

OUR 211 IMPACT REPORT

Our 211 is the front door to how we serve Southwest Louisiana. Every call, text, and referral gives us real-time insight into what our neighbors are facing—whether it’s housing instability, food insecurity, disaster recovery, or utility assistance. That data doesn’t just connect individuals to help in the moment; it guides how we allocate funding, strengthen partnerships, and prioritize programs across our five-parish region. In short, 211 helps us respond smarter, distribute resources more effectively, and ensure support reaches the people who need it most.

 **189,175** Calls answered in SWLA since 2020

211 is Southwest Louisiana’s most powerful tool for identifying and responding to community needs.

211: The Go-To for Whatever Anyone is Going Through

OUR CALLERS

 **74%**  **26%**

OUR AGES 26% prefer not to disclose

18 to 24.....8%
25 to 40.....27%
41 to 59.....30%
60+.....35%

 **8,584** Individuals in CRISIS assisted since 2019

 **1,171** Callers without permanent housing

 **502** Veterans assisted

When life gets complicated, 211 simplifies it. Whether it’s a sudden disaster, a personal crisis, or a daily challenge, 211 connects people with local resources ready to help—day or night, every day of the year. From food and housing to mental health and financial support, real people are standing by to listen and link you to what you need.

It’s free. It’s confidential. It’s multilingual. And no request is too much to handle.

Big Crisis? Tiny Question? **Call 211—We Handle It All.**



SWLA 2025 BY THE NUMBERS

9% INCREASE in our ability to find assistance in housing



9,398

Referrals for housing assistance
24% not helped due to lack of resources in SWLA

11% DECREASE in calls over 2024



4,885

Referrals for food/meal assistance
3% not helped due to lack of resources

30% DECREASE in calls over 2024



5,521

Referrals for utility assistance
8% not helped due to lack of resources

33% INCREASE in calls over 2024



771

Referrals for transportation
65% not helped due to lack of resources

4,080



Referrals for financial support
8% not helped due to lack of resources

If anyone you know needs help, encourage them to **call 211** or visit **unitedwayswla.org/211**.