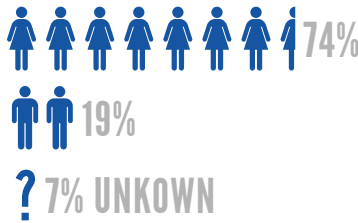


2-1-1

2019 CAPITAL AREA UNITED WAY

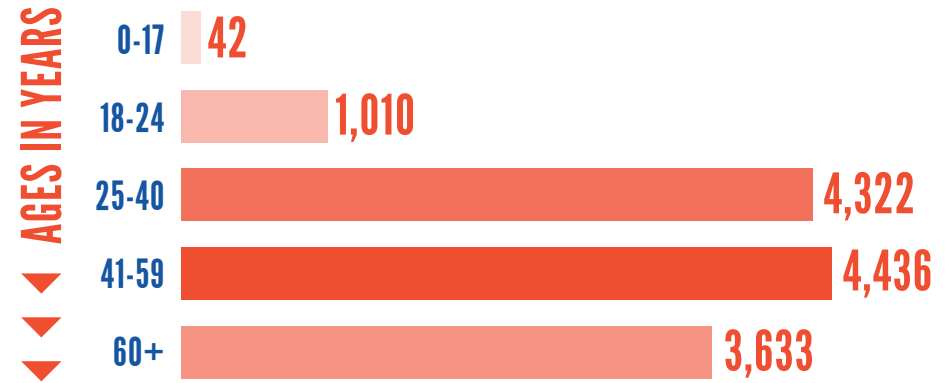
2-1-1 provides local resources, disaster information and mental health support. 2-1-1 is a free, confidential service that helps people find the local resources they need; available 24 hours a day, seven days a week.

