

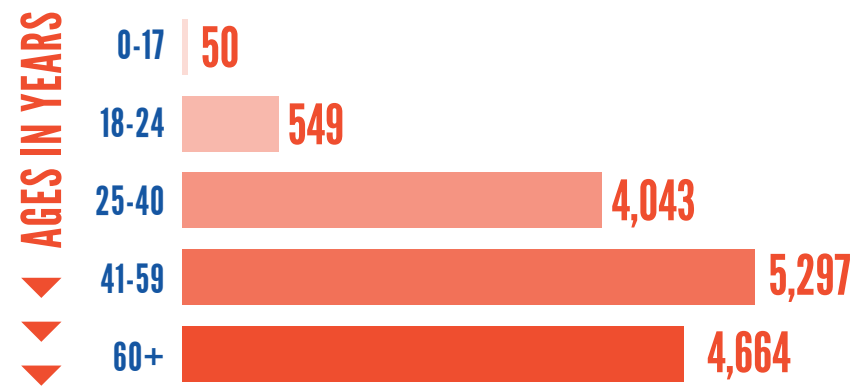
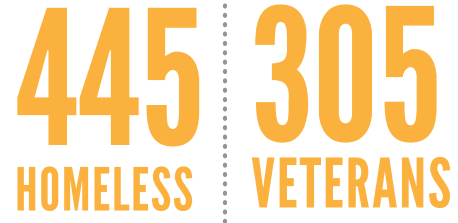
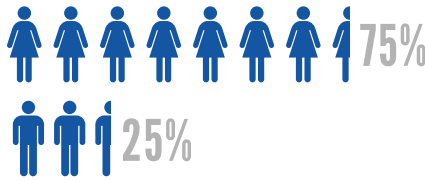
2-1-1

2020 CAPITAL AREA UNITED WAY

JAN. 1, 2020 – DEC. 31, 2020

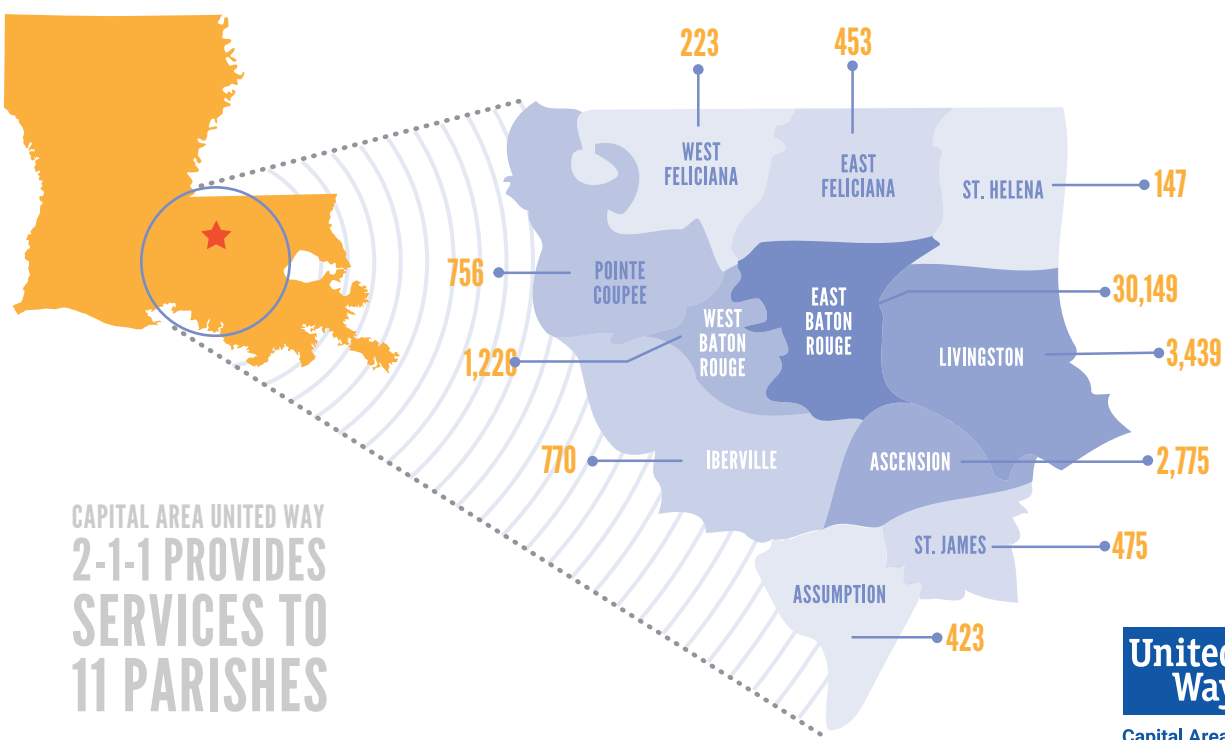
2-1-1 provides local resources, disaster information and mental health support. 2-1-1 is a free, confidential service that helps people find the local resources they need; available 24 hours a day, seven days a week.

