

Quarterly Report (October 1, 2021 – December 31, 2021)

CONTACT INFORMATION			
<u>Pierre Coleman - Technical Administrator</u>	<u>337-205-6014</u>	<u>pierre@232-help.org</u>	
Contact Name	Contact Phone #	Contact Email Address	
232-HELP INFORMATION			
<u>1005 Jefferson Street</u>	<u>Lafayette</u>	<u>LA</u>	<u>70501</u>
Street Address	City	State	Zip
24/7 Service; Afterhours/Holidays/Weekends; Overflowed & Answered by Via Link 211 and 232-HELP's On-Call Specialist; 232-HELP Office: Mon-Thur 8:00am - 4:30pm; Fri 8:00am - 3pm			
Days & Hours of Operation	<u>https://232-help.org</u>	<u>https://232-help.org/directory</u>	
	Website Address	Resource Directory	
SERVICE AREA			
Parishes Served:	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 through United Way Acadiana.

****The COVID-19 pandemic began, officially, for 232-HELP March 12, 2020. Hurricane Ida made landfall August 29, 2021. We concluded Hurricane Ida work October 29, 2021.***

As a state 211 system, we worked together to create a Shared LA211 intake. This new call intake form went live December 1, 2021. The demographic data of the older intake forms and the new intake form are separated as we no longer will be using the older intakes.

Contact Statistics

October 1, 2021 – December 31, 2021

*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.

To help direct incoming queue traffic due to Hurricane Ida we repurposed a two of our queues to separate Hurricane Ida calls from all other calls. This change took place

While navigating the auto-attendant, pressing 1 normally would be COVID, but we repurposed it for Ida calls. Pressing 2 normally would be Kinship, but we chose to combine it to include Sunshine, Kinship, and COVID. Pressing 8 is our Sunshine queue (it is important to note that the language omits this option; it still exists but the auto attendant does not prompt a caller to press 8).

QUARTERLY SUNSHINE – option 8				
Performance Measures				
CONTACT STATISTICS	Statistics	Actual	Goal	Difference
Total Calls Handled	2519	96.3%	100%	-3.7%
Total Long Abandons	73	2.8%	10%	+7.2%
Total Calls Inbound	2615			
Callback Requests	83			
% Of Callback Requests	3.2%			
Average Talk Time	0:05:10			
Average Speed of Answer	0:00:35	35 sec	<60 sec	+24 sec
Average Abandonment Time	0:02:03	123 sec	<2 min	-4 sec
Service Level	82.3%	82.3%	85%	-2.7%

Contact Statistics Continued

October 1, 2021 – December 31, 2021

		QUARTERLY COVID (KINSHIP) – option 2			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Handled	2094	90.7%	100%	-9.3%	
Total Long Abandons	193	8.4%	10%	+1.6%	
Total Calls Inbound	2309				
Callback Requests	210				
% Of Callback Requests	9.1%				
Average Talk Time	0:04:58				
Average Speed of Answer	0:01:29	89 sec	<60 sec	-30 sec	
Average Abandonment Time	0:02:23	143 sec	<2 min	-24 sec	
Service Level	66.5%	66.5%	85%	-18.5%	

		QUARTERLY IDA (COVID) – opt 1			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Handled	1011	92.6%	100%	-7.4%	
Total Long Abandons	72	6.6%	10%	+0.8%	
Total Calls Inbound	1092				
Callback Requests	81				
% Of Callback Requests	7.4%				
Average Talk Time	0:05:51				
Average Speed of Answer	0:01:16	76 sec	<2 min	+43 sec	
Average Abandonment Time	0:02:34	154 sec	<2 min	-35 sec	
Service Level	75.8%	75.8%	85%	-9.2%	

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).

