

Quarterly Report (July 1, 2020 – September 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. Several tropical storms/hurricanes impacted Louisiana. 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 (our work with LERAP was concluded Sept. 18 and the queue has since been inactivated statistics for this queue are from the time frame 7/15-9/18).*

**232-HELP will cease using Smoothstone on October 22, 2020 and fully go live with InContact. Contact Statistics reporting may change/look different.*

Contact Statistics

July 1, 2020 – September 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.

QUARTERLY – 232-HELP/LA 211 Day				
	Numeric Values	Percentage Values		
	#	Actual	Goal	Difference
CONTACT STATISTICS				
Total Calls Answered	10127	88.6%	100%	-11.4%
Total Calls Abandoned	1289	11.3%	10%	-1.3%
Auto Attended Calls (Transfers)	N/A			
Information Queues (Recordings)	N/A			
Total Automatic Call Distributor (ADC) Calls	11427			
Total Contacts Assisted (broken down on next page)				
Average Talk Time	0:04:22			
Average Speed of Answer	0:02:00	120 sec	<60 sec	-61 sec
Service Level	66.2%	66.2%	85%	-18.8%
Average Abandonment Time	0:03:09	189 sec	< 2 min	-70 sec
Total TXT Messages				
# Outgoing Follow-Up Calls Attempted	N/A**	N/A	5%	N/A
# Total Resource Records to Date / Updated / Added	1522 / 718 / 120			
Website Visits / Resource Searches	2458 / 4175			
# of Outreach Events	N/A**			

**follow up calls were not attempted as call volume was 3-4 times as large during pandemic; no outreach events occurred either

Gender Age Range									
	0-5	6-12	13-17	18-24	25-40	41-59	60+	Unrecorded	Total
Female	0	0	5	65	449	511	324	2249	3603
Male	0	0	1	25	191	235	148	828	1428
LGBTQ+	0	0	0	0	2	1	0	3	6
Unrecorded	0	0	1	32	169	255	164	7501	8122
Total	0	0	7	122	811	1002	636	10581	13159
% Female	0%	0%	14%	20%	24%	23%	23%		
% Male	0%	0%	71%	53%	55%	51%	51%		

*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.

Total Contacts by Parish (CC Intakes)		
Parish Name	#	%
Acadia	188	4%
Avoyelles	51	1%
Evangeline	80	2%
Iberia	266	6%
Lafayette	2732	61%
Saint Landry	345	8%
Saint Martin	237	5%
Saint Mary	104	2%
Terrebonne	98	2%
Vermillion	159	4%
Outside Parish Service Area	225	5%
Total	4485	100%

Call Types

July 1, 2020 – September 30, 2020

Call Type							
Call Type	#	%					
Information***	3409	34%					
Referral***	718	56%					
Advocacy***	157	5%					
Crisis Intervention***	4	0%					
Miscellaneous*	90	5%					
Count of Disaster (COVID-19 Pandemic) Intakes****	8664	0%					
*Not Inclusive of Abandoned/Overflowed Nonrefundable/Exit On							
All Contact Types	#	Actual	Goal	Difference			
Incoming Telephone Calls Answered	10127	88.6%	100.0%	11.4%			
Total TXT Messages	225						
Web Hits/Visitors	2458						
Walk Ins***	N/A						
Field Work***	N/A						
Unite Us*****	N/A						
Email***	11						
Postal Mail***	28						
Public Resource Directory (Unique Visitors)	976						
Public Resource Directory total activity	4175						
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	1522/718/ 120						

****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 - Follow up calls were made during this initiative which would be counted as follow ups if the Unite Us platform could delineate follow-up calls.**

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			331	28%	
BD	Food	103	7			
BH	Housing/Shelter	129	14			
BM	Material Goods	21	5			
BT	Transportation	3	1			
BV	Utility Payment Assistance	75	2			
D	Consumer Services			1	0%	
DT	Tax Organizations & Services	1	0			
F	Criminal Justice & Legal Services			24	2%	(+2)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	14	0			
FT	Legal Services	7	0			
H	Education			0	0%	
J	Environment & Public Health Safety			322	27%	
L	Health Care			89	7%	(+76)
LH	Health Supportive Services	11	4			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	2	0			
N	Income Support/Employment			26	2%	
ND	Employment	0	0			
NL	Public Assistance Programs	23	0			
NS	Social Insurance Programs	3	0			
P	Individual & Family Life			13	1%	(+1)
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	8	0			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	2	0			
R	Mental Health Care & Substance Abuse Services			12	1%	(+5)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	6	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			377	32%	(+1)
TD	Community Groups & Government	15	0			
TH	Disaster Services	316	10			
TI	Donor Services	3	0			
TJ	Information Services	42	0			
	Total			1195	100%	

