



211 Annual Report

July 1, 2021 - June 30, 2022



Get Connected. Get Help.™

**United Way 211/CAUW provides local resources,
disaster information and mental health support.**

*211 is a free, confidential service that helps people
find the local resources they need; available 24 hours
a day, seven days a week.*



Capital Area United Way

WHO ACCESSED 211

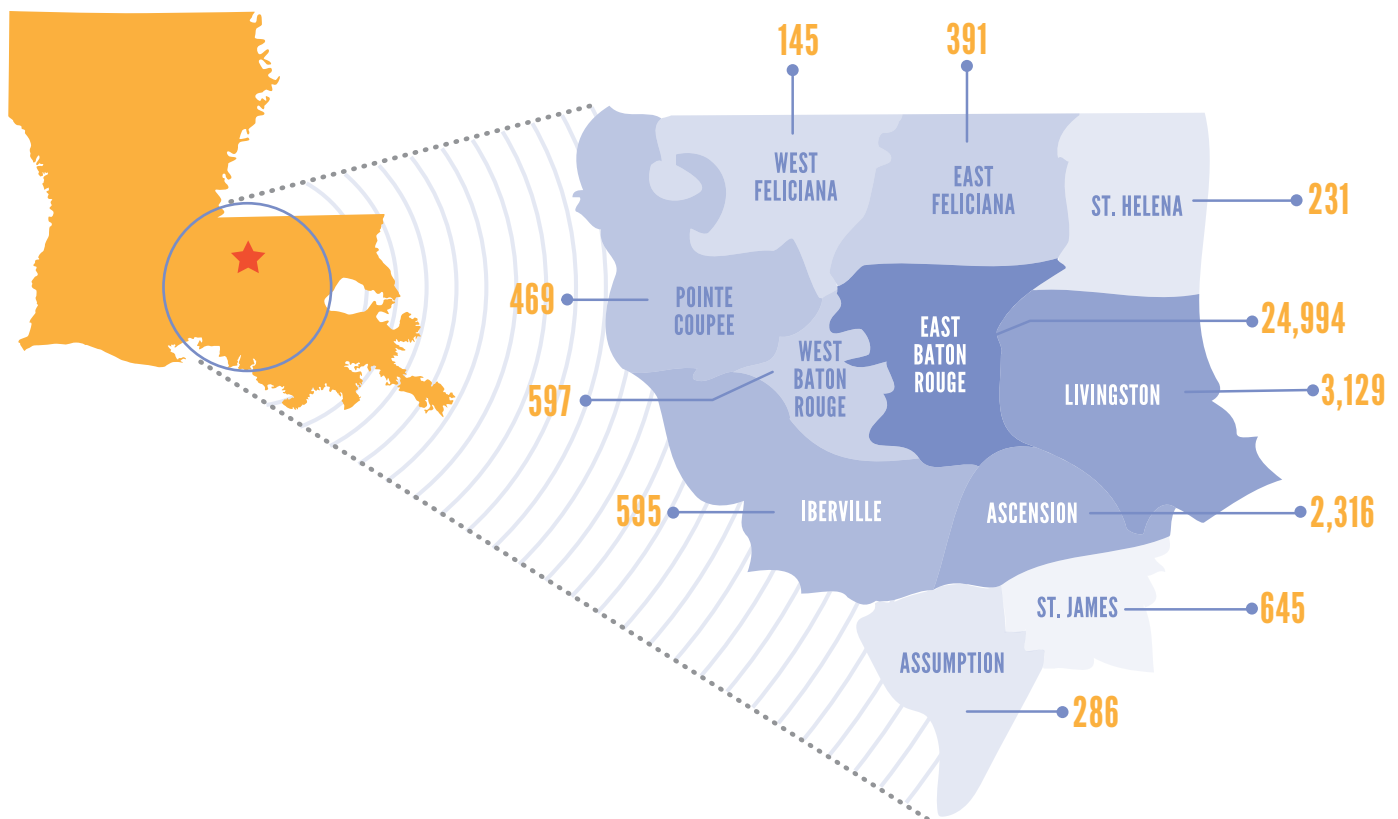
INQUIRIES BY PARISH

2·1·1

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Capital Area United Way 211 provides services to the following 11-parish service region.

Below you will find a breakdown of the **total number of calls** made to the United Way 211/CAUW resource hotline **per parish**. You may also find a more detailed parish breakdown by visiting the Community Impact section at www.cauw.org/resourcecenter.



Capital Area United Way

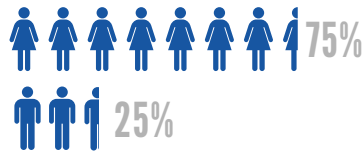
WHO ACCESSED 211



STATISTICS

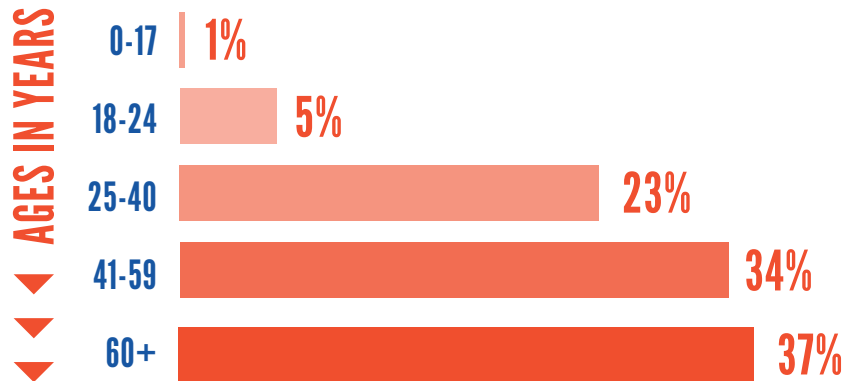
49,432 people called the United Way 211/CAUW resource hotline from July 1, 2021 - June 30, 2022. **5,817** people visited the 211 resource page online, and **2,305** people searched for 211 resources using the CAUW Resource Database.

