

Quarterly Report (April 1, 2020 – June 30, 2020)

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-Fri 8:30am - 4:30pm			
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. The majority 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 United Way agencies: UW Acadiana, UW Iberia, and UW Saint Landry/Evangeline.

****The COVID-19 pandemic began, officially, for 232-HELP March 12, 2020. Data collected for pandemic purposes may not reflect what is normally presented in this report.***

****Since the pandemic, 232-HELP has added three additional queues to our Smoothstone system and as such, those statistics will be separated. Currently 232-HELP has four queues deployed: our regular Sunshine I&R queue, a queue designed to track our contract work with DCFS and kinship care families, our contract work with LDH and answering questions and addressing concerns regarding COVID-19, and our contract work with LHC to provide information about the LERAP, answer FAQs, and assist challenged callers in completing the pre-screening application (this queue was made live July 15, 2020 – no contact statistics available).***

****In order to deliver on our promise to collaborate with our partner 211 agencies, 232-HELP offered aid to our sister agency VIALINK. We took a percentage of VIALINK's 211 calls to support them. Numbers in contact statistics AND disaster intakes reflect that. This assistance ceased around mid-June as we approached some form of normalcy.***

Contact Statistics

April 1, 2020 – June 30, 2020

*These numbers reflect contacts answered 232-HELP Sunshine queue. A breakdown of the COVID & Kinship queue will be amended to the end of this report. It is important to note that while this queue was designed to track calls for sunshine calls, we did discover that due to the stress of the pandemic, callers pressed any option to speak with a live specialist. These numbers do not reflect only sunshine queue calls. Make note there will no longer be a row for Overflow calls; we no longer allow calls to be overflowed.

CONTACT STATISTICS				
QUARTERLY – 232-HELP/LA 211 Day				
Numeric Values		Percentage Values		
#		Actual	Goal	Difference
Total Calls Answered	14923	94.9%	100%	-5.1%
Total Calls Abandoned	798	5.1%	10%	+4.9%
Auto Attended Calls (Transfers)	N/A			
Information Queues (Recordings)	N/A			
Total Automatic Call Distributor (ADC) Calls	15729			
Total Contacts Assisted (broken down on next page)				
Average Talk Time	0:04:12			
Average Speed of Answer	0:00:37	37 sec	<60 sec	+22 sec
Service Level	82.9%	82.9%	85%	-2.1%
Average Abandonment Time	0:01:52	112 sec	< 2 min	+ 3 sec
Total TXT Messages	6			
# Outgoing Follow-Up Calls Attempted	N/A**	N/A	5%	N/A
# Total Resource Records to Date / Updated / Added	1571 / 503 / 55			
Website Visits / Resource Searches	2404 / 3219			
# of Outreach Events	N/A**			

**follow up calls were not attempted as call volume was 4-5 times as large during pandemic; no outreach events occurred either

*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). The number by parish will still be amended at the end of the report. The "Total Contacts by Parish (CC Intakes)" indicate sunshine intake calls ONLY.

Gender Age Range									
	0-5	6-12	13-17	18-24	25-40	41-59	60+	Unrecorded	Total
Male	0	0	1	9	62	115	65	270	522
Female	0	0	0	18	193	224	161	637	1233
LGBTQ+	0	0	0	0	1	1	0	0	2
Unrecorded	0	4	3	199	1165	1673	1236	14190	18470
Total	0	4	4	226	1421	2013	1462	15097	20227
% Female	0%	0%	0%	8%	14%	11%	11%		
% Male	0%	0%	25%	4%	4%	6%	4%		

Total Contacts by Parish (CC Intakes)		
Parish Name	#	%
Acadia	43	3%
Avoyelles	10	1%
Evangeline	15	1%
Iberia	85	6%
Lafayette	863	60%
Saint Landry	113	8%
Saint Martin	66	5%
Saint Mary	23	2%
Terrebonne	35	2%
Vermillion	42	3%
Outside Parish Service Area	154	11%
Total	1449	100%

