



2022 YEAR IN REVIEW

ALLEN | BEAUREGARD | CALCASIEU | CAMERON | JEFF DAVIS

UNITED. LOCAL. TRUSTED.



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

We are the boots on the ground, the local experts who make finding help easier.

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

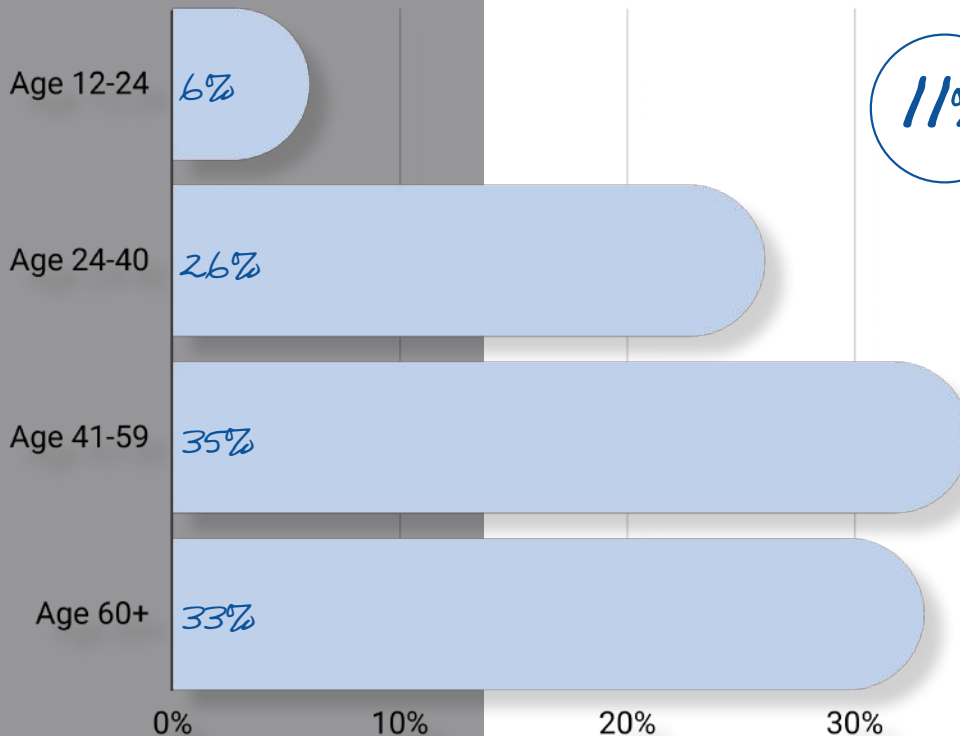
To the United Way of Southwest Louisiana team and its partners, 211 is THE vital source of information when allocating resources and services.

211 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?