Below you will find a breakdown of demographics and other details in regards to the past fiscal year of callers to the United Way 211/CAUW resource hotline.



944
HOMELESS

494
VETERANS



6,601 PEOPLE CALLED FOR ASSISTANCE WITH **COVID-19**

3,789 PEOPLE CALLED TO SCHEDULE **VOLUNTEER INCOME TAX ASSISTANCE APPOINTMENTS**

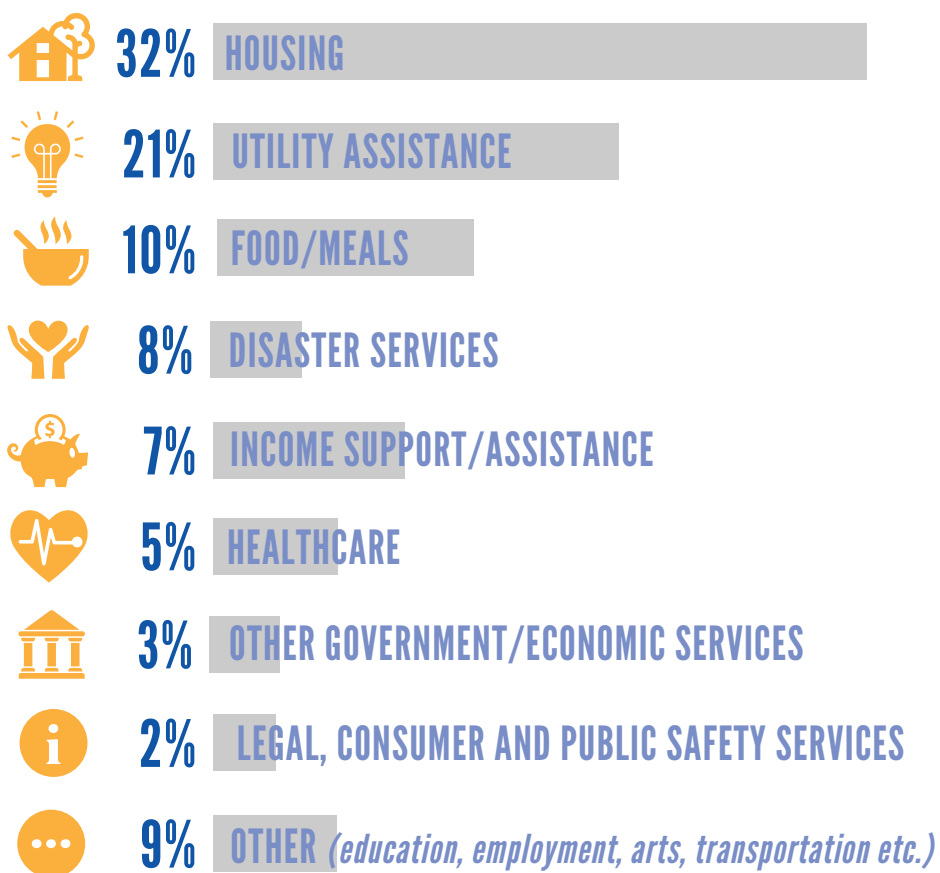
7,201 PEOPLE CALLED FOR ASSISTANCE WITH **HURRICANE IDA RELIEF**

CRISIS RESOURCES



TOP NEEDS MET

Below you will find a breakdown of the top crisis categories in regards to the past fiscal year of callers to the United Way 211/CAUW resource hotline.



CRISIS RESOURCES



CALLS BY CATEGORY

2,693

TOTAL CRISIS CALLS HANDLED

When people in crisis contact 211, 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).

TOTAL NUMBER OF NEEDS MET PER CATEGORY

1,477	MENTAL HEALTH & COUNSELING
858	BASIC NEEDS
585	INTERPERSONAL
302	MENTAL HEALTH CONCERNS
176	DISASTER SERVICES
99	ADDICTIVE DISORDERS
79	DOMESTIC ABUSE
64	HEALTH CARE
58	VIOLENCE
53	SUICIDE RELATED
22	PROTECTIVE SERVICES/ABUSE
12	VICTIM ASSISTANCE/SURVIVOR SUPPORT



TOP REFERRAL ORGANIZATIONS

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Below you will find a breakdown of organizations from the *MOST* to *LEAST* amount of referrals in regards to the past fiscal year of callers to the United Way 211/CAUW resource hotline.

Hurricane Ida Storm Resources
Capital Area United Way VITA Program
Society of St. Vincent de Paul
Shiloh Missionary Baptist Church
Charles R. Kelly Community Center
Drop-In Center of the One Stop Homeless Services Center
Dr. Martin L King Center
State of Louisiana Emergency Rental Assistance Program
COVID-19 Information Resource
Dr. Leo Butler Community Center
City of Baton Rouge Office of Social Services
Salvation Army Social Services
SNAP Benefits
Immaculate Conception Catholic Church
3-1-1 Call Center
City of Baton Rouge Division of Human Development & Services
DCFS DSNAP
Quad Area Community Action Agency
Greater Baton Rouge Food Bank
Louisiana Housing Corporation
St. Paul The Apostle Catholic Church
DEMCO Foundation
Capital Area Alliance for the Homeless
Our Lady of Mercy Catholic Church
East Baton Rouge Parish Housing Authority – Section 8
East Baton Rouge Council on Aging
Salvation Army of Greater Baton Rouge
Louisiana Balance of State Continuum of Care



Capital Area United Way