OUR COMMUNITY IMPACT

2020 Southwest Louisiana
Every day we work hard to serve our friends and neighbors so we can build a stronger community where everyone is thriving.

Denise Durel
President & CEO
United Way of Southwest Louisiana

United Way of Southwest Louisiana’s CORE WORK is a focus on four building blocks to success: EDUCATION, HEALTH, ECONOMIC MOBILITY and BASIC NEEDS. Long-term change for community members struggling to afford rent, child-care and basic human needs each day is the goal. Funded partner agencies have traditionally been how services were supplied. The 211 Resource Helpline, a United Way Initiative, shows community needs that are not being met.

United Way of Southwest Louisiana’s Initiatives allow unmet needs to be addressed immediately and efficiently by the team, corporate partners or global contacts. This swift action ensures, especially in times of natural disasters, that resources can be funneled where they are most needed.

In March 2020, United Way of Southwest Louisiana was faced with partner agencies unable to perform due to COVID-19 government restrictions. When asked how they planned to continue these services, this trailblazing team brought innovative new ideas and global contacts to Southwest Louisiana in order to keep the community whole.
<table>
<thead>
<tr>
<th>Category</th>
<th>Data Details</th>
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<tbody>
<tr>
<td><strong>EDUCATION</strong></td>
<td>People receiving educational services from partners: 2,881</td>
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<td>Books given to Pre-K children: 168,348</td>
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<td>Girls getting leadership experiences: 592</td>
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<td>Kids given school supplies: 10,041</td>
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<td>Autism resources: 86</td>
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<td><strong>BASIC NEEDS</strong></td>
<td>People receiving meals from partners: 56,225</td>
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<td>211 callers assisted: 24,036</td>
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<td>People given legal help: 725</td>
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<td>Kids given weekend food packs: 6,000</td>
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<td>People given emergency services: 6,022</td>
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<td><strong>HEALTH</strong></td>
<td>People given domestic violence &amp; crisis counseling: 3,924</td>
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<td>Prescription discounts: 3,131</td>
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<td>Women given sexual assault counseling: 479</td>
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<td>Crisis chat &amp; teen text users: 1,098</td>
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<td>People given medical/dental services: 1,095</td>
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<td><strong>ECONOMIC MOBILITY</strong></td>
<td>Kids learning financial literacy: 2,990</td>
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<td>Tax returns filed for free: 2,333</td>
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<td>Adults learning banking &amp; homebuying skills: 208</td>
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<td>Economic impact of VITA: $4.4 million</td>
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<td>Adults in a job training program: 229</td>
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142,465 lives changed in one year
United Way of Southwest Louisiana’s experienced team members were able to act swiftly when faced with the COVID-19 pandemic. Our resources, partners and global contacts gave us the capacity to fluidly fill gaps in basic human services while fundraising efficiently to cover these costs.

Community support for the Coronavirus Response Fund allowed us to rise up and fight against the anxiety and pain caused by the unprecedented social and economic impacts caused by the event.

**211 HELPLINE**

- **88,456** CALLS HANDLED
  - Non-emergency, COVID-19 related information and questions for Louisiana Dept of Health
- **35,700** TEXTS ANSWERED
  - COVID-19 questions, links
- **44,620** TEXTS FOR FOOD STAMPS
  - for Louisiana Dept of Children & Family Services

**FOOD INSECURITY**

- **60,327** HOT MEALS SERVED
  - Chefs cooked meals that were served at 4 locations by volunteers
- **10,800** PEOPLE GIVEN GROCERIES
  - 216 TONS of proteins, fruits & vegetables given to families
- **600** FAMILY BOXES
  - Grocery boxes for local food pantry each with 3 meals = 1,800 meals

**ALICE HOUSEHOLDS**

- **175** APPLICATIONS RECEIVED
  - Casework done to ensure ALICE guidelines, work status, etc.
- **52** HOUSEHOLDS ASSISTED
  - Families helped with rent, utilities and groceries during COVID pandemic
- **$34,360.61** SPENT ON ALICE
  - Spent on family’s rent, utilities, insurance to date

**SPECIAL GRANTS**

- **COVID TESTS - $10,000**
  - 300 tests purchased for SWLA Health Center
- **WIFI HOT SPOTS - $10,000**
  - Supported Calcasieu Parish School Board’s mobile hot spot program for at-risk students
- **COVID ROOMS - $25,000**
  - Supported West Calcasieu Cameron Hospital’s conversion of rooms for COVID patients

**UNITEDWAYSWLA.ORG**

**245,881 LIVES CHANGED**
We launched this COVID Initiative immediately upon learning some of our corporate partners were facing the experience of having to lay off members of their workforce. Aimed at these hard-working community members who would have to file for unemployment and wait weeks to get relief, our team found a way for these families to put groceries on the table.