Call Types

April 1, 2020 – June 30, 2020

Call Type				
Call Type	#	%		
Information***	1093	34%		
Referral***	238	56%		
Advocacy***	63	5%		
Crisis Intervention***	1	0%		
Miscellaneous*	132	5%		
Count of Disaster (COVID-19 Pandemic) Intakes****	18778	0%		
*Not Inclusive of Abandoned/Overflowed Nonrefundable/Exit On				
All Contact Types	#	Actual	Goal	Difference
Incoming Telephone Calls Answered	14923	94.9%	100.0%	-5.1%
Total TXT Messages	132			
Web Hits/Visitors	2404			
Walk Ins***	N/A			
Field Work***	N/A			
Unite Us*****	N/A			
Email***	3			
Postal Mail***	13			
Messaging via Facebook	-			
Facebook Reach	-			
Total All Contacts Assisted				
# Follow Up Calls Attempted***	N/A	N/A	5%	N/A
# Follow Up Calls (Endangerment/Crisis/Suicide Calls)	N/A	0%	100%	0%
# of Outreach Events***	N/A			
# Resource Records Up to Date / Updated / Added	1571 / 503 / 55			

****Miscellaneous:** This statistic is composed of hang up calls, etc.

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

*****Denotes this does count does not apply to nor include COVID-19 Disaster Intakes; there were no outreach, walk-ins, fieldwork or follow up calls made**

*******There were was a Unite LA initiative to help those who are vulnerable and could not risk going out to get groceries. There was not a clear way to delineate these calls between intake forms so this statistic is not available.**

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 amount 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		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			238	17%	
BD	Food	121	12			
BH	Housing/Shelter	81	16			
BM	Material Goods	3	1			
BT	Transportation	4	0			
BV	Utility Payment Assistance	29	0			
D	Consumer Services			13	1%	(+6)
DT	Tax Organizations & Services	7	1			
F	Criminal Justice & Legal Services			15	1%	(+1)
FP	Legal Assistance Modalities	6	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	8	0			
H	Education			0	0%	
J	Environment & Public Health Safety			924	66%	
L	Health Care			92	7%	(+75)
LH	Health Supportive Services	15	2			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			30	2%	
ND	Employment	1	0			
NL	Public Assistance Programs	24	0			
NS	Social Insurance Programs	5	1			
P	Individual & Family Life			4	0%	
PB	Death Certification/Burial Arrangement	2	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 Services			8	1%	(+4)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			71	5%	(+1)
TD	Community Groups & Government	28	1			
TH	Disaster Services	30	1			
TI	Donor Services	0	0			
TJ	Information Services	12	1			
	Total			1395	100%	

Avoyelles Parish

Avoyelles		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			34	9%	
BD	Food	5	3			
BH	Housing/Shelter	14	6			
BM	Material Goods	0	0			
BT	Transportation	2	0			
BV	Utility Payment Assistance	13	2			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			5	1%	(+1)
FP	Legal Assistance Modalities	1	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	3	0			
H	Education			0	0%	
J	Environment & Public Health Safety			277	71%	
L	Health Care			21	5%	(+17)
LH	Health Supportive Services	3	0			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			9	2%	
ND	Employment	1	0			
NL	Public Assistance Programs	5	0			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			0	0%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	0	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			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			45	12%	
TD	Community Groups & Government	8	0			
TH	Disaster Services	28	0			
TI	Donor Services	0	0			
TJ	Information Services	9	0			
	Total			391	100%	