WHO ACCESSED 2-1-1 IN 2019



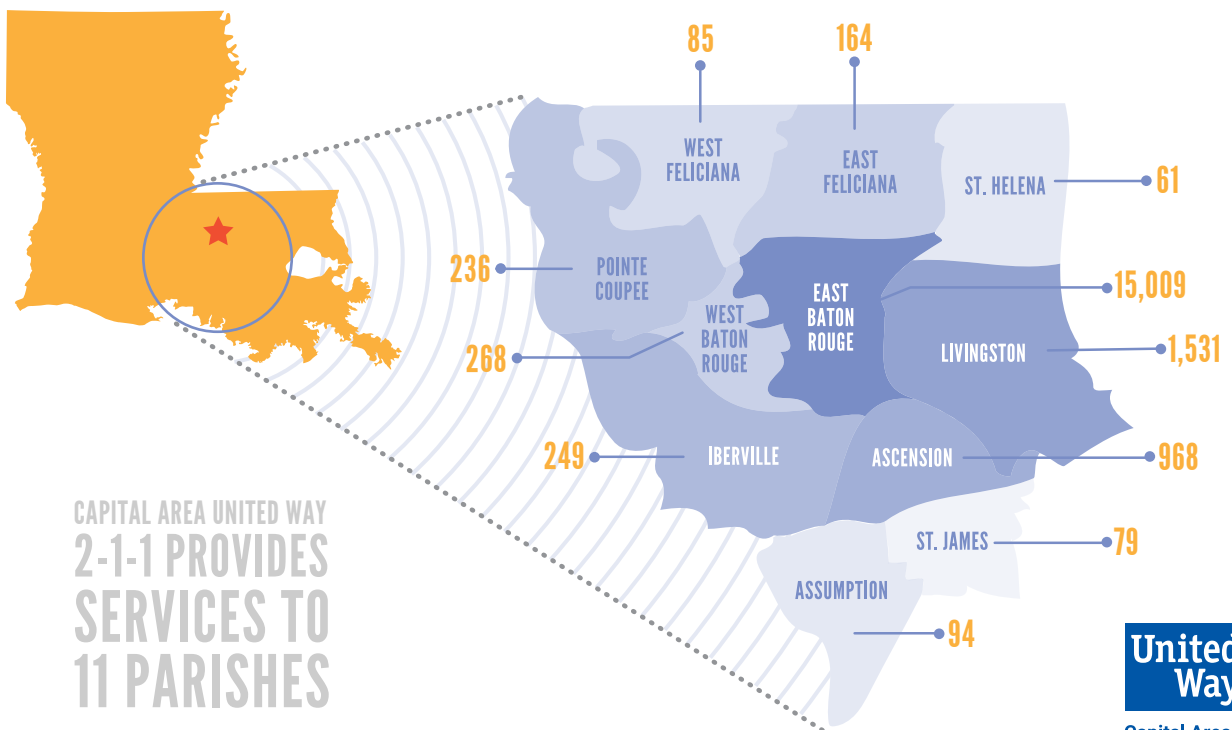
1,028 HOMELESS

483 VETERANS



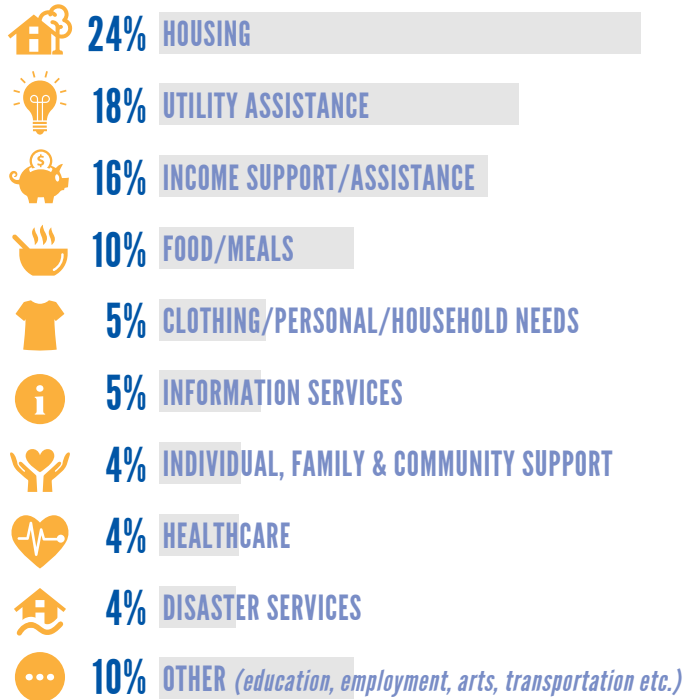
3,186 PEOPLE CALLED TO SCHEDULE FREE TAX APPOINTMENTS

INQUIRIES BY PARISH



CAPITAL AREA UNITED WAY 2-1-1 PROVIDES SERVICES TO 11 PARISHES

TOP NEEDS MET IN 2019



TOP REFERRAL ORGANIZATIONS

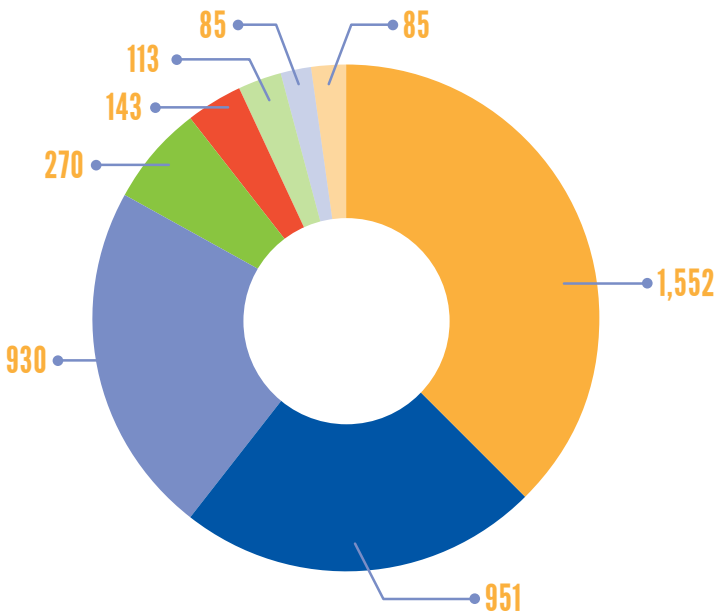


- SOCIETY OF ST. VINCENT DE PAUL
- CAUW'S VITA PROGRAM
- SHILOH MISSIONARY BAPTIST CHURCH
- DROP-IN CENTER OF THE ONE STOP HOMELESS SERVICES CENTER
- CHARLES R. KELLY COMMUNITY CENTER
- DR. MARTIN LUTHER KING CENTER
- CATHOLIC CHARITIES DIOCESE OF BATON ROUGE
- JEWEL J. NEWMAN COMMUNITY CENTER
- DR. LEO BUTLER COMMUNITY CENTER
- TOGETHER BATON ROUGE
- SALVATION ARMY OF GREATER BATON ROUGE
- VIA LINK/LOUISIANA 2-1-1
- ST. PAUL THE APOSTLE CATHOLIC CHURCH
- SWEET DREAMS BISHOP OTT SHELTER
- QUAD AREA COMMUNITY ACTION AGENCY
- QUAD AREA COMMUNITY ACTION AGENCY CENTRAL OFFICE
- EAST BATON ROUGE COUNCIL ON AGING
- ALLEN CHAPEL AME CHURCH
- AMERICAN RED CROSS - CAPITAL AREA
- OUR LADY OF MERCY CATHOLIC CHURCH
- ST. PATRICK CATHOLIC CHURCH
- HOPE MINISTRIES
- 3-1-1 CALL CENTER

CRISIS RESOURCES

3K+
TOTAL CALLS HANDLED

- CALLS BY CATEGORY
- MENTAL HEALTH & COUNSELING
 - BASIC NEEDS
 - INTERPERSONAL
 - MENTAL HEALTH CONCERNS
 - HEALTH CARE
 - ADDICTIVE DISORDERS
 - DOMESTIC ABUSE
 - VIOLENCE



OTHER (NOT SHOWN):
SUICIDE RELATED
DISASTER SERVICES
PROTECTIVE SERVICES/ABUSE
VICTIM ASSISTANCE

When people in crisis contact 2-1-1, callers are directly connected with an expert at the appropriate crisis line. Call center staff are trained mental health professionals and nationally certified by the Alliance of Information and Referral Systems (AIRS).

99%
OF CALLERS
WOULD
RECOMMEND 2-1-1
TO FRIENDS & FAMILY

93%
OF CALLERS
FEEL THEY HAVE
MORE INFORMATION
AFTER CALLING 2-1-1

GET CONNECTED. GET HELP.

- CALL: 2-1-1 OR 225-923-2114
- SEARCH RESOURCES: CAUW.ORG/211
- TEXT "2-1-1" TO 898-211
- CRISIS CHAT: CAUW.ORG/211
- TEEN TEXT LINE: 512-777-EASE (3273)

Data Source: 2019 Louisiana 2-1-1/Capital Area United Way