52 FAMILIES
Families received grocery gift cards
$29,525 SPENT
Grocery gift card amounts vary depending on size of the family

United Way of Southwest Louisiana is the oldest nonprofit member of the SWLA Economic Development Alliance. We are firmly rooted in supporting our business and industry partners just as we do our community members in need.

We employ a local experienced team of leaders who are active in the community. We consume third-party goods and services in order to serve over 111,000 people each year. Our vast economic contributions multiply during emergencies such as COVID.

5,070 FRONTLINE WORKERS
Frontline workers from healthcare, civic, cashiers, housekeeping and many other areas were treated to lunch
$48,382.11 SPENT
Hot meals were purchased

16 RESTAURANTS
Supported by the purchase of meals during quarantine

Paul's Rib Shack delivering to SWLA Center for Health Services

FUELING THE FIGHT
Entergy Louisiana and Blue Cross Blue Shield of Louisiana Foundation allowed United Way of Southwest Louisiana to FUEL FRONTLINE WORKERS across Southwest Louisiana with pre-cooked hot meals purchased from LOCAL RESTAURANTS.

$48,382.11 SPENT ON PREPARED MEALS
$34,360.61 SPENT ON UTILITIES/RENT
$29,525.00 SPENT ON GROCERY CARDS
$95,495.12 SPENT ON FOOD

2,562 COVID VOLUNTEER HOURS

FOOD FOR OUR FRIENDS

LIVEUNITED@UNITEDWAYSWLA.ORG   |   337.433.1088
Prior to Hurricane Laura’s landfall, United Way of Southwest Louisiana’s Team Members began assisting community members with evacuation transportation. Over the course of three months and two hurricanes, United Way of Southwest Louisiana’s response intensified to include supplying basic necessities, hot meals, volunteer opportunities, tree and debris removal from homes and casework/needs assessments.

46,845 HURRICANE RELATED CALLS
Non-emergency, hurricane related calls for Louisiana Dept of Health

23,001 TEXTS ANSWERED
FOR SHELTER

20,850 TEXTS FOR DISASTER FOOD STAMPS
for Louisiana Dept of Children & Family Services

135,000 HOT MEALS SERVED
Meals were both donated by out of town contacts and purchased by United Way of Southwest Louisiana

120,000 HOUSEHOLDS SERVED

360,000 DIAPERS
Diapers donated to Relief Center were one of the most commonly requested items

“I’ve never seen such great people who came in and reached out to the lowest in the community. They had open arms to help us, smiling and gave us what we need. They even asked if we needed more.”

Jerry Ann Vital

United Way of Southwest Louisiana hosted President Donald Trump at the first Hurricane Laura Relief Center.

The Hurricane Laura Relief Center began in a parking lot, with no tent and average temperatures of 104.

The Hurricane Laura Relief Center officially became the Hurricane Relief Center the day prior to Hurricane Delta making landfall.

3,000 AVERAGE NUMBER OF FAMILIES DRIVING THROUGH THE RELIEF CENTER EACH DAY

The only day the Hurricane Relief Center was closed and United Way of Southwest Louisiana team members were absent following Hurricane Laura and up until the Thanksgiving celebration was the actual day Hurricane Delta came ashore.
United Way of Southwest Louisiana was the recipient of many unusual, necessary gifts for the community following Hurricanes Laura and Delta. Beginning with an entire tanker full of diesel which had to be stored in a locked yard and ending with rail cars full of pizza sauce, diced tomatoes and puree direct from California.

Y’all are truly a blessing that this community needed so badly and where the organization I feel did the most help after the storms. Y’all truly hit the ground running while others didn’t.

Hannah A.
OUR INITIATIVES

BASIC NEEDS
- 211
- DISASTER PREPAREDNESS
- SUMMER OF SERVICE
- THE PATH HOME

EDUCATION
- DOLLY PARTON’S IMAGINATION LIBRARY
- WRITESTART
- LITERACY KITS

HEALTH
- UNITED AGAINST CHILD HUNGER
- 833.TXT.TEEN
- CRISIS ONLINE CHAT
- SINGLECARE PRESCRIPTION DISCOUNT CARD

ECONOMIC MOBILITY
- VOLUNTEER INCOME TAX ASSISTANCE (VITA)
- ASSET LIMITED, INCOME CONSTRAINED, EMPLOYED (ALICE)
- CALCASIEU PRISONER REENTRY PROGRAM
- MATCHED SAVINGS PROGRAM

Operating in the TOP 9% of all U.S. United Ways.
- TOP 125 out of 1300 United Ways!

Maintains a 4-STAR CHARITY RATING with Charity Navigator and a PLATINUM SEAL OF TRANSPARENCY with GuideStar.