Evangeline Parish

Evangeline		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			73	8%	
BD	Food	35	1			
BH	Housing/Shelter	11	4			
BM	Material Goods	2	0			
BT	Transportation	0	0			
BV	Utility Payment Assistance	25	2			
D	Consumer Services			7	1%	(+2)
DT	Tax Organizations & Services	5	1			
F	Criminal Justice & Legal Services			11	1%	(+1)
FP	Legal Assistance Modalities	4	0			
FL	Law Enforcement Agencies	1	0			
FT	Legal Services	5	0			
H	Education			1	0%	
J	Environment & Public Health Safety			687	74%	
L	Health Care			22	2%	(+21)
LH	Health Supportive Services	1	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			13	1%	
ND	Employment	0	0			
NL	Public Assistance Programs	11	0			
NS	Social Insurance Programs	2	1			
P	Individual & Family Life			0	0%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	0	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			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			120	13%	(+1)
TD	Community Groups & Government	5	1			
TH	Disaster Services	108	1			
TI	Donor Services	0	0			
TJ	Information Services	6	2			
	Total			934	100%	

Iberia Parish

Iberia		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			394	19%	
BD	Food	97	8			
BH	Housing/Shelter	198	28			
BM	Material Goods	6	1			
BT	Transportation	9	0			
BV	Utility Payment Assistance	84	2			
D	Consumer Services			13	1%	(+8)
DT	Tax Organizations & Services	5	1			
F	Criminal Justice & Legal Services			26	1%	(+9)
FP	Legal Assistance Modalities	8	0			
FL	Law Enforcement Agencies	1	0			
FT	Legal Services	8	0			
H	Education			2	0%	
J	Environment & Public Health Safety			1381	65%	
L	Health Care			90	4%	(+79)
LH	Health Supportive Services	11	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			44	2%	
ND	Employment	6	0			
NL	Public Assistance Programs	31	0			
NS	Social Insurance Programs	7	0			
P	Individual & Family Life			25	1%	(+17)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	6	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			4	0%	(+2)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			149	7%	(+6)
TD	Community Groups & Government	30	2			
TH	Disaster Services	100	1			
TI	Donor Services	2	0			
TJ	Information Services	11	0			
	Total			2128	100%	

Lafayette Parish

Lafayette		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			5544	30%	
BD	Food	1419	82			
BH	Housing/Shelter	3409	559			
BM	Material Goods	151	9			
BT	Transportation	56	5			
BV	Utility Payment Assistance	509	11			
D	Consumer Services			96	1%	(+54)
DT	Tax Organizations & Services	42	14			
F	Criminal Justice & Legal Services			196	1%	(+42)
FP	Legal Assistance Modalities	52	1			
FL	Law Enforcement Agencies	5	0			
FT	Legal Services	97	4			
H	Education			7	0%	
J	Environment & Public Health Safety			10547	56%	
L	Health Care			769	4%	(+557)
LH	Health Supportive Services	179	17			
LN	Outpatient Health Facilities	15	0			
LV	Specialty Medicine	18	0			
N	Income Support/Employment			287	2%	
ND	Employment	30	1			
NL	Public Assistance Programs	193	3			
NS	Social Insurance Programs	64	2			
P	Individual & Family Life			74	0%	(+23)
PB	Death Certification/Burial Arrangement	6	0			
PH	Individual and Family Support	34	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	11	0			
R	Mental Health Care & Substance Abuse Services			80	0%	(+19)
RM	Mental Health Care Facilities	14	0			
RP	Mental Health Evaluation & Treatment	37	0			
RX	Substance Abuse Services	10	1			
T	Organizational/Community Services			1119	6%	(+51)
TD	Community Groups & Government	466	24			
TH	Disaster Services	452	5			
TI	Donor Services	23	1			
TJ	Information Services	127	7			
	Total			18719	100%	

