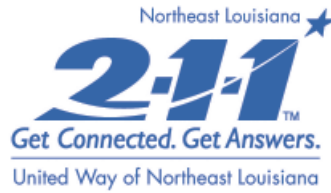


# United Way 2-1-1 Annual Report

January - December 2009



## Call Volume: **21,266 Telephone Calls answered!**

**21,266** Telephone Calls answered  
**17,781** inquirers in our region

*Difference in # of Calls vs. # of Inquirers: Some calls answered were related to resource updates, previous referrals made, or call backs from follow-up attempts. Some calls answered are “non-transactional” meaning calls that do not result in any I&R activity; these include: wrong numbers, phantom calls, children playing on phone or hang ups. All of the calls described above were not considered as “inquirer” calls but were included in calls answered. In addition, some inquiries came by way of email and mail.*

### Top Ten Regional Needs:

- Information Services: 6,547
- Utility Assistance: 3,621
- VITA Programs: 1,831
- Food: 1,099
- Rent Payment Assistance: 1,091
- Emergency Shelter: 756
- Transportation: 437
- Health Care: 402
- Holiday Program: 329
- Housing Authorities: 328

Information Services is the simple request for specific information about a service such as telephone numbers, locations and hours of service.  
*Utility assistance calls, the second highest category of need, is also, the category least referred due to lack of resources to meet the need. Rent assistance also is a category of need for which very little resources exist to which callers can be referred.*

### Inquirer Demographics: Gender/Age Percentages

The majority of callers were females (82%) between the ages of 25 and 40 (52%).  
  
 Less than 1% are youth.  
  
 12% are senior citizens age 60+.

### Number of Inquiries Per Parish in Region:

Caldwell: 151	Franklin: 236	Madison: 141	Tensas: 72
Catahoula: 62	Jackson: 186	Morehouse: 714	Union: 303
Concordia: 118	LaSalle: 55	Ouachita: 14,103	West Carroll: 109
East Carroll: 68	Lincoln: 610	Richland: 403	

*Additionally, 2-1-1 received a number of calls from out of the region that were connected to the appropriate 2-1-1 providers both for other areas in LA and out of state.*

### Quotes from Community Agencies Surveyed (51) about United Way 2-1-1:

- “Plays a pivotal role in the human services system...”
- “...serves as the hub of communication...”
- “is central to disaster planning, coordination, evacuation and recovery ...”
- “serves as the gateway to all human services and has drastically improved access to services in our community.”
- “2-1-1 has helped reduce calls to our switchboard for information.”

**86% of those surveyed rated 2-1-1 services as excellent!**

## Special Issues:

- ◆ Tax Assistance: 2-1-1 promoted as the number to call to find out where to get assistance for income tax preparation; 1,952 inquirers were connected to sites.
- ◆ Flooding 2009 2-1-1 handled 332 inquiries about disaster assistance and served as an intake point for OHSEP to take post disaster damage reports.
- ◆ H1N1 – 2-1-1 promoted as number to call for information about H1N1 virus; recorded message updated weekly and available for information about flu.

## United Way 2-1-1 Performance Standards:

**Answer rate** is **95%** of all calls were answered in an average time of 26 seconds. This exceeds our service level of 90% of calls will be answered in 30 seconds or less.

**Abandonment rate** for calls of at least 10 seconds or more is **4%**. This exceeds the state service level of 5%.

## Follow Ups:

**460 2-1-1 inquirers** were surveyed in 2009 to follow up with them to find out what happened after they received resource information and to receive feedback about our service.

Out of 434 responses, **86% were very satisfied** and **14% were satisfied**. There were no dissatisfied responses.

**98.5%** of responders stated they received correct information. (453/460)

**87%** stated they contacted the referral agencies. (399/460)

**73%** of the responders who contacted the referral agencies said they received assistance. (331/454)

**95%** of responders answered that the 2-1-1 staff was professional in how the call was handled. (438/460)

**99.5%** of the responders said they would recommend 2-1-1 to others. (436/438)

## Regional Outreach Activities:

**18** presentations made to professionals and community groups

**11** press conferences held with 2-1-1 promoted

**17** resource fairs attended

**7** parishes – personal outreach visits made connecting with nearly 100 different community agencies, government offices, elected officials, and faith organizations

## Volunteer Activities:

**178** inquirers were connected to volunteer opportunities in 2009

## GIK Donation Activities:

Inquiries from individuals and businesses with items to donate, both new and used, were matched to numerous nonprofit agencies to benefit the agencies and those served by the agencies.

### *Serving:*

*Caldwell, Catahoula, Concordia, East Carroll, Franklin, Jackson, LaSalle, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll parishes.*