11%

Homeless, in temporary shelter, served with eviction

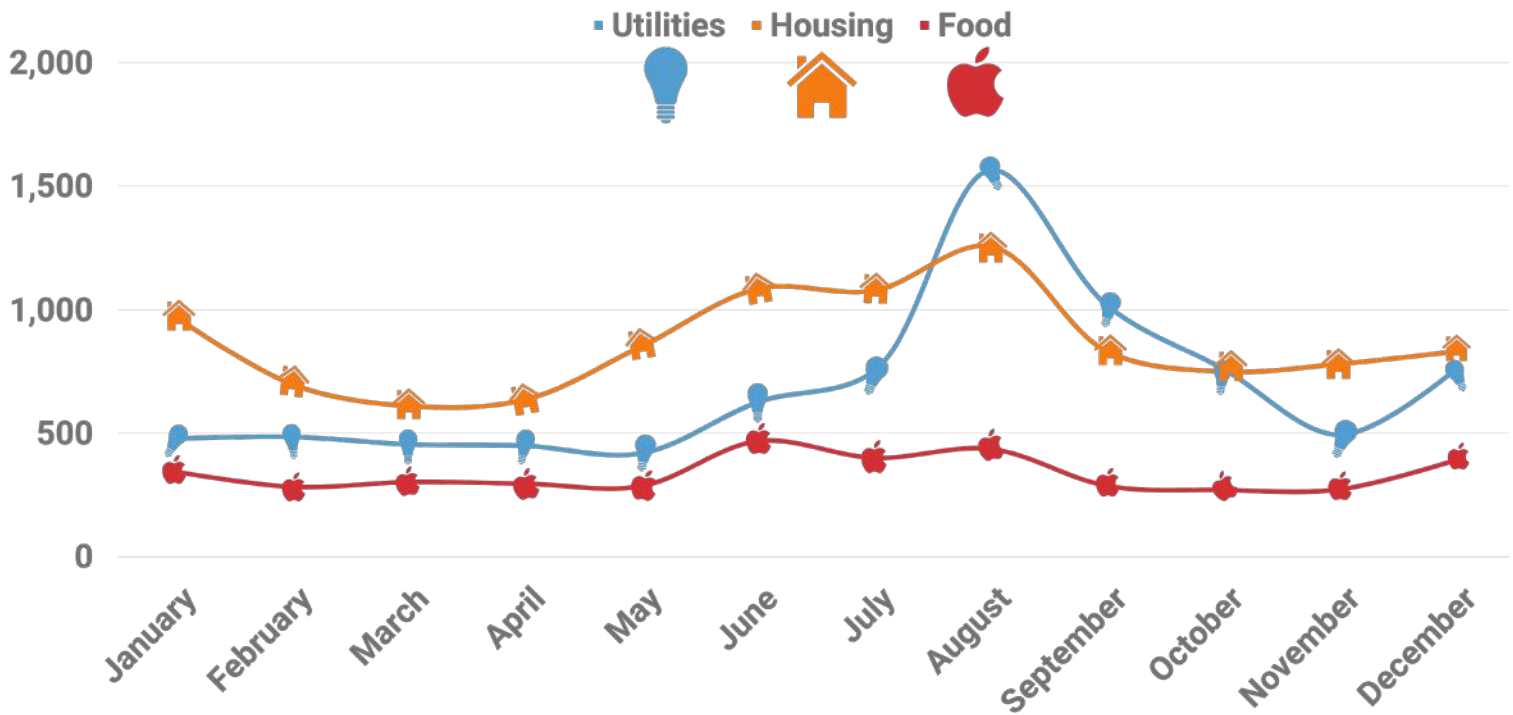
211 callers are majority female

571

Military veterans or active duty

"Referred to 811. Digging a garden and ran across a line in the backyard. Thinks it is a gas line. Called 311 multiple times and it says number has been disconnected"

THE TOP 3 NEEDS CONTINUE TO BE HOUSING, UTILITY ASSISTANCE AND FOOD.



211 data can help with smart resource allocation.

WINTER FREEZE

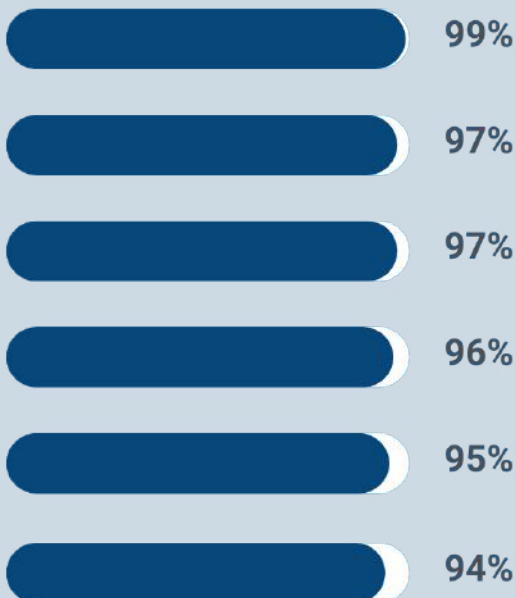
91% of 211 calls for **HOUSING** were met through United Way of Southwest Louisiana's Winter Shelter Program

AUGUST & SEPTEMBER HEAT WAVE

99% of calls to 211 for **UTILITY ASSISTANCE** were met by United Way and its partners
97% of calls for **HOUSING** were met

WHAT HAPPENS WHEN WE TARGET OUR RESOURCES WHERE THEY'RE NEEDED THE MOST?

NEEDS MET THROUGH 211



Food, pantries and meals

Utility assistance

Mental health, substance abuse

Employment

Information services

Education

FOOD INSECURITY is improving with a mix of United Way Initiatives and its partners targeting neighborhood needs through 211 data.

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.