Avoyelles Parish

Avoyelles		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			102	26%	
BD	Food	4	3			
BH	Housing/Shelter	71	18			
BM	Material Goods	1	0			
BT	Transportation	0	0			
BV	Utility Payment Assistance	26	1			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			11	3%	(+4)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	7	0			
FT	Legal Services	0	0			
H	Education			0	0%	
J	Environment & Public Health Safety			158	40%	
L	Health Care			36	9%	(+35)
LH	Health Supportive Services	0	0			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			17	4%	
ND	Employment	0	0			
NL	Public Assistance Programs	13	0			
NS	Social Insurance Programs	4	0			
P	Individual & Family Life			1	0%	
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	0	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	1	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			75	19%	
TD	Community Groups & Government	7	0			
TH	Disaster Services	59	4			
TI	Donor Services	0	0			
TJ	Information Services	9	0			
	Total			400	100%	

Evangeline Parish

Evangeline		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			155	23%	
BD	Food	58	2			
BH	Housing/Shelter	56	4			
BM	Material Goods	6	2			
BT	Transportation	0	0			
BV	Utility Payment Assistance	35	2			
D	Consumer Services			2	0%	(+2)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			7	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	4	0			
FT	Legal Services	3	0			
H	Education			0	0%	
J	Environment & Public Health Safety			268	40%	
L	Health Care			41	6%	(+30)
LH	Health Supportive Services	11	1			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	0	0			
N	Income Support/Employment			10	1%	
ND	Employment	0	0			
NL	Public Assistance Programs	9	0			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			5	1%	
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 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			185	27%	
TD	Community Groups & Government	7	1			
TH	Disaster Services	143	13			
TI	Donor Services	2	0			
TJ	Information Services	33	0			
	Total			673	100%	

Iberia Parish

Iberia		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			609	38%	
BD	Food	114	4			
BH	Housing/Shelter	334	29			
BM	Material Goods	27	4			
BT	Transportation	10	1			
BV	Utility Payment Assistance	124	1			
D	Consumer Services			7	0%	(+6)
DT	Tax Organizations & Services	1	1			
F	Criminal Justice & Legal Services			25	2%	(+3)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	13	0			
FT	Legal Services	8	0			
H	Education			0	0%	
J	Environment & Public Health Safety			518	32%	
L	Health Care			139	9%	(+93)
LH	Health Supportive Services	40	2			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	6	0			
N	Income Support/Employment			26	2%	
ND	Employment	0	0			
NL	Public Assistance Programs	19	1			
NS	Social Insurance Programs	7	0			
P	Individual & Family Life			19	1%	(+10)
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	8	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			2	0%	
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			269	17%	(+2)
TD	Community Groups & Government	28	1			
TH	Disaster Services	208	13			
TI	Donor Services	3	0			
TJ	Information Services	28	0			
	Total			1614	100%	

Lafayette Parish

Lafayette		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			4088	40%	
BD	Food	1021	28			
BH	Housing/Shelter	2093	331			
BM	Material Goods	239	14			
BT	Transportation	53	13			
BV	Utility Payment Assistance	682	18			
D	Consumer Services			54	1%	(+45)
DT	Tax Organizations & Services	9	8			
F	Criminal Justice & Legal Services			223	2%	(+41)
FL	Law Enforcement Agencies	4	0			
FP	Legal Assistance Modalities	103	3			
FT	Legal Services	75	3			
H	Education			53	1%	
J	Environment & Public Health Safety			2900	28%	
L	Health Care			952	9%	(+672)
LH	Health Supportive Services	242	19			
LN	Outpatient Health Facilities	15	1			
LV	Specialty Medicine	23	2			
N	Income Support/Employment			219	2%	
ND	Employment	12	0			
NL	Public Assistance Programs	172	3			
NS	Social Insurance Programs	35	0			
P	Individual & Family Life			165	2%	(+13)
PB	Death Certification/Burial Arrangement	7	1			
PH	Individual and Family Support	127	4			
PL	Leisure Activities/Recreation	1	1			
PN	Mutual Support	17	0			
R	Mental Health Care & Substance Abuse Services			92	1%	(+18)
RM	Mental Health Care Facilities	12	0			
RP	Mental Health Evaluation & Treatment	23	1			
RX	Substance Abuse Services	29	2			
T	Organizational/Community Services			1481	14%	(+46)
TD	Community Groups & Government	236	4			
TH	Disaster Services	989	59			
TI	Donor Services	21	1			
TJ	Information Services	189	7			
	Total			10227	100%	