*These numbers contain the demographics of our older intake forms (Client Contact and Disaster)

**This page will become obsolete for Q1 of 2022.

Gender/Age Distribution								
	0-12	13-17	18-24	25-40	41-59	60+	Unrecorded	Total
Female	1	1	39	178	162	137	1342	1860
Male	1	3	12	70	98	72	420	676
LGBTQ+	0	0	0	0	0	0	4	4
Undisclosed	0	0	2	12	17	35	1026	1092
Total	2	4	53	260	277	244	2792	3632
% Female	50%	25%	74%	68%	58%	56%		
% Male	50%	75%	23%	27%	35%	30%		

Contact Intakes by Parish

Client Contact Intakes		
Parish Name	#	%
Acadia	93	4%
Avoyelles	26	1%
Evangeline	36	2%
Iberia	136	6%
Lafayette	1407	62%
Saint Landry	171	8%
Saint Martin	102	5%
Saint Mary	35	2%
Terrebonne	38	2%
Vermilion	81	4%
Outside Service Area	127	6%
Total	2252	100%

Disaster Intakes		
Parish Name	#	%
Acadia	33	2%
Avoyelles	37	3%
Evangeline	15	1%
Iberia	86	6%
Lafayette	315	23%
Saint Landry	73	5%
Saint Martin	32	2%
Saint Mary	59	4%
Terrebonne	590	43%
Vermilion	34	2%
Outside Service Area	106	8%
Total	1380	100%

Demographic Fields Breakdown (LA211 Shared Intake)

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:

****Note:** This form went live and replaced the old forms on December 1st, 2021

Intakes by Parish		
Parish Name	#	%
Acadia	57	4%
Avoyelles	26	2%
Evangeline	14	1%
Iberia	87	6%
Lafayette	778	56%
Saint Landry	85	6%
Saint Martin	83	6%
Saint Mary	34	2%
Terrebonne	142	10%
Vermilion	35	3%
Outside Service Area	59	4%
Total	1400	101%

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	0	0%
18-24	20	1%
25-40	126	9%
41-59	129	9%
60+	66	5%
Undisclosed	1059	76%
Total	1400	100%

Age Group records the age groups of help seekers in need

Identifies as	#	%
Male	299	21%
Female	91	7%
Transgender	1	0%
Gender Non-conforming	0	0%
Non-binary	0	0%
Other	0	0%
Undisclosed	1009	72%
Total	1400	100%

Identifies as records the gender identities of help seekers in need.

Race/Ethnicity	#	%
White	130	9%
Black/African American	142	10%
Hispanic/Latino	3	0%
Asian	0	0%
Middle Eastern	0	0%
American Indian/Native Alaskan	3	0%
Native Hawaiian or other Pacific Islander	0	0%
Two or more races	11	1%
Undisclosed	1111	79%
Total	1400	100%

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

Primary Language	#	%
English**	1398	100%
Spanish	2	0%
Vietnamese	0	0%
French	0	0%
Haitian Creole	0	0%
Arabic	0	0%
German	0	0%
Other	0	0%
Total	1400	100%

Primary Language records the language help seekers primarily use.

Military Status	#	%
Active	0	0%
Veteran	29	2%
None*	274	20%
Undisclosed*	1097	78%
Total	1400	100%

Military Status records if help seekers have served in the armed forces.

Call Types

October 1, 2021 – December 31, 2021

Call Type				
Call Type <i>out of 3652 (Client Contact + LA211 Shared Intakes)</i>	#	%		
Information***	2458	0%		
Referral***	1165	0%		
Advocacy***	2	0%		
*Crisis Intervention***	1	0%		
Miscellaneous*	26	0%		
All Contact Types	#	Actual	Goal	Difference
Incoming Telephone Calls Answered <i>out of 6016</i>	5624	93.5%	100.0%	-6.5%
Total TXT Messages	66			
Web/Facebook Messages, etc.	0			
Web Hits/Visitors	2318			
Walk Ins***	10			
Field Work***	0			
Email***	0			
Postal Mail***	0			
Public Resource Directory (Unique Visitors)	696			
Public Resource Directory total activity	1301			
Engagement/Administrative Statistics	#			
# of Outreach Events***	0			
# Resource Records to Date / Updated / Added	1534/387/46			

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

*****Denotes this does count does not apply to nor include the old Disaster Intake form.**

***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.**

Highlighted fields are now obsolete now that we have a new contact form.

Note: The follow-up process will be rolled out during Q1 of 2022.

