

Quarterly Report (July 1, 2021 – September 30, 2021)

CONTACT INFORMATION			
Pierre Coleman - Technical Administrator		337-205-6014	pierre@232-help.org
Contact Name		Contact Phone #	Contact Email Address
232-HELP INFORMATION			
1005 Jefferson Street	Lafayette	LA	70501
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		https://232-help.org	https://232-help.org/directory
		Website Address	Resource Directory
SERVICE AREA			
Parishes Served:	Acadia, Avoyelles, Evangeline, Iberia, Lafayette, Saint Landry, Saint Martin, Saint Mary, Terrebonne, 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 are slated to conclude Hurricane Ida work October 29, 2021.**

We received assistance from Mile High United Way 211 Colorado and Nevada 211 managed by Money Management to handle the surge in call volume due to Ida.

Contact Statistics

July 1, 2021 – September 30, 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	3847	94%	100%	-6%
Total Long Abandons	196	4.8%	10%	+5.2%
Total Calls Inbound	4094			
Callback Requests	184			
% Of Callback Requests	4.5%			
Average Talk Time	0:05:17			
Average Speed of Answer	0:00:51			
Average Abandonment Time	0:01:56	116 sec	<2 min	+3 sec
Service Level	78.2%	78.2%	85%	-6.8%

Contact Statistics Continued

July 1, 2021 – September 30, 2021

		QUARTERLY COVID (KINSHIP) – option 2			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Handled	2087	86.6%	100%	-13.4%	
Total Long Abandons	289	11.9%	10%	-1.1%	
Total Calls Inbound	2411				
Callback Requests	238				
% Of Callback Requests	9.9%				
Average Talk Time	0:05:15				
Average Speed of Answer	0:01:51				111 sec
Average Abandonment Time	0:02:26	146 sec	<2 min	-27 sec	
Service Level	59.4%	59.4%	85%	-25.6%	

		QUARTERLY IDA (COVID) – opt 1			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Handled	3458	89.9%	100%	-10.1%	
Total Long Abandons	353	9.2%	10%	+0.8%	
Total Calls Inbound	3847				
Callback Requests	441				
% Of Callback Requests	11.5%				
Average Talk Time	0:05:39				
Average Speed of Answer	0:02:28				148 sec
Average Abandonment Time	0:02:17	137 sec	<2 min	-18 sec	
Service Level	65.9%	65.9%	85%	-19.1%	

Gender and Age Demographics

**Numbers for Gender/Age Range now includes disaster intakes (the nature of these calls does not include asking for this hence the large number of unrecorded numbers).*

Gender/Age Distribution								
	0-12	13-17	18-24	25-40	41-59	60+	Unrecorded	Total
Female	3	4	53	304	360	356	2130	3210
Male	0	1	19	137	182	124	674	1137
LGBTQ+	0	0	0	2	1	0	6	9
Undisclosed	0	5	23	108	152	153	3700	4141
Total	3	10	95	551	695	633	6510	8497
% Female	100%	40%	56%	55%	52%	56%		
% Male	0%	10%	20%	25%	26%	20%		

Contact Intakes by Parish

Client Contact Intakes		
Parish Name	#	%
Acadia	164	4%
Avoyelles	45	1%
Evangeline	89	2%
Iberia	239	6%
Lafayette	2292	60%
Saint Landry	322	8%
Saint Martin	177	5%
Saint Mary	60	2%
Terrebonne	78	2%
Vermilion	120	3%
Outside Service Area	227	6%
Total	3813	100%

Disaster Intakes		
Parish Name	#	%
Acadia	112	2%
Avoyelles	61	1%
Evangeline	59	1%
Iberia	222	5%
Lafayette	1024	22%
Saint Landry	248	5%
Saint Martin	100	2%
Saint Mary	246	5%
Terrebonne	1833	39%
Vermilion	94	3%
Outside Service Area	685	25%
Total	4684	100%

Call Types

July 1, 2021 – September 30, 2021

Call Type				
Call Type <i>out of 3813</i>	#	%		
Information***	3061	80%		
Referral***	661	17%		
Advocacy***	64	2%		
Crisis Intervention***	2	0%		
Miscellaneous*	25	1%		
All Contact Types	#	Actual	Goal	Difference
Incoming Telephone Calls Answered <i>out of 10352</i>	9392	90.7%	100.0%	-9.3%
Total TXT Messages	15			
Web/Facebook Messages, etc.	1			
Web Hits/Visitors	2857			
Walk Ins***	3			
Field Work***	1			
Email***	5			
Postal Mail***	6			
Public Resource Directory (Unique Visitors)	1094			
Public Resource Directory total activity	1948			
Engagement/Administrative Statistics	#			
# of Outreach Events***	1			
# Resource Records to Date / Updated / Added	1552/317/240			

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

****COVID-19 statistics are included this section of the report for convenience's sake.

***Denotes this does count does not apply to nor include COVID-19 Disaster Intakes. 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.

