

TOP Caller NEEDS



Utility Assistance



Housing/Shelter



Food/Meals



Information Services

MOST COMMON UNMET NEEDS

Utility Assistance | Housing/Shelter | Individual Family & Support Services
 1,113 Calls | 336 Calls | 175 Calls

CALLS BY PARISH

Caldwell	120	Madison	175
Catahoula	40	Morehouse	785
Concordia	134	Ouachita	10,987
East Carroll	110	Richland	391
Franklin	283	Tensas	49
Jackson	218	Union	189
LaSalle	66	West Carroll	120
Lincoln	691	Out of Region*	5,186

*Includes parishes unknown

RESOURCE DATABASE

839

Agencies

2,126

Programs

150

Ability to assist in over 150 languages

ONLINE CONNECTIONS



4,369

Online Resource Searches

11

Emails Received/ Answered

STAFF TRAINING



9 Certified I&R Specialists



2 Certified Resource Specialists

CALL STATISTICS

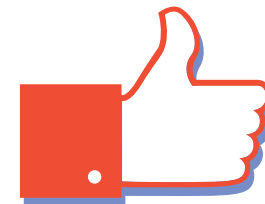


19,499

2-1-1 answered 19,499 calls

3.3%

Abandonment Rate (Benchmark is <5%)



79%

of callers reported feeling more informed after their 2-1-1 call



0:14

Average hold time was 14 seconds

(Benchmark is :30)

Average call talk time 3 minutes, 27seconds (Benchmark is <4 minutes)

3:27

CALLER DEMOGRAPHICS



82% of all callers were female



25-40 The average caller age was 25-40

CALLS BY AGE

0-12	0.21%
13-17	0.29%
18-24	10.90%
25-40	35.09%
41-59	33.56%
60+	18.11%
Unknown	1.84%

TOP AGENCY REFERRALS

- Ouachita Multi-Purpose Community Action Program (OMCAP)
- Salvation Army-Center of Hope, Monroe Unit
- Christopher Youth Center
- Ray of Hope-Monroe
- Rays of Sunshine
- Family Promise of Ouachita
- Pine Belt Community Action Agency
- West Ouachita Senior Center