Saint Landry

Saint Landry		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			558	24%	
BD	Food	154	6			
BH	Housing/Shelter	219	52			
BM	Material Goods	38	5			
BT	Transportation	10	3			
BV	Utility Payment Assistance	137	7			
D	Consumer Services			3	0%	(+1)
DT	Tax Organizations & Services	2	0			
F	Criminal Justice & Legal Services			29	1%	(+2)
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	13	2			
FT	Legal Services	13	0			
H	Education			2	0%	
J	Environment & Public Health Safety			875	38%	
L	Health Care			316	14%	(+267)
LH	Health Supportive Services	41	3			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	7	0			
N	Income Support/Employment			61	3%	
ND	Employment	5	0			
NL	Public Assistance Programs	52	1			
NS	Social Insurance Programs	4	0			
P	Individual & Family Life			19	1%	
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	15	3			
PL	Leisure Activities/Recreation	1	0			
PN	Mutual Support	1	0			
R	Mental Health Care & Substance Abuse Services			4	0%	(+1)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			460	20%	(+5)
TD	Community Groups & Government	39	1			
TH	Disaster Services	345	25			
TI	Donor Services	3	0			
TJ	Information Services	68	0			
	Total			2327	100%	

Saint Martin

Saint Martin		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			285	24%	
BD	Food	62	5			
BH	Housing/Shelter	140	24			
BM	Material Goods	28	4			
BT	Transportation	5	1			
BV	Utility Payment Assistance	50	3			
D	Consumer Services			2	0%	(+1)
DT	Tax Organizations & Services	1	3			
F	Criminal Justice & Legal Services			21	2%	(+1)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	12	0			
FT	Legal Services	8	0			
H	Education			0	0%	
J	Environment & Public Health Safety			455	39%	
L	Health Care			109	9%	(+74)
LH	Health Supportive Services	32	4			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	2	1			
N	Income Support/Employment			26	2%	
ND	Employment	2	2			
NL	Public Assistance Programs	20	0			
NS	Social Insurance Programs	4	0			
P	Individual & Family Life			12	1%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	9	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	2	0			
R	Mental Health Care & Substance Abuse Services			6	1%	(+2)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	0	0			
RX	Substance Abuse Services	2	0			
T	Organizational/Community Services			260	22%	(+3)
TD	Community Groups & Government	24	1			
TH	Disaster Services	193	7			
TI	Donor Services	2	0			
TJ	Information Services	38	0			
	Total			1176	100%	

Saint Mary

Saint Mary		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			249	35%	
BD	Food	41	5			
BH	Housing/Shelter	139	24			
BM	Material Goods	5	4			
BT	Transportation	4	1			
BV	Utility Payment Assistance	60	3			
D	Consumer Services			1	0%	(+1)
DT	Tax Organizations & Services	0	3			
F	Criminal Justice & Legal Services			9	1%	(+3)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	4	0			
FT	Legal Services	2	0			
H	Education			0	0%	
J	Environment & Public Health Safety			246	35%	
L	Health Care			73	10%	(+66)
LH	Health Supportive Services	6	4			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	1	1			
N	Income Support/Employment			17	2%	
ND	Employment	1	2			
NL	Public Assistance Programs	11	0			
NS	Social Insurance Programs	5	0			
P	Individual & Family Life			6	1%	
PB	Death Certification/Burial Arrangement	1	0			
PH	Individual and Family Support	5	1			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			5	1%	
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	4	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			98	14%	(+1)
TD	Community Groups & Government	12	1			
TH	Disaster Services	73	7			
TI	Donor Services	0	0			
TJ	Information Services	12	0			
	Total			704	100%	