Note: The follow-up process is still being worked out. In the future we intend to have follow-ups have their own page on this report.

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			193	48%	
BD	Food	47	3			
BH	Housing/Shelter	79	7			
BM	Material Goods	22	0			
BT	Transportation	2	2			
BV	Utility Payment Assistance	43	12			
D	Consumer Services			5	1%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			11	3%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	2			
FT	Legal Services	6	1			
H	Education			1	0%	
J	Environment & Public Health Safety			40	10%	
L	Health Care			48	12%	(+22)
LH	Health Supportive Services	20	1			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	4	0			
N	Income Support/Employment			19	5%	
ND	Employment	1	0			
NL	Public Assistance Programs	17	0			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			17	4%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	16	3			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			4	1%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	4	2			
T	Organizational/Community Services			60	15%	
TD	Community Groups & Government	12	28			
TH	Disaster Services	33	1			
TI	Donor Services	1	1			
TJ	Information Services	11	1			
	Total			398	100%	

Avoyelles Parish

Avoyelles Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			87	54%	
BD	Food	15	2			
BH	Housing/Shelter	24	6			
BM	Material Goods	2	6			
BT	Transportation	2	0			
BV	Utility Payment Assistance	44	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			24	15%	
L	Health Care			9	6%	(+1)
LH	Health Supportive Services	8	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			12	7%	
ND	Employment	0	0			
NL	Public Assistance Programs	12	0			
NS	Social Insurance Programs	0	1			
P	Individual & Family Life			4	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	3	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	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			23	14%	
TD	Community Groups & Government	3	0			
TH	Disaster Services	16	2			
TI	Donor Services	0	0			
TJ	Information Services	4	0			
	Total			161	100%	

Evangeline Parish

Evangeline Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			128	51%	
BD	Food	18	5			
BH	Housing/Shelter	44	4			
BM	Material Goods	1	0			
BT	Transportation	1	0			
BV	Utility Payment Assistance	64	8			
D	Consumer Services			3	1%	
DT	Tax Organizations & Services	3	0			
F	Criminal Justice & Legal Services			6	2%	
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	3	0			
FT	Legal Services	2	0			
H	Education			0	0%	
J	Environment & Public Health Safety			24	10%	
L	Health Care			37	15%	(+13)
LH	Health Supportive Services	21	3			
LN	Outpatient Health Facilities	3	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			15	6%	
ND	Employment	0	0			
NL	Public Assistance Programs	11	0			
NS	Social Insurance Programs	4	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			11	4%	
RM	Mental Health Care Facilities	7	1			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			22	9%	
TD	Community Groups & Government	6	11			
TH	Disaster Services	12	0			
TI	Donor Services	0	0			
TJ	Information Services	4	0			
	Total			250	100%	

Iberia Parish

Iberia Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			436	54%	
BD	Food	40	4			
BH	Housing/Shelter	183	11			
BM	Material Goods	51	1			
BT	Transportation	22	3			
BV	Utility Payment Assistance	140	2			
D	Consumer Services			3	0%	(+2)
DT	Tax Organizations & Services	1	0			
F	Criminal Justice & Legal Services			10	1%	(+2)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	8	0			
H	Education			5	1%	
J	Environment & Public Health Safety			58	7%	
L	Health Care			62	8%	(+20)
LH	Health Supportive Services	38	4			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	4	0			
N	Income Support/Employment			48	6%	
ND	Employment	4	0			
NL	Public Assistance Programs	41	0			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			20	2%	(+3)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	14	3			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			23	3%	(+3)
RM	Mental Health Care Facilities	4	0			
RP	Mental Health Evaluation & Treatment	12	0			
RX	Substance Abuse Services	4	0			
T	Organizational/Community Services			149	18%	(+8)
TD	Community Groups & Government	15	50			
TH	Disaster Services	113	10			
TI	Donor Services	3	0			
TJ	Information Services	10	1			
	Total			814	100%	