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 Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			121	53%	
BD	Food	22	0			
BH	Housing/Shelter	45	10			
BM	Material Goods	15	1			
BT	Transportation	8	6			
BV	Utility Payment Assistance	31	5			
D	Consumer Services			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			1	0%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	1	0			
H	Education			1	0%	
J	Environment & Public Health Safety			14	6%	
L	Health Care			24	11%	(+9)
LH	Health Supportive Services	9	0			
LN	Outpatient Health Facilities	3	0			
LV	Specialty Medicine	3	0			
N	Income Support/Employment			18	8%	
ND	Employment	0	0			
NL	Public Assistance Programs	16	1			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			13	6%	(+2)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	10	4			
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	2	0			
RX	Substance Abuse Services	1	0			
T	Organizational/Community Services			31	14%	(+3)
TD	Community Groups & Government	14	17			
TH	Disaster Services	4	0			
TI	Donor Services	0	0			
TJ	Information Services	10	2			
	Total			227	100%	

Avoyelles Parish

Avoyelles Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			68	56%	
BD	Food	4	2			
BH	Housing/Shelter	32	6			
BM	Material Goods	0	1			
BT	Transportation	0	0			
BV	Utility Payment Assistance	32	4			
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			16	13%	
L	Health Care			14	11%	(+5)
LH	Health Supportive Services	9	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			6	5%	
ND	Employment	0	0			
NL	Public Assistance Programs	6	1			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			1	1%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	1	0			
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	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			17	14%	
TD	Community Groups & Government	4	3			
TH	Disaster Services	7	0			
TI	Donor Services	0	0			
TJ	Information Services	6	0			
	Total			122	100%	

Evangeline Parish

Evangeline Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			65	65%	
BD	Food	22	2			
BH	Housing/Shelter	23	5			
BM	Material Goods	1	0			
BT	Transportation	0	0			
BV	Utility Payment Assistance	19	2			
D	Consumer Services			2	2%	(+1)
DT	Tax Organizations & Services	1	0			
F	Criminal Justice & Legal Services			2	2%	
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	1	0			
FT	Legal Services	0	0			
H	Education			0	0%	
J	Environment & Public Health Safety			0	0%	
L	Health Care			13	13%	(+3)
LH	Health Supportive Services	10	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			10	10%	
ND	Employment	1	1			
NL	Public Assistance Programs	9	0			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			2	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	2	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			3	3%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	3	0			
T	Organizational/Community Services			3	3%	
TD	Community Groups & Government	1	4			
TH	Disaster Services	0	0			
TI	Donor Services	0	0			
TJ	Information Services	2	0			
	Total			100	100%	

Iberia Parish

Iberia Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			371	70%	
BD	Food	37	1			
BH	Housing/Shelter	143	15			
BM	Material Goods	49	1			
BT	Transportation	18	3			
BV	Utility Payment Assistance	124	5			
D	Consumer Services			2	0%	
DT	Tax Organizations & Services	2	0			
F	Criminal Justice & Legal Services			4	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	2	1			
H	Education			1	0%	
J	Environment & Public Health Safety			11	2%	
L	Health Care			41	8%	(+11)
LH	Health Supportive Services	25	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	5	0			
N	Income Support/Employment			17	3%	
ND	Employment	2	0			
NL	Public Assistance Programs	15	1			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			23	4%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	22	6			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			8	2%	(+2)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			55	10%	(+1)
TD	Community Groups & Government	15	43			
TH	Disaster Services	26	3			
TI	Donor Services	2	0			
TJ	Information Services	11	3			
	Total			533	100%	

Lafayette Parish

Lafayette Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			2144	59%	
BD	Food	411	22			
BH	Housing/Shelter	855	66			
BM	Material Goods	534	21			
BT	Transportation	61	24			
BV	Utility Payment Assistance	283	41			
D	Consumer Services			41	1%	(+36)
DT	Tax Organizations & Services	5	0			
F	Criminal Justice & Legal Services			95	3%	(+33)
FL	Law Enforcement Agencies	6	1			
FP	Legal Assistance Modalities	18	1			
FT	Legal Services	38	3			
H	Education			15	0%	
J	Environment & Public Health Safety			124	3%	
L	Health Care			321	9%	(+97)
LH	Health Supportive Services	176	20			
LN	Outpatient Health Facilities	17	1			
LV	Specialty Medicine	31	3			
N	Income Support/Employment			153	4%	(+7)
ND	Employment	24	0			
NL	Public Assistance Programs	105	4			
NS	Social Insurance Programs	17	0			
P	Individual & Family Life			229	6%	(+11)
PB	Death Certification/Burial Arrangement	7	0			
PH	Individual and Family Support	204	115			
PL	Leisure Activities/Recreation	1	0			
PN	Mutual Support	6	0			
R	Mental Health Care & Substance Abuse			111	3%	(+15)
RM	Mental Health Care Facilities	27	0			
RP	Mental Health Evaluation & Treatment	48	2			
RX	Substance Abuse Services	21	1			
T	Organizational/Community Services			429	12%	(+10)
TD	Community Groups & Government	215	389			
TH	Disaster Services	54	12			
TI	Donor Services	26	1			
TJ	Information Services	124	20			
	Total			3662	100%	