Terrebonne Parish

Terrebonne		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			279	35%	
BD	Food	47	4			
BH	Housing/Shelter	164	7			
BM	Material Goods	3	1			
BT	Transportation	1	1			
BV	Utility Payment Assistance	64	0			
D	Consumer Services			2	0%	(+2)
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			17	2%	
FL	Law Enforcement Agencies	1	0			
FP	Legal Assistance Modalities	4	0			
FT	Legal Services	9	0			
H	Education			0	0%	
J	Environment & Public Health Safety			326	40%	
L	Health Care			78	10%	(+73)
LH	Health Supportive Services	2	0			
LN	Outpatient Health Facilities	0	0			
LV	Specialty Medicine	3	0			
N	Income Support/Employment			11	1%	
ND	Employment	0	0			
NL	Public Assistance Programs	8	0			
NS	Social Insurance Programs	3	1			
P	Individual & Family Life			2	0%	
PB	Death Certification/Burial Arrangement	0	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			5	1%	(+1)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	2	0			
RX	Substance Abuse Services	0	0			
T	Organizational/Community Services			86	11%	(+1)
TD	Community Groups & Government	14	1			
TH	Disaster Services	59	3			
TI	Donor Services	0	1			
TJ	Information Services	12	0			
	Total			806	100%	

Vermilion Parish

Vermilion		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			351	31%	
BD	Food	75	4			
BH	Housing/Shelter	180	4			
BM	Material Goods	14	1			
BT	Transportation	2	1			
BV	Utility Payment Assistance	80	0			
D	Consumer Services			0	0%	
DT	Tax Organizations & Services	0	0			
F	Criminal Justice & Legal Services			12	1%	
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	7	0			
FT	Legal Services	5	0			
H	Education			3	0%	
J	Environment & Public Health Safety			244	21%	
L	Health Care			88	8%	(+65)
LH	Health Supportive Services	18	1			
LN	Outpatient Health Facilities	1	0			
LV	Specialty Medicine	4	0			
N	Income Support/Employment			23	2%	
ND	Employment	0	0			
NL	Public Assistance Programs	22	1			
NS	Social Insurance Programs	1	0			
P	Individual & Family Life			6	1%	
PB	Death Certification/Burial Arrangement	2	0			
PH	Individual and Family Support	4	2			
PL	Leisure Activities/Recreation	0	0			
PN	Mutual Support	0	0			
R	Mental Health Care & Substance Abuse Services			16	1%	(+2)
RM	Mental Health Care Facilities	2	0			
RP	Mental Health Evaluation & Treatment	6	0			
RX	Substance Abuse Services	6	0			
T	Organizational/Community Services			402	35%	(+4)
TD	Community Groups & Government	13	0			
TH	Disaster Services	332	20			
TI	Donor Services	1	0			
TJ	Information Services	52	0			
	Total			1145	100%	

Outside of Ten Parish Service Area

Outside Ten Parish Service Area		Subtotal	# Coded unmet	Category Total	%	Variance
B	Basic Needs			685	9%	
BD	Food	206	12			
BH	Housing/Shelter	234	19			
BM	Material Goods	144	7			
BT	Transportation	26	10			
BV	Utility Payment Assistance	75	3			
D	Consumer Services			3	0%	(+3)
DT	Tax Organizations & Services	0	1			
F	Criminal Justice & Legal Services			21	0%	(+4)
FL	Law Enforcement Agencies	0	0			
FP	Legal Assistance Modalities	11	0			
FT	Legal Services	6	0			
H	Education			6	0%	
J	Environment & Public Health Safety			378	5%	
L	Health Care			102	1%	(+77)
LH	Health Supportive Services	22	4			
LN	Outpatient Health Facilities	2	0			
LV	Specialty Medicine	1	0			
N	Income Support/Employment			26	0%	
ND	Employment	3	1			
NL	Public Assistance Programs	5	1			
NS	Social Insurance Programs	18	1			
P	Individual & Family Life			20	0%	(+5)
PB	Death Certification/Burial Arrangement	0	0			
PH	Individual and Family Support	13	0			
PL	Leisure Activities/Recreation	0	1			
PN	Mutual Support	2	0			
R	Mental Health Care & Substance Abuse Services			10	0%	(+6)
RM	Mental Health Care Facilities	1	0			
RP	Mental Health Evaluation & Treatment	1	0			
RX	Substance Abuse Services	2	0			
T	Organizational/Community Services			6095	83%	(+12)
TD	Community Groups & Government	69	2			
TH	Disaster Services	5043	420			
TI	Donor Services	9	0			
TJ	Information Services	962	6			
	Total			7346	100%	