QUOTES FROM REAL SWLA 211 CALLERS

RESOURCE NEEDED: TRANSPORTATION

Transportation to the pantry for baby formula. Offered transit system but she lived too far out. Texted info to her and she will call

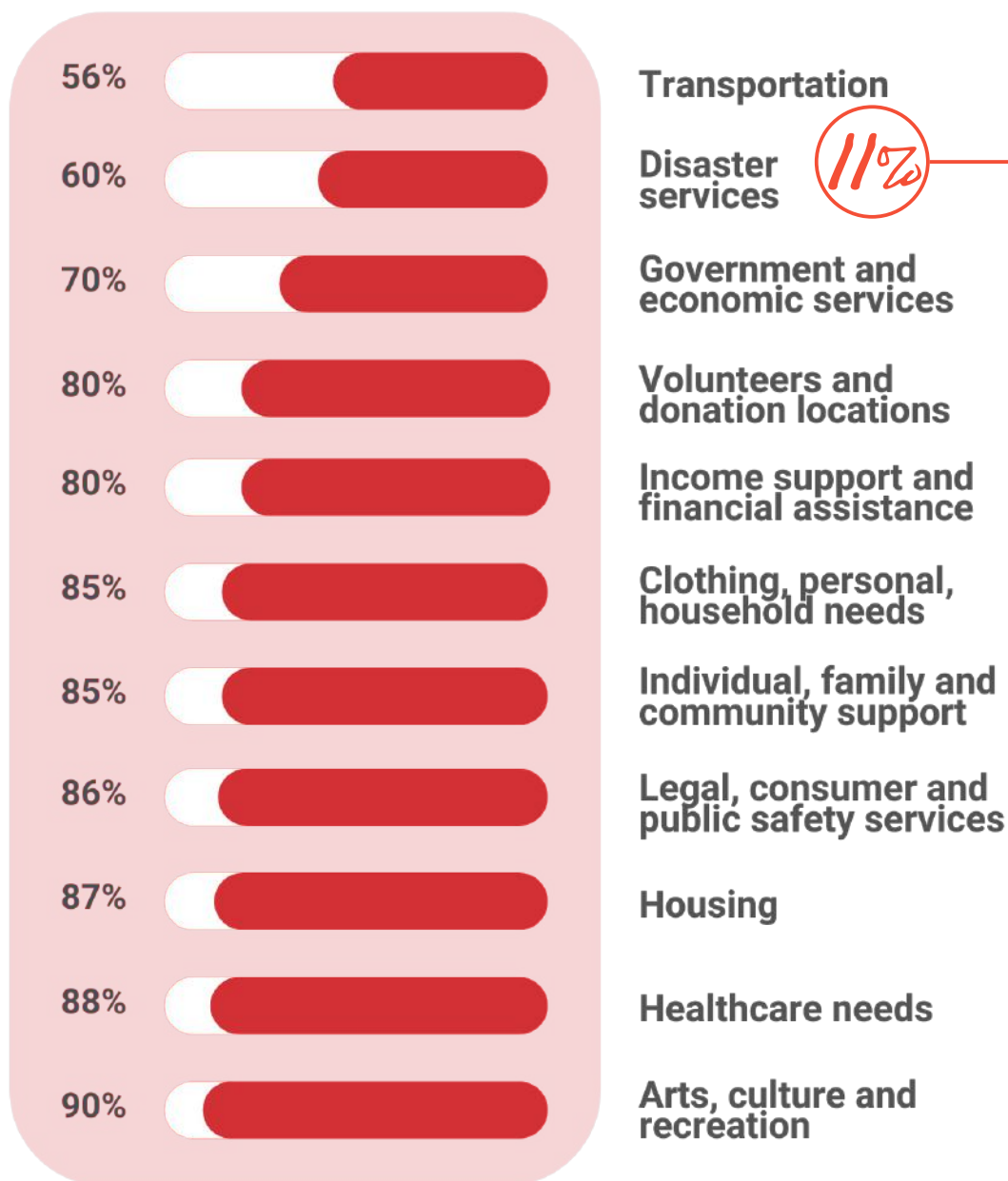
RESOURCE NEEDED: DISASTER ASSISTANCE

Blue tarps/ protective measures due to weather conditions, needs another blue tarp. blue tarp has been on roof since Hurricane Delta

RESOURCE NEEDED: TRANSPORTATION

Transportation from Sulphur to Lake Charles for doctor appointment

PERCENT OF RESOURCES NOT MET IN THE COMMUNITY



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

Single Parent Households

About 30 percent of America's children live in a single parent household, so most of Southwest Louisiana's parishes are average or higher. There are some well-known risks for children growing up with a single parent compared to their peers: lower school achievement, more discipline problems and more likely to become single parents themselves.

