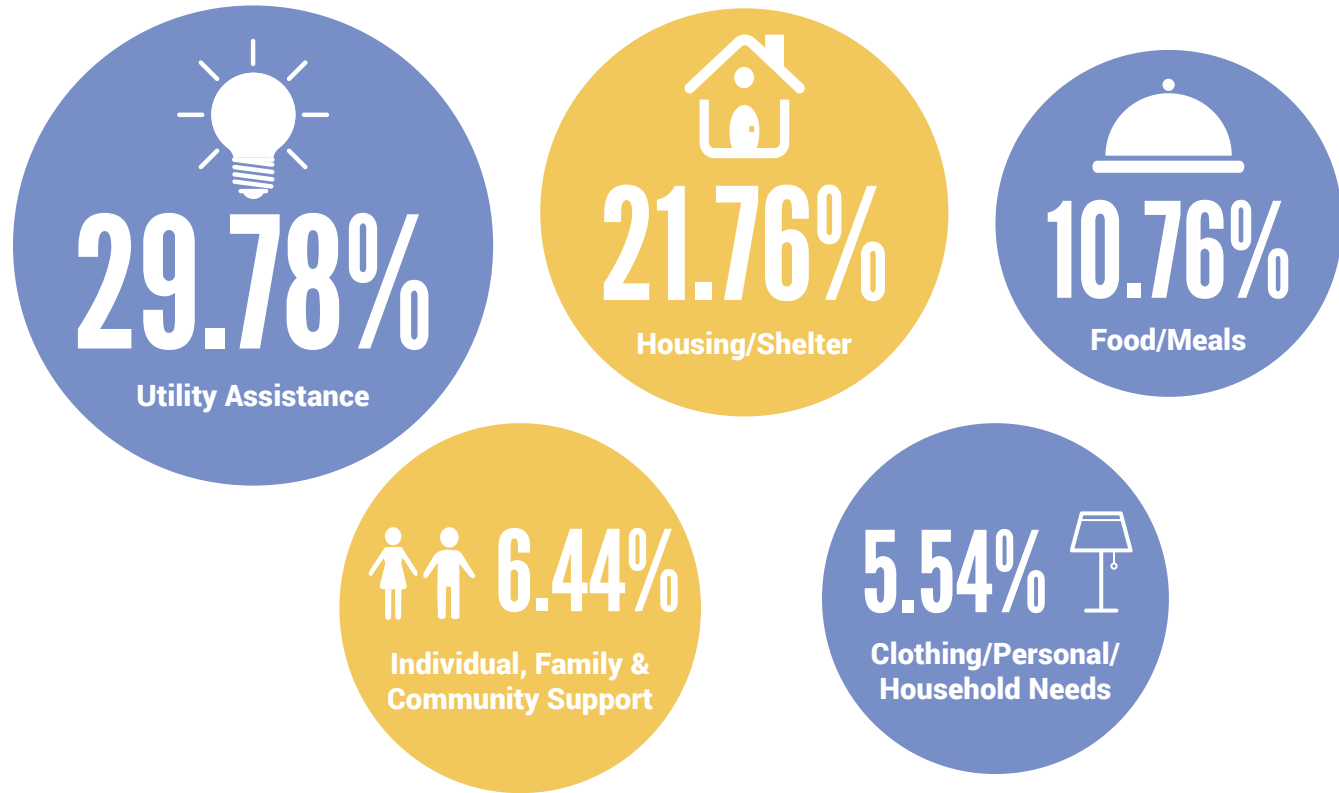


# TOP 5 CALLER NEEDS



# 2017 UNITED WAY 2-1-1 BY THE NUMBERS



## MOST COMMON UNMET NEEDS

Utility Assistance

277

Housing/Shelter

262

Individual & Family Support Services

105

## CALLS BY PARISH

117	Caldwell	111	Madison
37	Catahoula	680	Morehouse
70	Concordia	9,460	Ouachita
68	East Carroll	301	Richland
225	Franklin	52	Tensas
178	Jackson	177	Union
41	LaSalle	62	West Carroll
489	Lincoln	2,049	Out of Region/Unrecorded

## 2-1-1 CONTACT TYPES



## INQUIRER TYPES

Information/Referral

9,743

Information Only

3,917

Non-Transactional

445

Advocacy

34

Crisis Intervention

17

## WOULD YOU RECOMMEND UNITED WAY 2-1-1 TO FRIENDS & FAMILY?

188

YES

2

NO

4

DON'T KNOW

## HOW DID YOU HEAR ABOUT UNITED WAY 2-1-1?

3,746	Former Client	214	Printed
3,308	Agency/Church	206	TV/Radio
1,586	Family/Friend	147	Entergy
544	Other	45	Other Utility Company
374	Did Not Remember	1	Litter Hotline
233	Atmos Energy		