Saint Landry

Saint Landry		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			433	16%	
BD	Food	202	11			
BH	Housing/Shelter	115	38			
BM	Material Goods	19	1			
BT	Transportation	12	0			
BV	Utility Payment Assistance	85	8			
D	Consumer Services			11	0%	(+7)
DT	Tax Organizations & Services	4	0			
F	Criminal Justice & Legal Services			21	1%	
FP	Legal Assistance Modalities	8	0			
FL	Law Enforcement Agencies	2	0			
FT	Legal Services	11	0			
H	Education			3	0%	
J	Environment & Public Health Safety			1770	66%	
L	Health Care			141	5%	(+121)
LH	Health Supportive Services	17	2			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			61	2%	
ND	Employment	10	1			
NL	Public Assistance Programs	39	2			
NS	Social Insurance Programs	12	1			
P	Individual & Family Life			6	0%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	6	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			8	0%	(+1)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	3	0			
T	Organizational/Community Services			222	8%	(+6)
TD	Community Groups & Government	47	0			
TH	Disaster Services	137	3			
TI	Donor Services	5	0			
TJ	Information Services	25	3			
	Total			2676	100%	

Saint Martin

Saint Martin		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			244	14%	
BD	Food	62	4			
BH	Housing/Shelter	146	30			
BM	Material Goods	4	1			
BT	Transportation	1	0			
BV	Utility Payment Assistance	31	0			
D	Consumer Services			7	0%	(+1)
DT	Tax Organizations & Services	6	0			
F	Criminal Justice & Legal Services			14	1%	(+1)
FP	Legal Assistance Modalities	6	0			
FL	Law Enforcement Agencies	2	0			
FT	Legal Services	5	0			
H	Education			0	0%	
J	Environment & Public Health Safety			1157	68%	
L	Health Care			119	7%	(+92)
LH	Health Supportive Services	18	0			
LN	Outpatient Health Facilities	7	0			
LV	Specialty Medicine	2	0			
N	Income Support/Employment			30	2%	
ND	Employment	6	0			
NL	Public Assistance Programs	17	1			
NS	Social Insurance Programs	7	0			
P	Individual & Family Life			5	0%	(+2)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	3	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			4	0%	(+2)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			122	7%	(+7)
TD	Community Groups & Government	33	0			
TH	Disaster Services	69	1			
TI	Donor Services	3	0			
TJ	Information Services	10	0			
	Total			1702	100%	

Saint Mary

Saint Mary		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			119	17%	
BD	Food	29	1			
BH	Housing/Shelter	53	2			
BM	Material Goods	1	0			
BT	Transportation	2	0			
BV	Utility Payment Assistance	34	0			
D	Consumer Services			5	1%	(+3)
DT	Tax Organizations & Services	2	0			
F	Criminal Justice & Legal Services			3	0%	(+1)
FP	Legal Assistance Modalities	0	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	2	0			
H	Education			0	0%	
J	Environment & Public Health Safety			448	65%	
L	Health Care			36	5%	(+35)
LH	Health Supportive Services	1	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			6	1%	
ND	Employment	0	0			
NL	Public Assistance Programs	5	3			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			4	1%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	2	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse Services			1	0%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			65	9%	(+2)
TD	Community Groups & Government	3	0			
TH	Disaster Services	39	0			
TI	Donor Services	0	0			
TJ	Information Services	21	0			
	Total			687	100%	

Terrebonne Parish

Terrebonne		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			184	12%	
BD	Food	41	2			
BH	Housing/Shelter	80	16			
BM	Material Goods	3	1			
BT	Transportation	0	0			
BV	Utility Payment Assistance	60	0			
D	Consumer Services			8	1%	(+2)
DT	Tax Organizations & Services	6	1			
F	Criminal Justice & Legal Services			21	1%	(+3)
FP	Legal Assistance Modalities	11	0			
FL	Law Enforcement Agencies	3	1			
FT	Legal Services	4	0			
H	Education			0	0%	
J	Environment & Public Health Safety			1005	63%	
L	Health Care			72	5%	(+64)
LH	Health Supportive Services	4	0			
LN	Outpatient Health Facilities	3	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			27	2%	
ND	Employment	3	0			
NL	Public Assistance Programs	17	0			
NS	Social Insurance Programs	7	0			
P	Individual & Family Life			6	0%	(+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 Services			4	0%	
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			268	17%	(+4)
TD	Community Groups & Government	20	0			
TH	Disaster Services	157	1			
TI	Donor Services	0	0			
TJ	Information Services	87	6			
	Total			1595	100%	