Lafayette Parish

Lafayette Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			2583	51%	
BD	Food	571	38			
BH	Housing/Shelter	1078	82			
BM	Material Goods	409	27			
BT	Transportation	109	33			
BV	Utility Payment Assistance	416	25			
D	Consumer Services			44	1%	(+41)
DT	Tax Organizations & Services	3	1			
F	Criminal Justice & Legal Services			129	3%	(+29)
FL	Law Enforcement Agencies	15	0			
FP	Legal Assistance Modalities	24	1			
FT	Legal Services	60	7			
H	Education			30	1%	
J	Environment & Public Health Safety			329	7%	
L	Health Care			453	9%	(+195)
LH	Health Supportive Services	225	20			
LN	Outpatient Health Facilities	13	2			
LV	Specialty Medicine	20	3			
N	Income Support/Employment			226	4%	
ND	Employment	40	1			
NL	Public Assistance Programs	162	6			
NS	Social Insurance Programs	24	0			
P	Individual & Family Life			195	4%	(+37)
PB	Death Certification/Burial Arrangement	19	0			
PH	Individual and Family Support	130	28			
PL	Leisure Activities/Recreation	1	2			
PN	Mutual Support	8	0			
R	Mental Health Care & Substance Abuse			104	2%	(+8)
RM	Mental Health Care Facilities	18	1			
RP	Mental Health Evaluation & Treatment	37	1			
RX	Substance Abuse Services	41	1			
T	Organizational/Community Services			954	19%	(+25)
TD	Community Groups & Government	296	523			
TH	Disaster Services	432	63			
TI	Donor Services	28	5			
TJ	Information Services	173	6			
	Total			5047	100%	

Saint Landry

Saint Landry Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			331	40%	
BD	Food	63	3			
BH	Housing/Shelter	112	22			
BM	Material Goods	36	4			
BT	Transportation	10	8			
BV	Utility Payment Assistance	110	11			
D	Consumer Services			7	1%	(+7)
DT	Tax Organizations & Services	0	1			
F	Criminal Justice & Legal Services			14	2%	(+2)
FL	Law Enforcement Agencies	3	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	7	0			
H	Education			5	1%	
J	Environment & Public Health Safety			108	13%	
L	Health Care			121	15%	
LH	Health Supportive Services	32	7			
LN	Outpatient Health Facilities	2	1			
LV	Specialty Medicine	14	0			
N	Income Support/Employment			51	6%	(+1)
ND	Employment	2	0			
NL	Public Assistance Programs	43	4			
NS	Social Insurance Programs	5	0			
P	Individual & Family Life			21	3%	(+4)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	16	7			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			18	2%	(+2)
RM	Mental Health Care Facilities	8	0			
RP	Mental Health Evaluation & Treatment	7	0			
RX	Substance Abuse Services	1	0			
T	Organizational/Community Services			143	17%	(+1)
TD	Community Groups & Government	37	44			
TH	Disaster Services	74	6			
TI	Donor Services	1	1			
TJ	Information Services	30	1			
	Total			819	100%	

Saint Martin

Saint Martin Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			176	41%	
BD	Food	54	2			
BH	Housing/Shelter	61	5			
BM	Material Goods	17	2			
BT	Transportation	8	5			
BV	Utility Payment Assistance	36	2			
D	Consumer Services			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			5	1%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	2	0			
H	Education			1	0%	
J	Environment & Public Health Safety			26	6%	
L	Health Care			56	13%	
LH	Health Supportive Services	25	1			
LN	Outpatient Health Facilities	3	0			
LV	Specialty Medicine	7	0			
N	Income Support/Employment			21	5%	
ND	Employment	0	0			
NL	Public Assistance Programs	18	1			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			26	6%	(+3)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	19	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	4	0			
R	Mental Health Care & Substance Abuse			23	5%	(+2)
RM	Mental Health Care Facilities	5	0			
RP	Mental Health Evaluation & Treatment	6	0			
RX	Substance Abuse Services	10	0			
T	Organizational/Community Services			90	21%	
TD	Community Groups & Government	17	30			
TH	Disaster Services	57	3			
TI	Donor Services	2	0			
TJ	Information Services	14	0			
	Total			425	100%	

Saint Mary

Saint Mary Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			225	39%	
BD	Food	35	4			
BH	Housing/Shelter	67	4			
BM	Material Goods	25	1			
BT	Transportation	13	5			
BV	Utility Payment Assistance	85	5			
D	Consumer Services			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			4	1%	(+1)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	2	0			
H	Education			0	0%	
J	Environment & Public Health Safety			68	12%	
L	Health Care			70	12%	(+55)
LH	Health Supportive Services	15	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			13	2%	
ND	Employment	0	0			
NL	Public Assistance Programs	13	0			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			5	1%	
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	3	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			12	2%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	11	0			
T	Organizational/Community Services			178	31%	
TD	Community Groups & Government	10	5			
TH	Disaster Services	161	12			
TI	Donor Services	1	0			
TJ	Information Services	6	1			
	Total			576	100%	

