Black/African American	1729	34%
Hispanic/Latino	30	1%
Asian	7	0%
Middle Eastern	5	0%
American Indian/Native Alaskan	24	0%
Native Hawaiian or other Pacific Islander	1	0%
Two or more races	42	1%
Undisclosed	2203	43%
Total	5157	100%

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

Primary Language	#	%
English	5130	99%
Spanish	20	0%
Vietnamese	0	0%
French	0	0%
Haitian Creole	0	0%
Arabic	0	0%
German	0	0%
Other*	7	0%
Total	5157	100%

Primary Language records the language help seekers primarily use

There were 7 calls that were ASL interpreted

Military Status	#	%
Active	4	0%
Veteran	87	2%
None	2941	57%
Undisclosed	2125	41%
Total	5157	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	4728	92%
Disaster	429	8%
Total	5157	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	312	73%
Monkeypox	7	2%
Ida	98	23%
Laura/Delta	8	2%
Unnamed/Developing Storm	4	1%
Total	429	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

July 1, 2022 – September 30, 2022

Call Type		
Call Type *out of 5157*	**#**	**%**
Information	505	10%
Referral	4546	88%
Advocacy	1	0%
*Crisis Intervention	0	0%
**Miscellaneous	105	2%

All Contact Types	**#**	Actual	Goal	Difference
Incoming Telephone Calls Answered *out of 5825*	5624	96.5%	100.0%	-3.5%
Total TXT Messages	0			
Web/Facebook Messages, etc.	0			
Web Hits/Visitors	2504			
Public Resource Directory (Unique Visitors)	590			
Public Resource Directory total activity	1374			
Engagement/Administrative Statistics	**#**			
# of Outreach Events***	0			
# Resource Records to Date / Updated / Added	1532 / 534 / 149			

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**			301	77%	
BD	Food	34	4			
BH	Housing/Shelter	94	23			
BM	Material Goods	25	4			
BT	Transportation	5	4			
BV	Utility Payment Assistance	143	8			
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	1	0			
FT	Legal Services	1	0			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			0	0%	
L	**Health Care**			18	5%	(+1)
LH	Health Supportive Services	11	1			
LN	Outpatient Health Facilities	0	1			
LV	Specialty Medicine	6	0			
N	**Income Support/Employment**			7	2%	
ND	Employment	0	0			
NL	Public Assistance Programs	6	0			
NS	Social Insurance Programs	1	0			
P	**Individual & Family Life**			16	4%	(+2)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	14	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	**Mental Health Care & Substance Abuse**			16	4%	(+3)
RM	Mental Health Care Facilities	3	0			
RP	Mental Health Evaluation & Treatment	5	0			
RX	Substance Abuse Services	5	0			
T	**Organizational/Community Services**			30	8%	(+1)
TD	Community Groups & Government	12	2			
TH	Disaster Services	1	1			
TI	Donor Services	1	0			
TJ	Information Services	15	1			
	Total			390	100%	

Avoyelles Parish

	Avoyelles Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			118	82%	
BD	Food	16	1			
BH	Housing/Shelter	16	12			
BM	Material Goods	0	2			
BT	Transportation	8	4			
BV	Utility Payment Assistance	78	12			
D	**Consumer Services**			0	0%	
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			0	0%	
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**			2	1%	
L	**Health Care**			3	2%	
LH	Health Supportive Services	1	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	2	0			
N	**Income Support/Employment**			2	1%	
ND	Employment	1	0			
NL	Public Assistance Programs	1	0			
NS	Social Insurance Programs	0	0			
P	**Individual & Family Life**			5	3%	
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			
R	**Mental Health Care & Substance Abuse**			0	0%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	1			
RX	Substance Abuse Services	0	0			
T	**Organizational/Community Services**			14	10%	
TD	Community Groups & Government	5	1			
TH	Disaster Services	0	0			
TI	Donor Services	0	0			
TJ	Information Services	9	0			
	Total			144	100%	

