To our community, 211 is the most comprehensive source of information about resources and services in their neighborhoods.

To the United Way of Southwest Louisiana team and its partners, 211 is THE vital source of information when allocating resources and services.

211 is a free confidential service that helps people across North America find local resources and services they need. Operated by live trained professional operators 24 hours a day, seven days a week, every day of the year. United Way of Southwest Louisiana funds your 211 availability in the five-parish region of Allen, Beauregard, Calcasieu, Cameron and Jeff Davis Parishes since 2017. Bilingual, texting and online searches are offered as part of the Initiative.

170,831 individuals served since 2017

211 enables the swift response you have come to rely on. 211 supplies valuable data about what needs in your neighborhood are not being met so resources can be deployed.

Our utmost concern is always preserving the dignity of your friends and family in their most difficult times. 211 does all of these things without destroying the confidentiality of those needing help.

But who uses 211 every day?

Homeless, in temporary shelter, served with eviction

Military veterans or active duty

211 callers are majority female

211 data can help with smart resource allocation.

What happens when we target our resources where they're needed the most?

Needs met through 211

Food, pantries and meals 99%
Utility assistance 97%
Mental health, substance abuse 97%
Employment 96%
Information services 95%
Education 94%

What is improving with a mix of United Way Initiatives and its partners targeting neighborhood needs through 211 data?

Food insecurity

Utility assistance changes with the weather and 211 data continues to show that our mix of nonprofit, government and corporate partner mix appropriately addresses the need.

Mental health & substance abuse

United Way of Southwest Louisiana's Initiatives have grown since 2019. The opioid text was added to 211.
OF ALL CALLS TO 211 IN 2022 CONTINUED TO ASK ABOUT DISASTER RECOVERY ASSISTANCE

TRANSPORTATION continues to limit the ability of many to work and get to appointments. United Way is assisting with Ride United, a partnership with Lyft, and funded partner agencies.

DONATIONS regarding used items that are no longer taken at local thrift stores or items that a donor has no way to move are most often called about.

VOLUNTEER obligations for community service hours for schools, church groups or court requirements are handled by United Way of Southwest Louisiana’s volunteer coordinator. Many partner organizations send their volunteer opportunities to the coordinator for this purpose at volunteer@unitedwayswla.org

PERCENT OF RESOURCES NOT MET IN THE COMMUNITY

<table>
<thead>
<tr>
<th>Resource</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation</td>
<td>56%</td>
</tr>
<tr>
<td>Disaster services</td>
<td>60%</td>
</tr>
<tr>
<td>Government and economic services</td>
<td>70%</td>
</tr>
<tr>
<td>Volunteers and donation locations</td>
<td>80%</td>
</tr>
<tr>
<td>Income support and financial assistance</td>
<td>80%</td>
</tr>
<tr>
<td>Clothing, personal, household needs</td>
<td>85%</td>
</tr>
<tr>
<td>Individual, family and community support</td>
<td>85%</td>
</tr>
<tr>
<td>Legal, consumer and public safety services</td>
<td>86%</td>
</tr>
<tr>
<td>Housing</td>
<td>87%</td>
</tr>
<tr>
<td>Healthcare needs</td>
<td>88%</td>
</tr>
<tr>
<td>Arts, culture and recreation</td>
<td>90%</td>
</tr>
</tbody>
</table>

On average, there are 1,101 resources in 211 for Southwest Louisiana parishes each month.

In 2022, our dedicated 211 resource director updated 1,958 records and added 128 new resources. Resources are sought each day for every category in the catalog of supplied resources. Nonprofit organizations including United Way of Southwest Louisiana partners and government, civic, religious and other volunteer groups supply their information directly to our director because of the value of being included.

There is an easy form online at unitedwayswla.org/211 if you know of a resource that is not included.

United Way of Southwest Louisiana’s partners lean heavily on the 211 system during emergencies. 211 is ready to adapt to a new message or add a resource 24/7/365. Specialists can instantly have information on-hand for community members in need which makes it the ideal choice for partners during emergencies.

United Against Child Hunger has created more than 36,000 Weekend Food Packs in the past nine years.

United Way of Southwest Louisiana launched the first regional program that addressed student hunger outside of school and government feeding programs nine years ago by creating what they called the Weekend Food Pack. 2023 marks the 10th anniversary of United Against Child Hunger and ten years of the Weekend Food Pack.

Just as important as the packs created have been the collaborative effect of sharing how the program is done with other nonprofits. Today, in Southwest Louisiana, there are many organizations and nonprofits following the lead all with the same goal. That no child suffers from hunger.

United Against Child Hunger launched the first regional program that addressed student hunger outside of school and government feeding programs nine years ago by creating what they called the Weekend Food Pack. 2023 marks the 10th anniversary of United Against Child Hunger and ten years of the Weekend Food Pack.

Consider a gift in honor of someone:
- A personal ecard will be sent
- It will be recognized on the live campaign page

text ENDHUNGER to 40403

How do resources get into 211?

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Caller released today from incarceration after charges dropped but needed a women's shelter in Sulphur or Lake Charles. 

NOTE: most shelters in Lake Charles are closed due to hurricane damage.

Installation of grab bars for the shower. 

Has the grab bars, but needs installation. COA does not offer this service.

But who uses United Way’s crisis lines every day?

United Way of Southwest Louisiana’s crisis chat, teen text line and crisis call line answers 24/7/365. Live counselors assist callers confidentially.

CRISIS CALLS: 50% increase in use

833.TXT.TEEN: 31% increase in use

CRISIS CHAT: 70% increase in use

211 is the most comprehensive source of human and social services information in our region. This is why we are the trusted partner for state, local and federal government programs during emergencies.

First time callers: 73%

Have one or more disability: 70%

Do not have medical insurance: 47%

Crisis callers were female: 71%

African American: 56%

Caucasian: 27%

Hispanic/Latino: 4%

Homeless, in temporary shelter, or recently served with eviction: 32%

Live alone: 28%

Live with others: 29%

Live with adult children: 10%

Average age of 211 callers:

16-24: 3%

25-40: 21.8%

41-59: 33.7%

60+: 40.6%
OUR INITIATIVES

BASIC NEEDS
211 | 898-211
SWLA VOAD
The Path Home
United Against Child Hunger
Build Back the Block

EDUCATION
Dolly Parton’s Imagination Library
WriteStart Project
Literacy Kits
Born Learning Trail
Summer of Service

HEALTH
833.TXT.TEEN
Crisis Chat Online
Singlecare Prescription Discount Program
United Against Human Trafficking

ECONOMIC MOBILITY
Volunteer Income Tax Assistance (VITA)
Calcasieu Prisoner Reentry Program (CAL-PRI)
Matched Savings Program
Bank On SWLA

Case Limited, Income Constrained, Employed (ALICE)

CASE MANAGEMENT PORTFOLIO
Emergency Rental Assistance Program (CPPJ)
Power To Care (Entergy La)
Emergency Food & Shelter Program (FEMA)
Temporary Assistance For Needy Families (DCFS)

EVENTS
Smoke & Barrel
Battle for the Paddle
Rum Revival
Reelin’ For Veterans Fishing Tournament
La Food & Wine Festival
SOLA Giving Day
Day of Giving
United Way of Southwest Louisiana Volunteer Forces
Disaster Response Specialist
Literacy Kit Assembly
In-Office Assistance
Summer of Service Youth Forces
Summer of Service Adult Forces
VITA IRS-Certified Preparers
Fannie Mae Specialists

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