OF ALL CALLS
TO 211 IN 2022
CONTINUED
TO ASK ABOUT
DISASTER
RECOVERY
ASSISTANCE



RESOURCE NEEDED:
RENTAL ASSISTANCE

*Does not have an
eviction notice,
lost hours due to
baby sick with
RSV virus*

Give us your information!!

HOW DO RESOURCES GET INTO 211?

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.

CALCASIEU PARISH POLICE JURY
STATE OF LOUISIANA

LOUISIANA DEPARTMENT OF
HEALTH
CITY OF LAKE CHARLES

LOUISIANA DEPARTMENT OF
CHILDREN & FAMILY SERVICES

2023 is the 10th anniversary of United Against Child Hunger



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

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**

DAY OF CARING

ONE SATURDAY IN MAY

UNITEDWAYSWLA.ORG/
VOLUNTEER-FOR-DAY-OF-CARING

QUOTES FROM REAL SWLA 211 CALLERS

RESOURCE NEEDED: WOMENS SHELTER

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

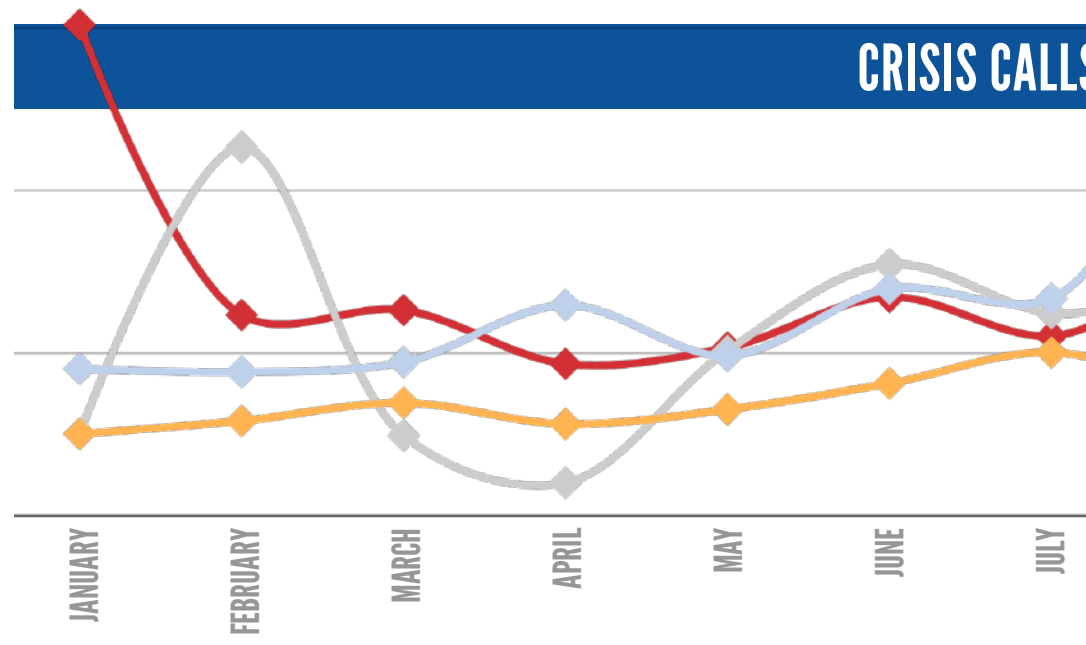
RESOURCE NEEDED: MINOR HOME REPAIR

Installation of grab bars for the shower.

Has the grab bars, but needs installation.

