

Quarterly Report (April 1, 2021 – June 30, 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
<p>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</p>			
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. Heavy rainfalls on May impacted Louisiana. Data collected for pandemic purposes may not reflect what is normally presented in this report.***

Contact Statistics

April 1, 2021 – June 30, 2021

*These numbers reflect contacts answered in three of 232-HELP's inbound queues: Sunshine, COVID, and Kinship. Due to the stress of the pandemic, callers pressed any option to speak with a live specialist. These numbers do not reflect only reflect calls specifically for that queue. For example, some callers may have pressed Sunshine queue, but the call was COVID related.

		QUARTERLY SUNSHINE			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Handled	4341	97%	100%	-2%	
Total Long Abandons	117	3%	10%	+7%	
Total Calls Inbound	4473				
Average Talk Time	0:05:31				
Average Speed of Answer	0:00:19	19 sec	<60 sec	+40 sec	
Average Abandonment Time	0:01:37	97 sec	<2 min	+22 sec	
Service Level	88.1%	88.1%	85%	+3.1%	

		QUARTERLY KINSHIP			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Handled	160	96.4%	100%	-3.6%	
Total Long Abandons	3	2%	10%	+8%	
Total Calls Inbound	166				
Average Talk Time	0:05:14				
Average Speed of Answer	0:00:17	17 sec	<60 sec	+42 sec	
Average Abandonment Time	0:00:32	32 sec	<2 min	+87 sec	
Service Level	90.8%	90.8%	85%	+5.8%	

		QUARTERLY COVID			
		Performance Measures			
CONTACT STATISTICS	Statistics	Actual	Goal	Difference	
Total Calls Handled	308	93.6%	100%	-6.4%	
Total Long Abandons	20	6.1%	10%	+3.9%	
Total Calls Inbound	329				
Average Talk Time	0:05:01				
Average Speed of Answer	0:00:18	18 sec	<2 min	+101 sec	
Average Abandonment Time	0:01:29	89 sec	<2 min	+30 sec	
Service Level	89%	89%	85%	+4%	

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	0	3	60	265	308	264	1766	2666
Male	1	1	22	126	167	103	596	1016
LGBTQ+	0	0	3	9	16	8	54	90
Undisclosed	0	2	13	38	55	76	610	794
Total	1	6	98	438	546	451	3026	4566
% Female	0%	50%	61%	61%	56%	59%		
% Male	100%	17%	22%	29%	31%	23%		

Contact Intakes by Parish

Client Contact Intakes		
Parish Name	#	%
Acadia	182	5%
Avoyelles	67	2%
Evangeline	63	2%
Iberia	227	6%
Lafayette	2252	60%
Saint Landry	260	7%
Saint Martin	144	4%
Saint Mary	85	2%
Terrebonne	90	2%
Vermilion	150	4%
Outside Service Area	221	6%
Total	3741	100%

Disaster Intakes		
Parish Name	#	%
Acadia	55	7%
Avoyelles	37	4%
Evangeline	20	2%
Iberia	59	7%
Lafayette	365	44%
Saint Landry	88	11%
Saint Martin	36	4%
Saint Mary	27	3%
Terrebonne	33	4%
Vermilion	44	5%
Outside Service Area	61	7%
Total	825	100%

Call Types

April 1, 2021 – June 30, 2021

Call Type				
Call Type <i>out of 3741</i>	#	%		
Information***	2580	70%		
Referral***	983	26%		
Advocacy***	126	3%		
Crisis Intervention***	1	0%		
Miscellaneous*	51	1%		
All Contact Types	#	Actual	Goal	Difference
Incoming Telephone Calls Answered <i>out of 4968</i>	4809	96.8%	100.0%	-3.2%
Total TXT Messages	5			
Web/Facebook Messages, etc.	1			
Web Hits/Visitors	2251			
Walk Ins***	7			
Field Work***	1			
Email***	15			
Postal Mail***	15			
Public Resource Directory (Unique Visitors)	654			
Public Resource Directory total activity	1243			
Engagement/Administrative Statistics	#			
# Follow Up Calls Attempted***	0	0%	5%	-5%
# Follow Up Calls (Endangerment/Crisis/Suicide Calls)	0	0%	100%	0%
# of Outreach Events***	0			
# Resource Records to Date / Updated / Added	1557 / 247 / 55			