Terrebonne Parish

Terrebonne Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			580	18%	
BD	Food	216	11			
BH	Housing/Shelter	194	36			
BM	Material Goods	22	4			
BT	Transportation	55	19			
BV	Utility Payment Assistance	93	0			
D	Consumer Services			5	0%	(+5)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			17	1%	
FL	Law Enforcement Agencies	4	0			
FP	Legal Assistance Modalities	5	0			
FT	Legal Services	8	0			
H	Education			1	0%	
J	Environment & Public Health Safety			75	2%	
L	Health Care			48	2%	(+28)
LH	Health Supportive Services	18	4			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			43	1%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	37	2			
NS	Social Insurance Programs	5	0			
P	Individual & Family Life			15	0%	(+4)
PB	Death Certification/Burial Arrangement	2	1			
PH	Individual and Family Support	0	2			
PL	Leisure Activities/Recreation	8	1			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			10	0%	(+2)
RM	Mental Health Care Facilities	3	0			
RP	Mental Health Evaluation & Treatment	5	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			2375	75%	(+7)
TD	Community Groups & Government	17	2			
TH	Disaster Services	2298	181			
TI	Donor Services	22	0			
TJ	Information Services	31	4			
	Total			3169	100%	

Vermilion Parish

Vermilion Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			171	50%	
BD	Food	19	1			
BH	Housing/Shelter	88	6			
BM	Material Goods	12	0			
BT	Transportation	6	6			
BV	Utility Payment Assistance	46	6			
D	Consumer Services			1	0%	(+1)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			13	4%	
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	7	0			
FT	Legal Services	5	0			
H	Education			2	1%	
J	Environment & Public Health Safety			32	9%	
L	Health Care			38	11%	(+13)
LH	Health Supportive Services	25	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			20	6%	
ND	Employment	0	0			
NL	Public Assistance Programs	19	2			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			10	3%	(+3)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	4	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	2	0			
R	Mental Health Care & Substance Abuse			5	1%	
RM	Mental Health Care Facilities	4	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			49	14%	(+1)
TD	Community Groups & Government	0	23			
TH	Disaster Services	8	6			
TI	Donor Services	31	0			
TJ	Information Services	9	0			
	Total			341	100%	

Outside of Ten Parish Service Area

Outsiden Ten Parish Service Area		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			308	22%	
BD	Food	81	11			
BH	Housing/Shelter	110	26			
BM	Material Goods	23	3			
BT	Transportation	30	12			
BV	Utility Payment Assistance	64	9			
D	Consumer Services			4	0%	
DT	Tax Organizations & Services	4	0			
F	Criminal Justice & Legal Services			14	1%	(+1)
FL	Law Enforcement Agencies	12	1			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	1	0			
H	Education			4	0%	
J	Environment & Public Health Safety			25	2%	
L	Health Care			23	2%	(+12)
LH	Health Supportive Services	10	3			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	1	1			
N	Income Support/Employment			43	3%	
ND	Employment	0	0			
NL	Public Assistance Programs	41	2			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			6	0%	(+3)
PB	Death Certification/Burial Arrangement	1	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			34	2%	(+3)
RM	Mental Health Care Facilities	4	0			
RP	Mental Health Evaluation & Treatment	5	1			
RX	Substance Abuse Services	22	0			
T	Organizational/Community Services			940	67%	(+5)
TD	Community Groups & Government	29	6			
TH	Disaster Services	802	58			
TI	Donor Services	5	1			
TJ	Information Services	99	3			
	Total			1401	100%	

Top Ten

July 1, 2021 – September 30, 2021

Top Ten Unmet Needs	Count
Homeless Advocacy Groups	714
Disaster Related Shelter Services	186
Motel Bill Payment Assistance	53
Gas Money	50
Rent Payment Assistance	44
Utility Service Payment Assistance	41
General Disaster Information	39
Ongoing Emergency Food Assist.	34
Referral to Dental Prac. Donating...	27
Utility Assistance	24

Top Ten Resources Attached	Count
232-HELP LA211 Incident Command**	1571
ARCH	997
LASHELTER – 211 State Shelters**	550
COVID-19 Information & FAQ's	537
DisasterAssistance.Gov (FEMA – Ida)	519
DSNAP & Replacement SNAP	440
Monsignor Sigur Center	400
ERAP	328
LDH Medical Triage Numbers**	208
232-HELP Donated Dental Program	194

******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.

******LASHELTER – 211 State Shelters is staged as a resource for the DCFS/State-run mass sheltering locations where we referred individuals to for disaster-related shelter needs.

******LDH Medical Triage Numbers is staged as a resource for the LDH Region lines that open to assist and direct the medically vulnerable and/or electricity dependent to a safer place to shelters.