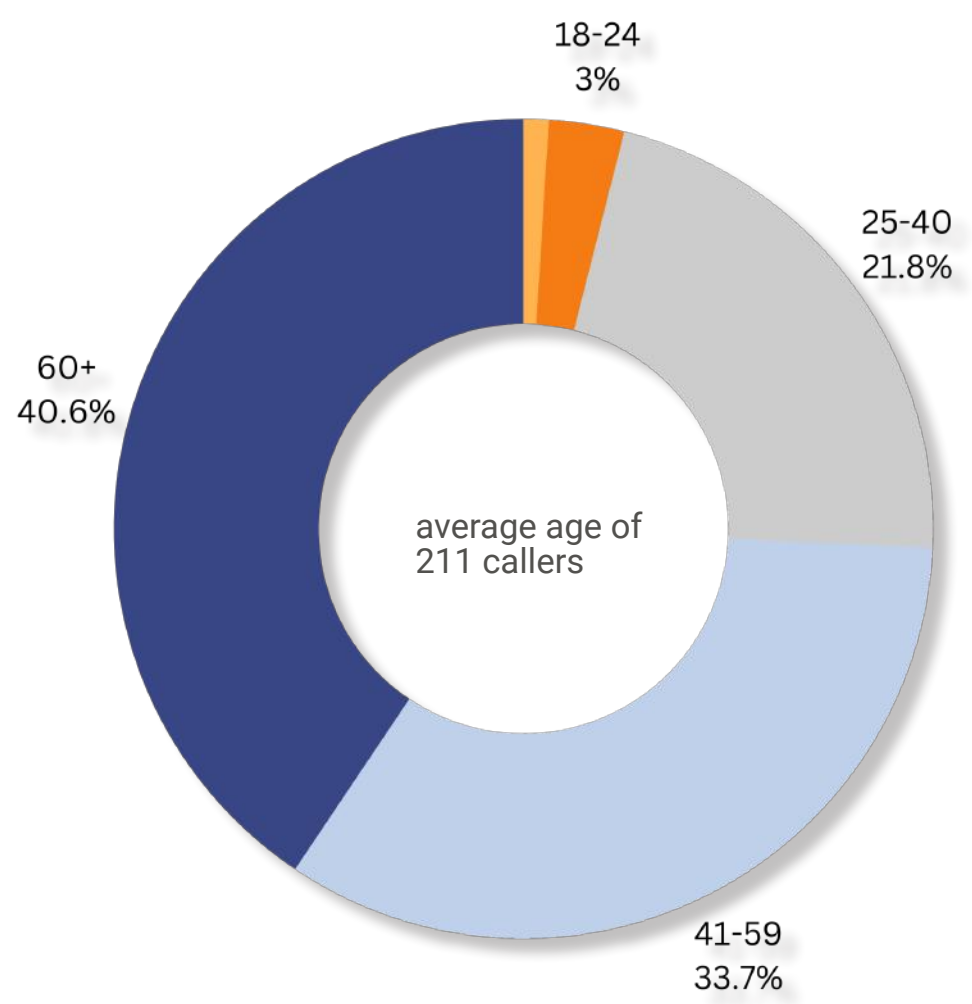
COA does not offer this service.