**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.

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			127	37%	
BD	Food	30	1			
BH	Housing/Shelter	55	6			
BM	Material Goods	8	3			
BT	Transportation	6	5			
BV	Utility Payment Assistance	28	4			
D	Consumer Services			4	1%	(+3)
DT	Tax Organizations & Services	1	0			
F	Criminal Justice & Legal Services			20	6%	(+3)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	6	0			
FT	Legal Services	10	0			
H	Education			0	0%	
J	Environment & Public Health Safety			28	8%	
L	Health Care			46	13%	(+14)
LH	Health Supportive Services	30	4			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			22	6%	
ND	Employment	1	0			
NL	Public Assistance Programs	20	1			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			20	6%	(+1)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	16	1			
PL	Leisure Activities/Recreation	1	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			25	7%	(+5)
RM	Mental Health Care Facilities	6	0			
RP	Mental Health Evaluation & Treatment	10	0			
RX	Substance Abuse Services	4	0			
T	Organizational/Community Services			51	15%	(+3)
TD	Community Groups & Government	22	38			
TH	Disaster Services	0	2			
TI	Donor Services	24	0			
TJ	Information Services	2	2			
	Total			343	100%	

Avoyelles Parish

Avoyelles Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			80	48%	
BD	Food	14	4			
BH	Housing/Shelter	19	7			
BM	Material Goods	2	2			
BT	Transportation	0	0			
BV	Utility Payment Assistance	45	3			
D	Consumer Services			3	2%	(+2)
DT	Tax Organizations & Services	1	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			26	16%	
L	Health Care			12	7%	(+3)
LH	Health Supportive Services	9	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			14	8%	
ND	Employment	1	0			
NL	Public Assistance Programs	12	0			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			7	4%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	5	0			
PL	Leisure Activities/Recreation	1	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			4	2%	(+1)
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	3	0			
T	Organizational/Community Services			19	12%	(+1)
TD	Community Groups & Government	4	2			
TH	Disaster Services	9	3			
TI	Donor Services	0	0			
TJ	Information Services	5	2			
	Total			165	100%	

Evangeline Parish

Evangeline Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			76	55%	
BD	Food	16	0			
BH	Housing/Shelter	19	1			
BM	Material Goods	15	1			
BT	Transportation	0	2			
BV	Utility Payment Assistance	26	5			
D	Consumer Services			2	1%	(+1)
DT	Tax Organizations & Services	1	0			
F	Criminal Justice & Legal Services			3	2%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	1	0			
H	Education			0	0%	
J	Environment & Public Health Safety			11	8%	
L	Health Care			14	10%	(+2)
LH	Health Supportive Services	12	3			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			9	7%	
ND	Employment	0	0			
NL	Public Assistance Programs	7	1			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			4	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			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			18	13%	
TD	Community Groups & Government	6	10			
TH	Disaster Services	6	0			
TI	Donor Services	1	0			
TJ	Information Services	5	0			
	Total			137	100%	

Iberia Parish

Iberia Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			420	65%	
BD	Food	50	9			
BH	Housing/Shelter	208	0			
BM	Material Goods	29	0			
BT	Transportation	8	1			
BV	Utility Payment Assistance	125	0			
D	Consumer Services			6	1%	(+3)
DT	Tax Organizations & Services	3	0			
F	Criminal Justice & Legal Services			10	2%	(+3)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	5	0			
H	Education			1	0%	
J	Environment & Public Health Safety			30	5%	
L	Health Care			52	8%	(+10)
LH	Health Supportive Services	43	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			33	5%	
ND	Employment	5	0			
NL	Public Assistance Programs	26	1			
NS	Social Insurance Programs	2	0			
P	Individual & Family Life			21	3%	(+8)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	10	3			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			10	2%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	6	0			
RX	Substance Abuse Services	4	0			
T	Organizational/Community Services			61	9%	(+3)
TD	Community Groups & Government	30	36			
TH	Disaster Services	13	2			
TI	Donor Services	0	0			
TJ	Information Services	15	5			
	Total			644	100%	