Saint Landry

Saint Landry Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			310	62%	
BD	Food	60	3			
BH	Housing/Shelter	109	30			
BM	Material Goods	24	1			
BT	Transportation	6	3			
BV	Utility Payment Assistance	111	14			
D	Consumer Services			6	1%	(+5)
DT	Tax Organizations & Services	1	0			
F	Criminal Justice & Legal Services			13	3%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	5	0			
FT	Legal Services	7	0			
H	Education			0	0%	
J	Environment & Public Health Safety			19	4%	
L	Health Care			30	6%	(+11)
LH	Health Supportive Services	14	3			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	5	0			
N	Income Support/Employment			32	6%	
ND	Employment	0	0			
NL	Public Assistance Programs	28	1			
NS	Social Insurance Programs	4	0			
P	Individual & Family Life			18	4%	(+1)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	16	7			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			14	3%	(+1)
RM	Mental Health Care Facilities	4	0			
RP	Mental Health Evaluation & Treatment	9	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			58	12%	(+2)
TD	Community Groups & Government	21	28			
TH	Disaster Services	23	4			
TI	Donor Services	3	0			
TJ	Information Services	9	2			
	Total			500	100%	

Saint Martin

Saint Martin Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			125	46%	
BD	Food	22	4			
BH	Housing/Shelter	44	7			
BM	Material Goods	38	0			
BT	Transportation	4	0			
BV	Utility Payment Assistance	17	5			
D	Consumer Services			2	1%	(+2)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			4	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	4	0			
H	Education			1	0%	
J	Environment & Public Health Safety			14	5%	
L	Health Care			33	12%	(+11)
LH	Health Supportive Services	16	0			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	4	0			
N	Income Support/Employment			17	6%	
ND	Employment	1	0			
NL	Public Assistance Programs	13	0			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			18	7%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	16	10			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			5	2%	
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			50	19%	(+3)
TD	Community Groups & Government	21	41			
TH	Disaster Services	13	4			
TI	Donor Services	6	0			
TJ	Information Services	7	2			
	Total			269	100%	

Saint Mary

Saint Mary Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			135	61%	
BD	Food	13	4			
BH	Housing/Shelter	51	0			
BM	Material Goods	14	0			
BT	Transportation	1	2			
BV	Utility Payment Assistance	56	1			
D	Consumer Services			3	1%	(+3)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			2	1%	
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	1	0			
H	Education			1	0%	
J	Environment & Public Health Safety			2	1%	
L	Health Care			11	5%	(+8)
LH	Health Supportive Services	3	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			16	7%	(+2)
ND	Employment	0	1			
NL	Public Assistance Programs	13	1			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			3	1%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	2	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			5	2%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	2	1			
RX	Substance Abuse Services	3	0			
T	Organizational/Community Services			42	19%	(+3)
TD	Community Groups & Government	7	11			
TH	Disaster Services	27	1			
TI	Donor Services	0	0			
TJ	Information Services	5	1			
	Total			220	100%	

Terrebonne Parish

Terrebonne Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			394	33%	
BD	Food	49	8			
BH	Housing/Shelter	201	16			
BM	Material Goods	33	2			
BT	Transportation	5	5			
BV	Utility Payment Assistance	106	0			
D	Consumer Services			7	1%	(+7)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			14	1%	(+2)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	0			
FT	Legal Services	11	0			
H	Education			0	0%	
J	Environment & Public Health Safety			11	1%	
L	Health Care			22	2%	(+10)
LH	Health Supportive Services	10	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	2	0			
N	Income Support/Employment			25	2%	
ND	Employment	0	0			
NL	Public Assistance Programs	23	2			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			10	1%	(+5)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	4	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			1	0%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			697	59%	(+6)
TD	Community Groups & Government	43	4			
TH	Disaster Services	634	61			
TI	Donor Services	5	0			
TJ	Information Services	9	4			
	Total			1181	100%	