Top Ten

July 1, 2020 – September 30, 2020

Top Ten Referred to Provider	Count
COVID-19 Information & FAQ's	2888
232-HELP 211 LA Incident Command	2515
Monsignor Sigur Center	1664
Alexandria Mega Shelter	1338
LA Emergency Rental Assist. (LERAP)	1005
COVID-19 Testing Sites	743
Wyndham Garden BR (Reception Center)	599
DSNAP	506
SMILE	412
Zephyr NOLA (Reception Center)	372

Top Ten UnMet Needs	Count
Disaster Related Shelter Services	340
Housing Related Coordinated Entry	163
Rent Payment Assistance	150
Disaster Related Service Needs/Gaps Info	117
Motel Bill Payment Assistance	99
Community Shelters	62
General Disaster Information	27
FEMA Disaster Assist. Online/Tele-registr.	25
Utility Service Payment Assistance	23
Referral to Dental Prac. Donating Services	23

Contact Statistics – Kinship

July 1, 2020 – September 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	347	90.8%	100%	-9.2%	
Total Calls Abandoned	35	9.2%	10%	+0.8%	
Auto Attended Calls (Transfers)	N/A				
Information Queues (Recordings)	N/A				
Total Automatic Call Distributor (ADC) Calls	382				
Total Contacts Assisted (broken down on next page)					
Average Talk Time	0:04:20				
Average Speed of Answer	0:00:31	31 sec	<60 sec	+28 sec	
Service Level	81.2%	81.2%	85%	-3.8%	
Average Abandonment Time	0:00:55	55 sec	< 2 min	+64 sec	

Contact Statistics – LHC Rent Help

July 1, 2020 – September 30, 2020

**These numbers reflect contacts answered in the LHC Rent Help queue. It is important to note that while this queue was designed to track calls for LHC’s LERAP, 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 LERAP calls.*

		QUARTERLY – COVID-19		
		Numeric Values	Percentage Values	
#		Actual	Goal	Difference
CONTACT STATISTICS				
Total Calls Answered	1526	91%	100%	-9%
Total Calls Abandoned	150	8.9%	10%	+1.1%
Auto Attended Calls (Transfers)	N/A			
Information Queues (Recordings)	N/A			
Total Automatic Call Distributor (ADC) Calls	1677			
Total Contacts Assisted (broken down on next page)				
Average Talk Time	0:04:09			
Average Speed of Answer	0:00:57	57 sec	<120sec	+62 sec
Service Level	84.8%	84.8%	85%	-0.2%
Average Abandonment Time	0:03:19	199 sec	< 2 min	-80 sec

Contact Statistics – COVID-19

July 1, 2020 – September 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	3381	92%	100%	-8%
Total Calls Abandoned	291	7.9%	10%	+2.1%
Auto Attended Calls (Transfers)	N/A			
Information Queues (Recordings)	N/A			
Total Automatic Call Distributor (ADC) Calls	3674			
Total Contacts Assisted (broken down on next page)				
Average Talk Time	0:03:52			
Average Speed of Answer	0:00:45	35 sec	<120sec	+75 sec
Service Level	85.1%	85.1%	85%	+0.1%
Average Abandonment Time	0:02:06	126 sec	< 2 min	-7 sec

Disaster Intakes (COVID-19 Calls) by Parish

Total Contacts by Parish		
Parish Name	#	%
Acadia	389	4%
Avoyelles	176	2%
Evangeline	224	3%
Iberia	474	5%
Lafayette	2525	29%
Saint Landry	764	9%
Saint Martin	360	4%
Saint Mary	211	2%
Terrebonne	257	3%
Vermillion	364	4%
Outside Parish Service Area	2920	34%
Total	8664	100%