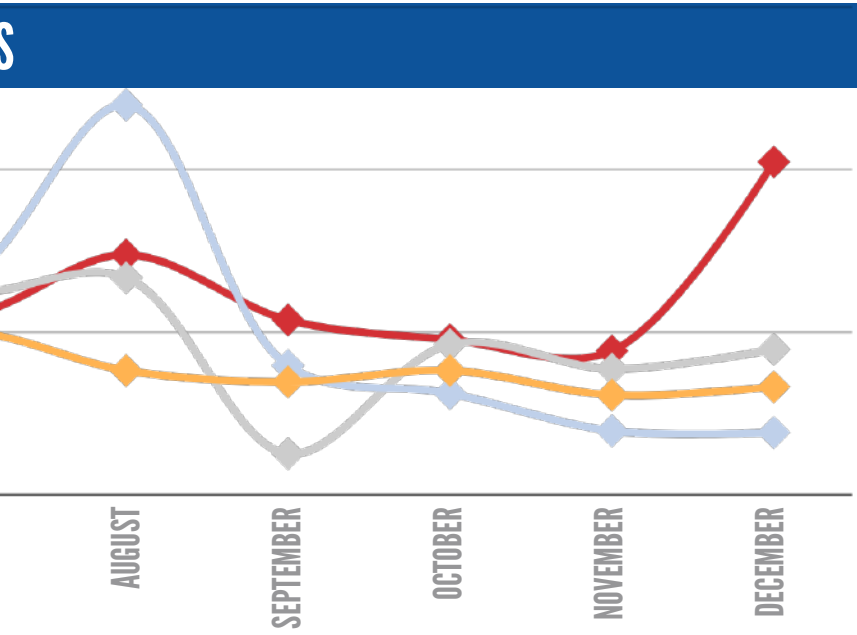
CRISIS CALLS



BUT WHO USES UNITED WAY'S CRISIS LINES EVERY

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





■ 2022 ■ 2021
■ 2020 ■ 2019

CRISIS CALLS: 50% increase in use

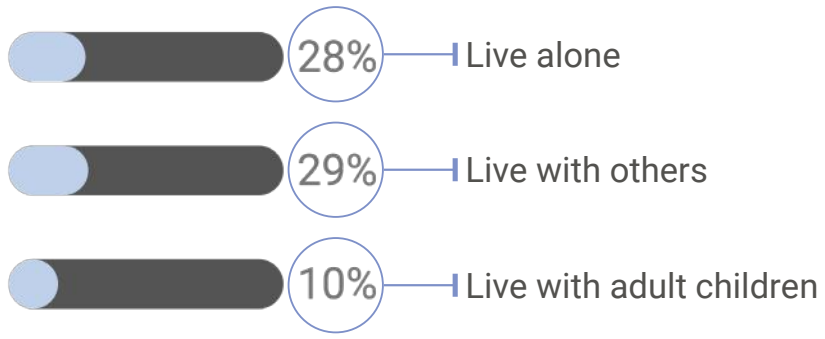
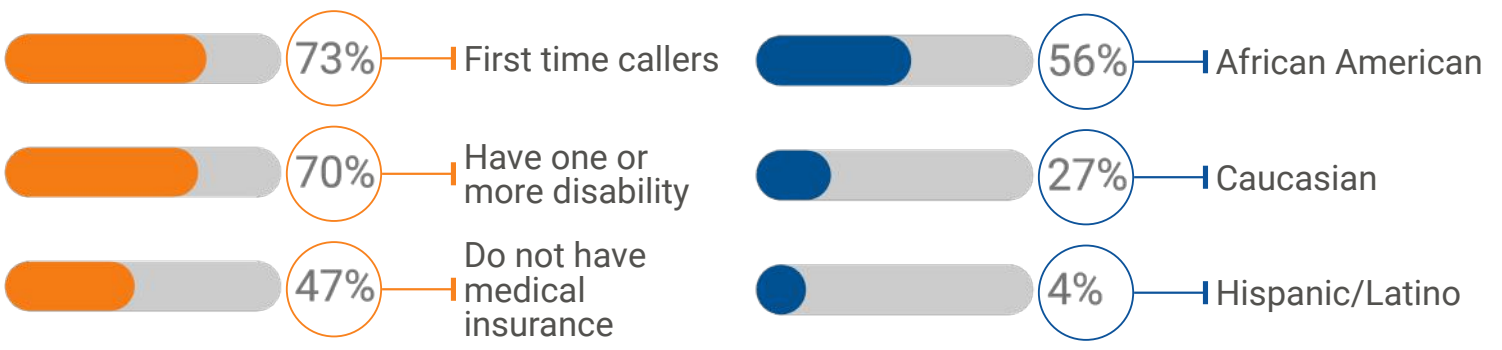
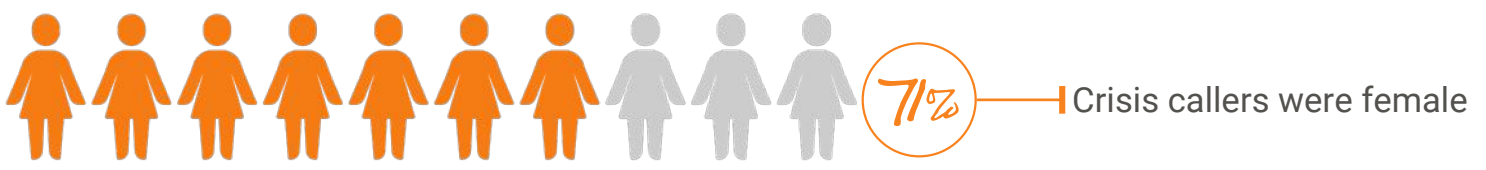


833.TXT.TEEN:
31% increase in use



CRISIS CHAT:
70% increase in use

DAY?



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.

SPECIAL PROJECTS 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

Asset 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

VOLUNTEER

UNITEDWAYSWLA.ORG

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