Evangeline Parish

	Evangeline Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			122	81%	
BD	Food	8	10			
BH	Housing/Shelter	35	0			
BM	Material Goods	6	1			
BT	Transportation	2	1			
BV	Utility Payment Assistance	71	6			
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	1	0			
FT	Legal Services	0	0			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			1	1%	
L	**Health Care**			7	5%	(+1)
LH	Health Supportive Services	4	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	2	1			
N	**Income Support/Employment**			9	6%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	7	1			
NS	Social Insurance Programs	1	0			
P	**Individual & Family Life**			3	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	1	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	2	0			
R	**Mental Health Care & Substance Abuse**			3	2%	
RM	Mental Health Care Facilities	0	1			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	2	0			
T	**Organizational/Community Services**			5	3%	
TD	Community Groups & Government	2	0			
TH	Disaster Services	0	0			
TI	Donor Services	0	0			
TJ	Information Services	3	0			
	Total			151	100%	

Iberia Parish

	Iberia Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			572	80%	
BD	Food	52	2			
BH	Housing/Shelter	189	22			
BM	Material Goods	37	0			
BT	Transportation	9	5			
BV	Utility Payment Assistance	285	9			
D	**Consumer Services**			2	0%	(+1)
DT	Tax Organizations & Services	1	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**			3	0%	
J	**Environment & Public Health Safety**			3	0%	
L	**Health Care**			31	4%	(+3)
LH	Health Supportive Services	20	0			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	7	2			
N	**Income Support/Employment**			28	4%	(+2)
ND	Employment	2	0			
NL	Public Assistance Programs	22	0			
NS	Social Insurance Programs	2	0			
P	**Individual & Family Life**			18	3%	(+3)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	13	3			
PL	Leisure Activities/Recreation	0	1			
PN	Mutual Support	0	0			
R	**Mental Health Care & Substance Abuse**			12	2%	(+1)
RM	Mental Health Care Facilities	4	0			
RP	Mental Health Evaluation & Treatment	5	0			
RX	Substance Abuse Services	2	0			
T	**Organizational/Community Services**			43	6%	
TD	Community Groups & Government	29	3			
TH	Disaster Services	5	1			
TI	Donor Services	0	0			
TJ	Information Services	9	0			
	Total			714	100%	

Lafayette Parish

	Lafayette Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			3446	71%	
BD	Food	506	20			
BH	Housing/Shelter	1438	355			
BM	Material Goods	539	22			
BT	Transportation	55	26			
BV	Utility Payment Assistance	908	173			
D	**Consumer Services**			36	1%	(+34)
DT	Tax Organizations & Services	2	0			
F	**Criminal Justice & Legal Services**			77	2%	(+20)
FL	Law Enforcement Agencies	2	0			
FP	Legal Assistance Modalities	28	1			
FT	Legal Services	27	0			
H	**Education**			50	1%	
J	**Environment & Public Health Safety**			35	1%	
L	**Health Care**			197	4%	(+48)
LH	Health Supportive Services	107	11			
LN	Outpatient Health Facilities	7	0			
LV	Specialty Medicine	35	3			
N	**Income Support/Employment**			202	4%	(+17)
ND	Employment	31	1			
NL	Public Assistance Programs	147	8			
NS	Social Insurance Programs	7	0			
P	**Individual & Family Life**			157	3%	(+23)
PB	Death Certification/Burial Arrangement	10	0			
PH	Individual and Family Support	104	14			
PL	Leisure Activities/Recreation	0	1			
PN	Mutual Support	20	0			
R	**Mental Health Care & Substance Abuse**			105	2%	(+36)
RM	Mental Health Care Facilities	20	0			
RP	Mental Health Evaluation & Treatment	47	6			
RX	Substance Abuse Services	2	1			
T	**Organizational/Community Services**			538	11%	(+18)
TD	Community Groups & Government	238	25			
TH	Disaster Services	12	2			
TI	Donor Services	18	15			
TJ	Information Services	252	1			
	Total			4843	100%	