Vermilion Parish

Vermilion Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			237	22%	
BD	Food	43	4			
BH	Housing/Shelter	121	11			
BM	Material Goods	8	0			
BT	Transportation	8	0			
BV	Utility Payment Assistance	57	0			
D	Consumer Services			6	1%	(+1)
DT	Tax Organizations & Services	5	0			
F	Criminal Justice & Legal Services			16	2%	(+3)
FP	Legal Assistance Modalities	8	0			
FL	Law Enforcement Agencies	0	0			
FT	Legal Services	5	1			
H	Education			0	0%	
J	Environment & Public Health Safety			649	61%	
L	Health Care			51	5%	(+34)
LH	Health Supportive Services	14	1			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			26	2%	
ND	Employment	2	0			
NL	Public Assistance Programs	19	0			
NS	Social Insurance Programs	5	0			
P	Individual & Family Life			4	0%	(+1)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	2	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			3	0%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	3	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			65	6%	(+4)
TD	Community Groups & Government	25	0			
TH	Disaster Services	26	0			
TI	Donor Services	0	0			
TJ	Information Services	7	2			
	Total			1057	100%	

Outside of Ten Parish Service Area

Outside Ten Parish Service Area		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			2789	11%	
BD	Food	1649	54			
BH	Housing/Shelter	714	97			
BM	Material Goods	15	5			
BT	Transportation	24	4			
BV	Utility Payment Assistance	387	22			
D	Consumer Services			82	0%	(+38)
DT	Tax Organizations & Services	44	1			
F	Criminal Justice & Legal Services			163	1%	(+19)
FP	Legal Assistance Modalities	42	1			
FL	Law Enforcement Agencies	28	1			
FT	Legal Services	74	1			
H	Education			5	0%	
J	Environment & Public Health Safety			10360	42%	
L	Health Care			358	1%	(+313)
LH	Health Supportive Services	18	6			
LN	Outpatient Health Facilities	20	0			
LV	Specialty Medicine	7	0			
N	Income Support/Employment			244	1%	(+3)
ND	Employment	19	0			
NL	Public Assistance Programs	164	11			
NS	Social Insurance Programs	58	2			
P	Individual & Family Life			50	0%	(+13)
PB	Death Certification/Burial Arrangement	0	2			
PH	Individual and Family Support	34	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	3	0			
R	Mental Health Care & Substance Abuse Services			67	0%	(+16)
RM	Mental Health Care Facilities	19	0			
RP	Mental Health Evaluation & Treatment	17	1			
RX	Substance Abuse Services	15	0			
T	Organizational/Community Services			10291	42%	(+22)
TD	Community Groups & Government	317	8			
TH	Disaster Services	4797	37			
TI	Donor Services	3	0			
TJ	Information Services	5152	75			
	Total			24409	100%	

Top Ten

April 1, 2020 – June 30, 2020

Top Ten Referred to Provider	Count
COVID-19 Information & FAQ's	12723
Via Link 211 LA Incident Command Div.	4690
Monsignor Sigur Center	1822
ARCH	1564
COVID-19 Testing Sites	1329
CARES ACT	1026
COVID-19 SNAP	680
Welcome House	544
Louisiana Workforce Commission	453
COVID-19 UWSWLA Hospitality	334

Top Ten UnMet Needs	Count
COVID-19 Control	600
Motel Bill Payment Assistance	317
Disease Control Advisories	259
Community Shelters	234
Rent Payment Assistance	112
211 Collaborative Members	80
Food Pantries	79
Ongoing Emergency Food Assistance	38
Housing Related Coordinated Entry	34
General Disaster Information	32

