

# Top Referral Need Categories



**Utility Assistance**  
1,241 Calls



**Housing/Shelter**  
555 Calls



**Information Services**  
359 Calls



**Food/Meals**  
307 Calls



**Clothing/Personal/  
Household Needs**  
192 Calls



**Income Support/  
Assistance**  
185 Calls



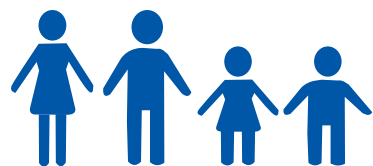
**Health Care**  
166 Calls



**Legal Consumer &  
Public Safety Services**  
148 Calls



**Mental Health/  
Substance Abuse**  
122 Calls



**Individual Family &  
Community Support**  
107 Calls

# 2-1-1 Call Statistics



**4,959**

**2-1-1 received 4,959 calls**



**0:15**

**Average hold  
time for was  
15 seconds**  
(Benchmark is :30)

**4.05%**

**Abandonment Rate**  
(Benchmark is <5%)



**4 Crisis calls  
answered**



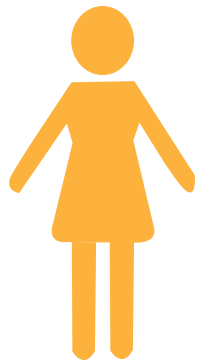
**12 advocacy  
calls answered**

**3:14**

**Average call  
talk time 3  
minutes, 14  
seconds**  
(Benchmark is  
3-4 minutes)

**MOST COMMON UNMET NEEDS FOR 1st QUARTER 2015:  
Utility Assistance • Housing/Shelter • Transportation**

# 2-1-1 Referral Demographics



**80.33%**

80.33% of all callers were female



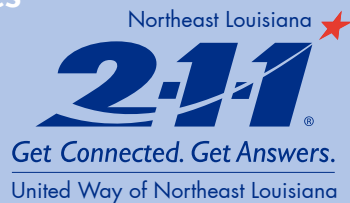
**41-59**

The average caller age was 41-59

**2-1-1 is your convenient connection to information and community resources!**

- Basic Needs Services (Food, Clothing, Shelter)
- Child Care Services
- Consumer Help
- Volunteer Opportunities
- Crisis Intervention
- Health Care
- And much more!

Dial 2-1-1 on any landline or mobile phone, a FREE call 24/7



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# QUARTERLY REPORT

January 1 - March 31, 2015