Lafayette Parish

Lafayette Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			2265	54%	
BD	Food	532	7			
BH	Housing/Shelter	1099	95			
BM	Material Goods	281	13			
BT	Transportation	68	20			
BV	Utility Payment Assistance	285	20			
D	Consumer Services			81	2%	(+54)
DT	Tax Organizations & Services	27	5			
F	Criminal Justice & Legal Services			124	3%	(+32)
FL	Law Enforcement Agencies	6	1			
FP	Legal Assistance Modalities	37	3			
FT	Legal Services	49	0			
H	Education			2	0%	
J	Environment & Public Health Safety			222	5%	
L	Health Care			418	10%	(+71)
LH	Health Supportive Services	278	24			
LN	Outpatient Health Facilities	15	0			
LV	Specialty Medicine	23	2			
N	Income Support/Employment			158	4%	(+1)
ND	Employment	13	0			
NL	Public Assistance Programs	128	10			
NS	Social Insurance Programs	16	0			
P	Individual & Family Life			138	3%	(+26)
PB	Death Certification/Burial Arrangement	9	0			
PH	Individual and Family Support	88	21			
PL	Leisure Activities/Recreation	2	0			
PN	Mutual Support	13	0			
R	Mental Health Care & Substance Abuse			121	3%	(+14)
RM	Mental Health Care Facilities	20	1			
RP	Mental Health Evaluation & Treatment	64	7			
RX	Substance Abuse Services	23	3			
T	Organizational/Community Services			658	16%	(+20)
TD	Community Groups & Government	368	532			
TH	Disaster Services	123	15			
TI	Donor Services	18	2			
TJ	Information Services	129	22			
	Total			4187	100%	

Saint Landry

Saint Landry Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			234	45%	
BD	Food	50	6			
BH	Housing/Shelter	80	7			
BM	Material Goods	15	4			
BT	Transportation	17	2			
BV	Utility Payment Assistance	72	7			
D	Consumer Services			15	3%	(+7)
DT	Tax Organizations & Services	8	1			
F	Criminal Justice & Legal Services			21	4%	(+4)
FL	Law Enforcement Agencies	5	0			
FP	Legal Assistance Modalities	3	0			
FT	Legal Services	9	0			
H	Education			0	0%	
J	Environment & Public Health Safety			39	8%	
L	Health Care			56	11%	(+19)
LH	Health Supportive Services	31	6			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	5	0			
N	Income Support/Employment			37	7%	
ND	Employment	4	0			
NL	Public Assistance Programs	30	1			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			21	4%	(+3)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	13	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	4	0			
R	Mental Health Care & Substance Abuse			31	6%	(+6)
RM	Mental Health Care Facilities	10	0			
RP	Mental Health Evaluation & Treatment	14	0			
RX	Substance Abuse Services	1	0			
T	Organizational/Community Services			62	12%	(+6)
TD	Community Groups & Government	23	30			
TH	Disaster Services	18	2			
TI	Donor Services	0	1			
TJ	Information Services	15	3			
	Total			516	100%	

Saint Martin

Saint Martin Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			112	46%	
BD	Food	17	3			
BH	Housing/Shelter	68	0			
BM	Material Goods	12	0			
BT	Transportation	4	0			
BV	Utility Payment Assistance	11	1			
D	Consumer Services			7	3%	(+3)
DT	Tax Organizations & Services	4	1			
F	Criminal Justice & Legal Services			5	2%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	5	0			
H	Education			0	0%	
J	Environment & Public Health Safety			18	7%	
L	Health Care			30	12%	(+9)
LH	Health Supportive Services	14	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	7	0			
N	Income Support/Employment			18	7%	
ND	Employment	0	0			
NL	Public Assistance Programs	15	1			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			12	5%	(+1)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	11	4			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			8	3%	
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	7	1			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			33	14%	(+1)
TD	Community Groups & Government	20	34			
TH	Disaster Services	9	3			
TI	Donor Services	0	0			
TJ	Information Services	3	1			
	Total			243	100%	

Saint Mary

Saint Mary Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			135	60%	
BD	Food	33	1			
BH	Housing/Shelter	44	1			
BM	Material Goods	5	1			
BT	Transportation	6	1			
BV	Utility Payment Assistance	47	3			
D	Consumer Services			3	1%	(+3)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			3	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	0			
FT	Legal Services	2	0			
H	Education			0	0%	
J	Environment & Public Health Safety			19	8%	
L	Health Care			24	11%	(+10)
LH	Health Supportive Services	14	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			8	4%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	7	0			
NS	Social Insurance Programs	0	1			
P	Individual & Family Life			8	4%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	6	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse			1	0%	
RM	Mental Health Care Facilities	0	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	1	0			
T	Organizational/Community Services			25	11%	(+1)
TD	Community Groups & Government	12	9			
TH	Disaster Services	7	0			
TI	Donor Services	0	0			
TJ	Information Services	5	1			
	Total			226	100%	