Contact Statistics – Kinship

April 1, 2020 – June 30, 2020

**These numbers reflect contacts answered in the Kinship queue. It is important to note that while this queue was designed to track calls for Kinship Care Families, we did discover that due to the stress of the pandemic, callers pressed any option to speak with a live specialist. These numbers do not reflect only Kinship calls.*

		QUARTERLY – KINSHIP		
		Numeric Values	Percentage Values	
#		Actual	Goal	Difference
CONTACT STATISTICS				
Total Calls Answered	348	85.3%	100%	-14.7%
Total Calls Abandoned	59	14.5%	10%	-4.5%
Auto Attended Calls (Transfers)	N/A			
Information Queues (Recordings)	N/A			
Total Automatic Call Distributor (ADC) Calls	408			
Total Contacts Assisted (broken down on next page)				
Average Talk Time	0:04:27			
Average Speed of Answer	0:00:23	35 sec	<60 sec	+24 sec
Service Level	86.8%	86.8%	85%	+1.8%
Average Abandonment Time	0:00:38	38 sec	< 2 min	+82 sec

*During the pandemic, 232-HELP removed the capability of our queue system to overflow. This change took place in March and was implemented on all queues.

Contact Statistics – COVID-19

April 1, 2020 – June 30, 2020

**These numbers reflect contacts answered in the COVID-19 queue. It is important to note that while this queue was designed to track calls for COVID-19 FAQs, we did discover that due to the stress of the pandemic, callers pressed any option to speak with a live specialist. These numbers do not reflect only COVID-19 calls.*

		QUARTERLY – COVID-19		
		Numeric Values	Percentage Values	
#		Actual	Goal	Difference
CONTACT STATISTICS				
Total Calls Answered	7320	92.6%	100%	-7.4%
Total Calls Abandoned	577	7.3%	10%	+2.7%
Auto Attended Calls (Transfers)	N/A			
Information Queues (Recordings)	N/A			
Total Automatic Call Distributor (ADC) Calls	7902			
Total Contacts Assisted (broken down on next page)				
Average Talk Time	0:04:20			
Average Speed of Answer	0:00:35	35 sec	<120sec	+85 sec
Service Level	89.3%	89.3%	85%	+4.3%
Average Abandonment Time	0:01:40	100 sec	< 2 min	+19 sec

*During the pandemic, 232-HELP removed the capability of our queue system to overflow. This change took place in March and was implemented on all queues. Last quarterly report there was an error. Due to the nature of the pandemic the service level goal was intended to be 85% in 120 seconds, this was not accurately list this in the Jan-Mar report.

Disaster Intakes (COVID-19 Calls) by Parish

As mentioned before, we stepped up to support our sister agency VIALINK, here is a breakdown of contacts by parish of what was our temporary twenty parish service area.

Total Contacts by Parish		
Parish Name	#	%
Acadia	603	3%
Avoyelles	166	1%
Evangeline	390	2%
Iberia	819	4%
Lafayette	6704	36%
Saint Landry	1040	6%
Saint Martin	670	4%
Saint Mary	264	1%
Terrebonne	635	3%
Vermillion	425	2%
Jefferson	2402	13%
Lafourche	105	1%
Orleans	2939	16%
Plaquemines	24	0%
Saint Bernard	185	1%
Saint Charles	110	1%
Saint John the Baptist	135	1%
Saint Tammany	398	2%
Tangipahoa	201	1%
Washington	46	0%
Outside Twenty Parish Service Area*	517	3%
Total	18778	100%

**These include calls that were not properly routed to the correct 211 (uncommon occurrence), calls from out of state (majority from Texas counties – very rare instances), callers that were adamant to remain anonymous due to fear of retaliation of local/parish/state government, and etc. During this time the disaster intake was used as almost every call was directly related to a need that was impacted by the pandemic.*