Vermilion Parish

Vermilion Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			93	51%	
BD	Food	13	2			
BH	Housing/Shelter	31	5			
BM	Material Goods	16	1			
BT	Transportation	5	0			
BV	Utility Payment Assistance	28	11			
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			3	2%	
J	Environment & Public Health Safety			13	7%	
L	Health Care			27	15%	(+7)
LH	Health Supportive Services	17	4			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	3	0			
N	Income Support/Employment			10	5%	
ND	Employment	0	0			
NL	Public Assistance Programs	10	0			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			10	5%	(+1)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	7	4			
PL	Leisure Activities/Recreation	0	1			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			4	2%	(+2)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	1			
RX	Substance Abuse Services	2	1			
T	Organizational/Community Services			23	13%	(+3)
TD	Community Groups & Government	8	0			
TH	Disaster Services	5	12			
TI	Donor Services	0	0			
TJ	Information Services	7	2			
	Total			183	100%	

Outside of Ten Parish Service Area

Outside Ten Parish Service Area		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			203	46%	
BD	Food	12	1			
BH	Housing/Shelter	102	11			
BM	Material Goods	15	2			
BT	Transportation	10	4			
BV	Utility Payment Assistance	64	2			
D	Consumer Services			2	0%	(+1)
DT	Tax Organizations & Services	1	0			
F	Criminal Justice & Legal Services			7	2%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	6	0			
H	Education			1	0%	
J	Environment & Public Health Safety			6	1%	
L	Health Care			28	6%	(+8)
LH	Health Supportive Services	14	3			
LN	Outpatient Health Facilities	6	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			15	3%	(+1)
ND	Employment	3	0			
NL	Public Assistance Programs	9	2			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			10	2%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	9	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			11	2%	(+1)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	7	1			
RX	Substance Abuse Services	2	0			
T	Organizational/Community Services			159	36%	(+2)
TD	Community Groups & Government	14	2			
TH	Disaster Services	75	6			
TI	Donor Services	2	0			
TJ	Information Services	66	3			
	Total			442	100%	

Top Ten

October 1, 2021 – December 31, 2021

Top Ten Unmet Needs	Count
Homeless Advocacy Groups	544
Rent Payment Assistance	64
**Case/Care Mgmt. Referrals	62
Utility Service Payment Assistance	51
Holiday Gifts/Toys	41
Referrals to Dental Prac. Services	25
Thanksgiving Meals	21
Utility Assistance	20
**Misc. Financial Assistance	20
Ongoing Emergency Food Asst.	19

Top Ten Resources Attached	Count
ARCH	804
**232-HELP LA211 Incident Command	413
Monsignor Sigur Center	262
ERAP	243
Goodwill Emergency Crisis Program	195
SMILE – Lafayette	150
LA211 COVID-19 Vaccine	149
232-HELP Donated Dental	136
Red Cross – Disaster Relief	133
LA211 COVID FAQ's	132

******232-HELP LA211 Incident Command Center is staged as a resource for our work in disaster preparedness and response. In this resource is a link to a google sheets document where we curate our disaster information pertinent to the current disaster.

******The Case/Care Management Referrals taxonomy is defined as: programs that maintain lists of individuals who are available to serve as care/care managers and which link individuals who need this service with appropriate resources.

- This is namely used for ARCH referrals when a caller expresses challenges with their case manager at ARCH.

******The Miscellaneous Financial Assistance taxonomy is defined as: Programs that provide cash, vouchers, or other forms of monetary aid for people in need of assistance and evaluate the individual's or family's need for the money on a case-by-case basis rather than having pre-established policies regarding the types of needs the dollars can be used to cover.

- This is used when there is no taxonomy that best fits the financial assistance a caller is needing (which likely we do not have a resource for, i.e., car note or phone bill payment assistance)