WHO ACCESSED 2-1-1 IN 2020



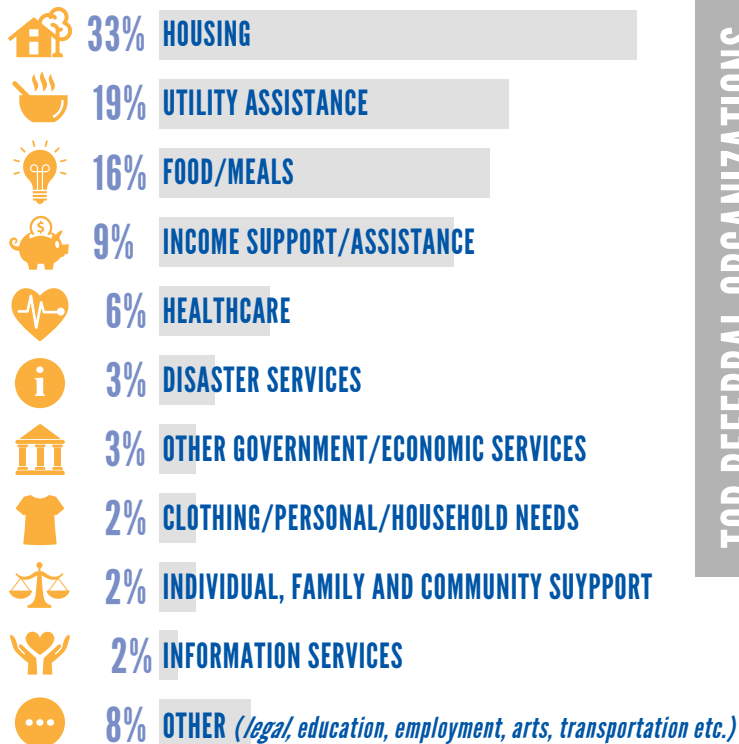
23,987 PEOPLE CALLED FOR ASSISTANCE WITH COVID-19*
 *Covid calls are statewide and not limited to the CAUW service area.

INQUIRIES BY PARISH



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

TOP NEEDS MET IN 2020



TOP REFERRAL ORGANIZATIONS



- CORONAVIRUS - COVID - 19 INFORMATION RESOURCE
- CAPITAL AREA UNITED WAY'S VITA PROGRAM
- SOCIETY OF ST. VINCENT DE PAUL
- SHILOH MISSIONARY BAPTIST CHURCH
- CORONAVIRUS AID RELIEF AND ECONOMIC SECURITY (CARES) ACT
- COVID 19 CORONAVIRUS
- DROP-IN CENTER OF THE ONE STOP HOMELESS SERVICES CENTER
- CHARLES R. KELLY COMMUNITY CENTER
- DR. MARTIN LUTHER KING CENTER
- FOOD PANTRY (TOGETHER BATON ROUGE)
- DR. LEO BUTLER COMMUNITY CENTER
- SALVATION ARMY SOCIAL SERVICES
- 3-1-1 CALL CENTER
- DCFS - DSNAP
- LOUISIANA WORKFORCE COMMISSION (LWC) - COVID 19 UNEMPLOYMENT
- GREATER BATON ROUGE FOOD BANK
- COVID-19 INFORMATION RESOURCES
- CITY OF BATON ROUGE DIVISION OF HUMAN DEVELOPMENT & SERVICES
- VIA LINK/LOUISIANA 2-1-1
- QUAD AREA COMMUNITY ACTION AGENCY
- EAST BATON ROUGE PARISH HOUSING AUTHORITY - SECTION 8
- OUR LADY OF MERCY CATHOLIC CHURCH
- ST. PAUL THE APOSTLE CATHOLIC CHURCH

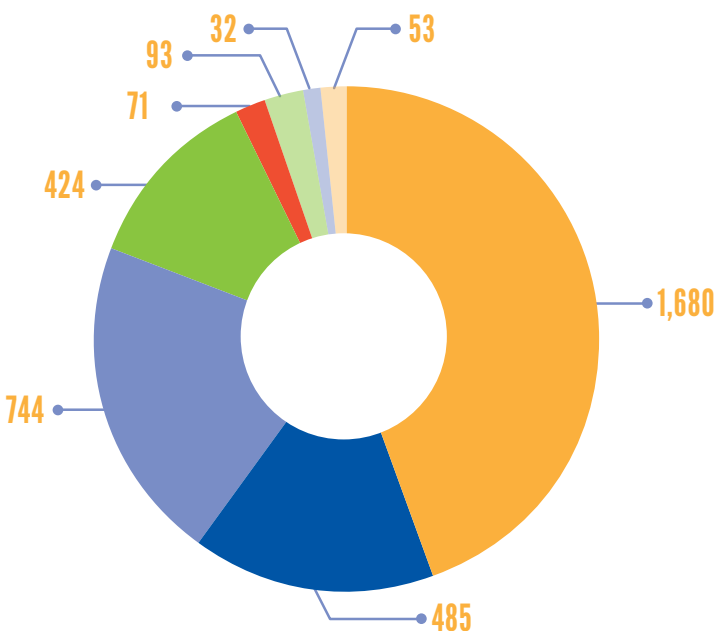
CRISIS RESOURCES

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).

3,852

PEOPLE CALLED TO SCHEDULE FREE TAX APPOINTMENTS

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: 2020 Louisiana 2-1-1/Capital Area United Way