Saint Landry Parish

	Saint Landry Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			472	74%	
BD	Food	70	2			
BH	Housing/Shelter	119	42			
BM	Material Goods	48	6			
BT	Transportation	15	5			
BV	Utility Payment Assistance	220	34			
D	**Consumer Services**			3	0%	(+3)
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			15	2%	(+6)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	6	1			
FT	Legal Services	3	1			
H	**Education**			3	0%	
J	**Environment & Public Health Safety**			2	0%	
L	**Health Care**			21	3%	(+4)
LH	Health Supportive Services	9	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	8	1			
N	**Income Support/Employment**			40	6%	(+3)
ND	Employment	4	0			
NL	Public Assistance Programs	30	0			
NS	Social Insurance Programs	3	1			
P	**Individual & Family Life**			15	2%	(+1)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	12	6			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	**Mental Health Care & Substance Abuse**			5	1%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	3	0			
T	**Organizational/Community Services**			61	10%	(+4)
TD	Community Groups & Government	25	3			
TH	Disaster Services	3	0			
TI	Donor Services	3	0			
TJ	Information Services	26	2			
	Total			637	100%	

Saint Martin Parish

	Saint Martin Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			228	65%	
BD	Food	31	0			
BH	Housing/Shelter	57	27			
BM	Material Goods	49	4			
BT	Transportation	3	8			
BV	Utility Payment Assistance	88	21			
D	**Consumer Services**			3	1%	(+3)
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			6	2%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	4	0			
FT	Legal Services	1	0			
H	**Education**			3	1%	
J	**Environment & Public Health Safety**			1	0%	
L	**Health Care**			22	6%	(+4)
LH	Health Supportive Services	12	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	6	0			
N	**Income Support/Employment**			20	6%	(+4)
ND	Employment	1	0			
NL	Public Assistance Programs	13	0			
NS	Social Insurance Programs	2	0			
P	**Individual & Family Life**			15	4%	(+5)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	9	2			
PL	Leisure Activities/Recreation	0	1			
PN	Mutual Support	1	0			
R	**Mental Health Care & Substance Abuse**			7	2%	
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	4	0			
T	**Organizational/Community Services**			48	14%	
TD	Community Groups & Government	26	4			
TH	Disaster Services	8	0			
TI	Donor Services	2	0			
TJ	Information Services	12	4			
	Total			353	100%	

Saint Mary Parish

	Saint Mary Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			215	84%	
BD	Food	28	1			
BH	Housing/Shelter	70	12			
BM	Material Goods	3	0			
BT	Transportation	6	3			
BV	Utility Payment Assistance	108	1			
D	**Consumer Services**			0	0%	
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			2	1%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	1			
FT	Legal Services	0	0			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			1	0%	
L	**Health Care**			6	2%	(+2)
LH	Health Supportive Services	4	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	**Income Support/Employment**			10	4%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	9	0			
NS	Social Insurance Programs	0	0			
P	**Individual & Family Life**			10	4%	
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	8	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	**Mental Health Care & Substance Abuse**			2	1%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	0	0			
T	**Organizational/Community Services**			11	4%	
TD	Community Groups & Government	4	0			
TH	Disaster Services	3	0			
TI	Donor Services	0	0			
TJ	Information Services	4	1			
	Total			257	100%	

Terrebonne Parish

	Terrebonne Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			398	68%	
BD	Food	53	3			
BH	Housing/Shelter	162	27			
BM	Material Goods	29	12			
BT	Transportation	7	5			
BV	Utility Payment Assistance	147	13			
D	**Consumer Services**			1	0%	
DT	Tax Organizations & Services	1	0			
F	**Criminal Justice & Legal Services**			10	2%	(+2)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	6	0			
FT	Legal Services	2	1			
H	**Education**			0	0%	
J	**Environment & Public Health Safety**			1	0%	
L	**Health Care**			5	1%	(+2)
LH	Health Supportive Services	3	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	**Income Support/Employment**			23	4%	(+4)
ND	Employment	1	0			
NL	Public Assistance Programs	17	1			
NS	Social Insurance Programs	1	0			
P	**Individual & Family Life**			15	3%	(+1)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	11	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	**Mental Health Care & Substance Abuse**			6	1%	(+2)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
T	**Organizational/Community Services**			123	21%	(+3)
TD	Community Groups & Government	12	3			
TH	Disaster Services	81	4			
TI	Donor Services	4	0			
TJ	Information Services	23	1			
	Total			582	100%	