Terrebonne Parish

Terrebonne Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			115	50%	
BD	Food	23	1			
BH	Housing/Shelter	60	2			
BM	Material Goods	1	0			
BT	Transportation	1	0			
BV	Utility Payment Assistance	30	0			
D	Consumer Services			4	2%	(+2)
DT	Tax Organizations & Services	2	0			
F	Criminal Justice & Legal Services			2	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	0	0			
FT	Legal Services	2	0			
H	Education			2	1%	
J	Environment & Public Health Safety			27	12%	
L	Health Care			25	11%	(+11)
LH	Health Supportive Services	13	0			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			21	9%	(+1)
ND	Employment	0	0			
NL	Public Assistance Programs	17	1			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			5	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	5	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse			8	3%	
RM	Mental Health Care Facilities	5	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	2	0			
T	Organizational/Community Services			23	10%	(+1)
TD	Community Groups & Government	11	1			
TH	Disaster Services	2	2			
TI	Donor Services	0	1			
TJ	Information Services	9	1			
	Total			232	100%	

Vermilion Parish

Vermilion Parish		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			226	59%	
BD	Food	28	0			
BH	Housing/Shelter	112	5			
BM	Material Goods	11	0			
BT	Transportation	10	4			
BV	Utility Payment Assistance	65	7			
D	Consumer Services			3	1%	(+3)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			10	3%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	2	0			
FT	Legal Services	7	0			
H	Education			0	0%	
J	Environment & Public Health Safety			33	9%	
L	Health Care			38	10%	(+13)
LH	Health Supportive Services	19	4			
LN	Outpatient Health Facilities	4	0			
LV	Specialty Medicine	2	0			
N	Income Support/Employment			27	7%	
ND	Employment	3	0			
NL	Public Assistance Programs	21	2			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			9	2%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	9	0			
PL	Leisure Activities/Recreation	0	1			
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			33	9%	(+2)
TD	Community Groups & Government	18	31			
TH	Disaster Services	8	1			
TI	Donor Services	2	0			
TJ	Information Services	3	1			
	Total			381	100%	

Outside of Ten Parish Service Area

Outside Ten Parish Service Area		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			164	38%	
BD	Food	42	7			
BH	Housing/Shelter	90	0			
BM	Material Goods	4	0			
BT	Transportation	5	2			
BV	Utility Payment Assistance	23	1			
D	Consumer Services			10	2%	(+2)
DT	Tax Organizations & Services	8	5			
F	Criminal Justice & Legal Services			7	2%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	1	1			
FT	Legal Services	5	0			
H	Education			4	1%	
J	Environment & Public Health Safety			19	4%	
L	Health Care			29	7%	(+14)
LH	Health Supportive Services	9	1			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	5	0			
N	Income Support/Employment			20	5%	(+1)
ND	Employment	4	0			
NL	Public Assistance Programs	15	0			
NS	Social Insurance Programs	0	0			
P	Individual & Family Life			8	2%	
PB	Death Certification/Burial Arrangement	0	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			14	3%	(+1)
RM	Mental Health Care Facilities	5	0			
RP	Mental Health Evaluation & Treatment	7	0			
RX	Substance Abuse Services	1	0			
T	Organizational/Community Services			151	35%	(+3)
TD	Community Groups & Government	18	10			
TH	Disaster Services	45	6			
TI	Donor Services	2	0			
TJ	Information Services	83	4			
	Total			426	100%	

Top Ten

April 1, 2021 – June 30, 2021

Top Ten Unmet Needs	Count
Homeless Advocacy Groups	687
Referral to Dental Prac. Donating...	34
Rent Payment Assistance	31
Comprehensive Info. & Referral	28
Utility Service Payment Assistance	27
Street Outreach Programs	24
Nongovernmental Agency Depts.	24
Housing Related Coordinated Entry	21
Motel Bill Payment Assistance	13
Community Action Agencies	13

Top Ten Resources Attached	Count
ARCH	888
Monsignor Sigur Center	507
ERAP	213
SMILE – LIHEAP	208
232-HELP Donated Dental Program	198
COVID-19 Information & FAQ's	193
COVID-19 Vaccine	166
211 – Nationwide Locator	112
LAHousingSearch.org	106
232-HELP Information & Referral / 211	102