# UNITED WAY 2-1-1 TOP NEEDS BY PARISH

## CALDWELL PARISH

- 57 Utility Assistance
- 41 Housing
- 18 Food/Meals
- 15 Health Care
- 14 Individual, Family & Community Support

## CATAHOULA PARISH

- 8 Food/Meals
- 7 Utility Assistance
- 6 Housing
- 3 Information Services
- 2 Clothing/Personal/Household Needs

## CONCORDIA PARISH

- 33 Utility Assistance
- 19 Food/Meals
- 14 Housing
- 4 Health Care
- 2 Individual, Family & Community Support

## EAST CARROLL PARISH

- 25 Utility Assistance
- 8 Housing
- 7 Clothing/Personal/Household Needs
- 6 Food/Meals
- 6 Health Care

## FRANKLIN PARISH

- 76 Utility Assistance
- 73 Housing
- 41 Food/Meals
- 22 Health Care
- 17 Individual, Family & Community Support

## JACKSON PARISH

- 76 Utility Assistance
- 32 Housing
- 29 Food/Meals
- 13 Health Care
- 12 Clothing/Personal/Household Needs

## LASALLE PARISH

- 18 Housing
- 14 Utility Assistance
- 9 Food/Meals
- 8 Health Care
- 6 Clothing/Personal/Household Needs

## LINCOLN PARISH

- 164 Housing
- 124 Utility Assistance
- 71 Food/Meals
- 65 Individual, Family & Community Support
- 32 Clothing/Personal/Household Needs

## MADISON PARISH

- 33 Utility Assistance
- 25 Housing
- 12 Food/Meals
- 10 Clothing/Personal/Household Needs
- 9 Health Care

## MOREHOUSE PARISH

- 286 Utility Assistance
- 143 Housing
- 83 Food/Meals
- 42 Clothing/Personal/Household Needs
- 35 Individual, Family & Community Support

## OUACHITA PARISH

- 3,261 Utility Assistance
- 2,255 Housing
- 1,054 Food/Meals
- 710 Individual, Family & Community Support
- 593 Clothing/Personal/Household Needs

## RICHLAND PARISH

- 121 Utility Assistance
- 82 Housing
- 30 Food/Meals
- 16 Health Care
- 14 Clothing/Personal/Household Needs

## TENSAS PARISH

- 16 Utility Assistance
- 9 Housing
- 7 Health Care
- 5 Food/Meals
- 3 Transportation

## UNION PARISH

- 41 Utility Assistance
- 39 Food/Meals
- 38 Housing
- 22 Individual, Family & Community Support
- 18 Health Care

## WEST CARROLL PARISH

- 16 Food/Meals
- 16 Utility Assistance
- 14 Housing
- 7 Health Care
- 6 Individual, Family & Community Support

## 2017 CALLER DEMOGRAPHICS

0-12	.09%
13-17	.13%
18-24	5.07%
25-40	24.62%
41-59	23.46%
60+	13.27%
Unknown	33.36%

*The Average Caller in 2017 was 25-40 years old*

*80% of Callers were female*

## TOP AGENCY REFERRALS

Ouachita Multipurpose Action Program (OMCAP): 2,495

Catholic Charities of North Louisiana-Monroe: 2,492

Salvation Army-Social Services, Monroe Unit: 1,689

Modest Needs Foundation: 913

West Ouachita Senior Center: 636

Christian Community Ministries: 507

Christopher Youth Center: 484

Ray of Hope-Monroe: 471

The Zone: 366

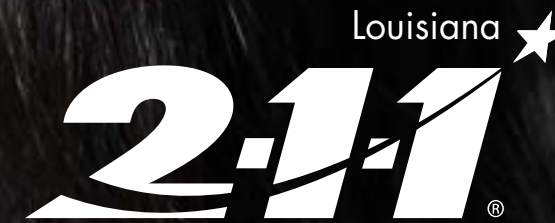
Directory Assistance: 287

*Do you feel you have more information than before you contacted 2-1-1?*

Yes: 174  
No: 18  
Don't Know: 18

*Do you feel your United Way 2-1-1 Staff was friendly?*

Yes: 195  
No: 2  
Don't Know: 3



Get Connected. Get Answers.  
United Way of Northeast Louisiana

# 2017 Annual Report

Learn more at [unitedwaynela.org/211](http://unitedwaynela.org/211) or call 2-1-1.