Vermilion Parish

	Vermilion Parish	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			257	74%	
BD	Food	21	1			
BH	Housing/Shelter	92	20			
BM	Material Goods	9	6			
BT	Transportation	4	7			
BV	Utility Payment Assistance	131	20			
D	**Consumer Services**			0	0%	
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			8	2%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	3	1			
FT	Legal Services	4	0			
H	**Education**			2	1%	
J	**Environment & Public Health Safety**			2	1%	
L	**Health Care**			17	5%	(+3)
LH	Health Supportive Services	7	2			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	6	0			
N	**Income Support/Employment**			19	6%	(+2)
ND	Employment	4	0			
NL	Public Assistance Programs	12	0			
NS	Social Insurance Programs	1	0			
P	**Individual & Family Life**			5	1%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	4	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	1			
R	**Mental Health Care & Substance Abuse**			4	1%	
RM	Mental Health Care Facilities	3	0			
RP	Mental Health Evaluation & Treatment	1	1			
RX	Substance Abuse Services	0	0			
T	**Organizational/Community Services**			31	9%	(+3)
TD	Community Groups & Government	14	0			
TH	Disaster Services	1	2			
TI	Donor Services	1	0			
TJ	Information Services	12	2			
	Total			345	100%	

Outside of Ten Parish Service Area

	Outside Ten Parish Service Area	Subtotal	# Coded unmet	Category Total	%	Variance
B	**Basic Needs**			280	61%	
BD	Food	28	2			
BH	Housing/Shelter	96	18			
BM	Material Goods	11	7			
BT	Transportation	9	4			
BV	Utility Payment Assistance	136	9			
D	**Consumer Services**			0	0%	
DT	Tax Organizations & Services	0	0			
F	**Criminal Justice & Legal Services**			4	1%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	0			
FT	Legal Services	2	1			
H	**Education**			1	0%	
J	**Environment & Public Health Safety**			2	0%	
L	**Health Care**			10	2%	(+3)
LH	Health Supportive Services	5	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	2	0			
N	**Income Support/Employment**			11	2%	
ND	Employment	2	0			
NL	Public Assistance Programs	9	0			
NS	Social Insurance Programs	0	0			
P	**Individual & Family Life**			8	2%	(+1)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	5	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	**Mental Health Care & Substance Abuse**			15	3%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	8	0			
RX	Substance Abuse Services	7	0			
T	**Organizational/Community Services**			129	28%	(+3)
TD	Community Groups & Government	11	1			
TH	Disaster Services	1	2			
TI	Donor Services	6	0			
TJ	Information Services	108	1			
	Total			460	100%	

Top Ten

July 1, 2022 −September 30, 2022

Top Ten Unmet Needs	Count
Rent Payment Assistance	199
Utility Service Payment Assistance	159
Motel Bill Payment Assistance	69
Emergency Shelter	57
Rental Deposit Assistance	41
Homeless Motel Vouchers	38
Homeless Shelter	29
Homeless Advocacy Groups	24
Community Shelters	24
Gas Money	22

Top Ten Resources Attached	Count
Monsignor Sigur Center	783
SMILE	579
211 Information & Referral	244
ARCH	227
Goodwill Emergency Crisis Program	211
Entergy Bill Payment Assistance 2022	174
Outreach Center	158
Extra Mile Clothes Closet	155
Family Promise of Acadiana	150
211 Nationwide Locator	146

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