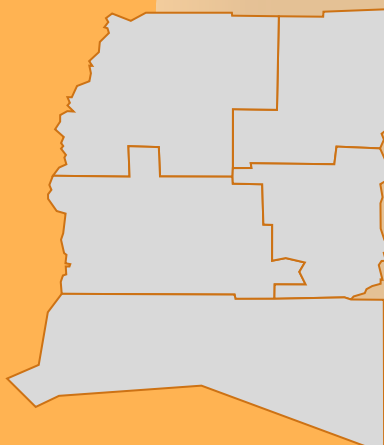


**2021 YEAR IN REVIEW**

**211 INFORMATION AND REFERRAL LINE**

A United Way of Southwest Louisiana Initiative



**United  
Way**



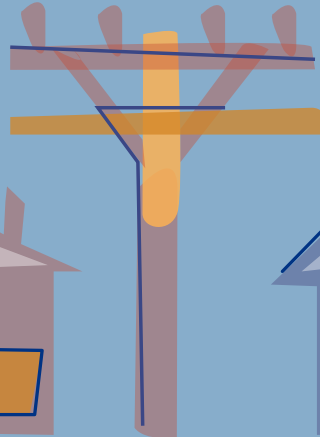
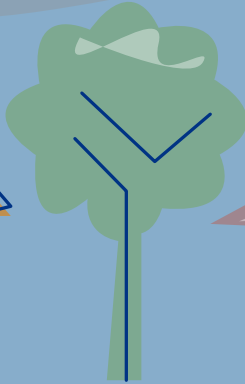
**Southwest Louisiana**



**2.1.1**

**Get Connected. Get Help.™**

# HOW DOES 211 WORK?



## MEET MARY

Mary is retired, living on social security, with her dog Ted.



## STEP 1:

Mary trips over Ted and breaks her hip. At the hospital, she is worrying about medical and utility bills. A nurse tells Mary to dial 211 for help.



## STEP 2:

A 211 call specialist locates resources for Mary like utility bills and connects her with an agency that will bring her food until she drives again.

211 IS ALWAYS AVAILABLE

24 / 7 / 365

## STEP 3:

Mary is recovered and back on the road with Ted. Together they're sharing the news about how easy it is to use 211.



Specialists at 211 listen, identify underlying problems and connect people in need with resources and services in their neighborhood.

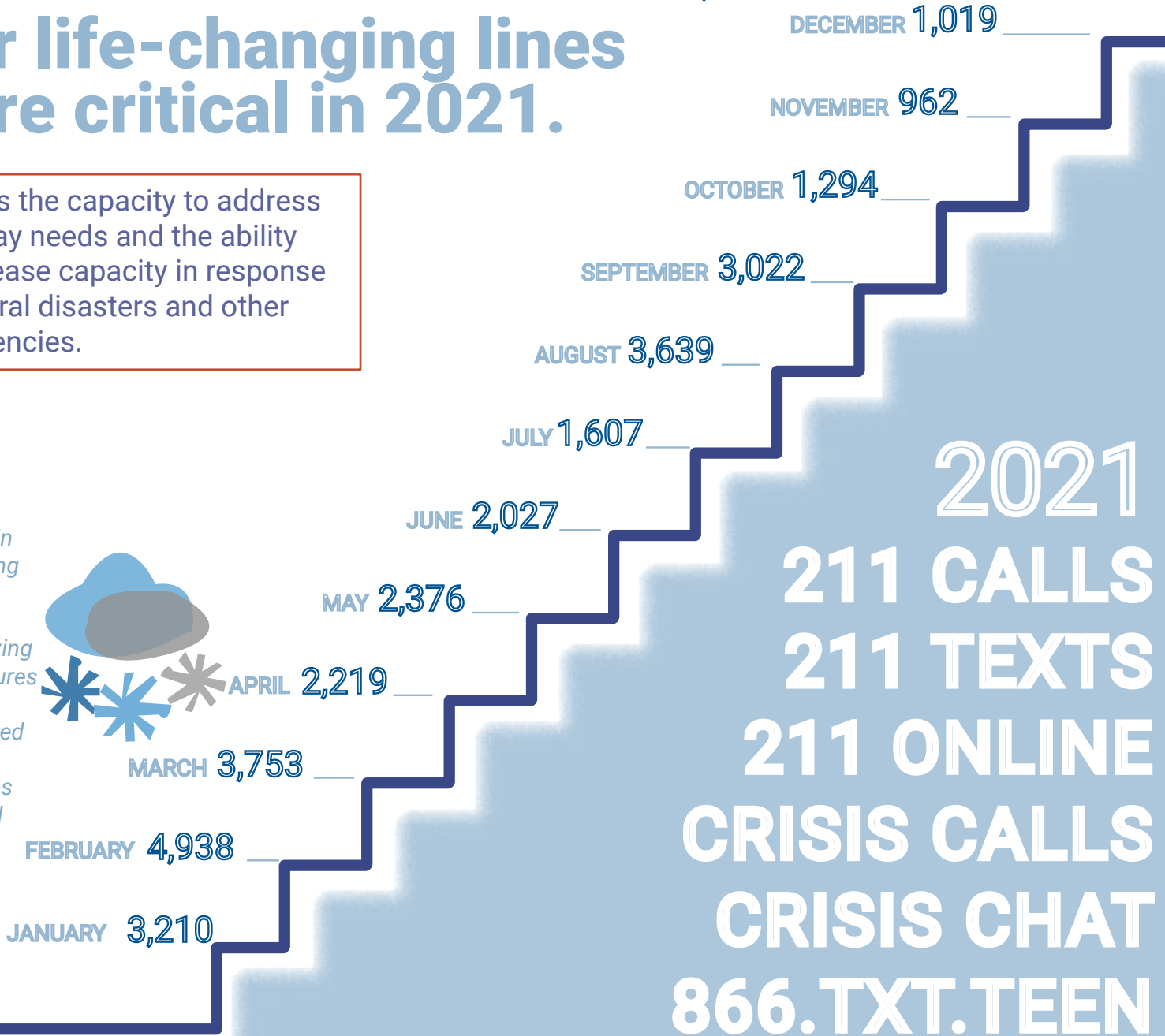
211 is one way United Way of Southwest Louisiana builds stronger neighborhoods and lifts working families. Through this critical service, the team is able to better identify where resources should be invested to solve the community's most persistent challenges.

# 30,066

## Our life-changing lines were critical in 2021.

211 has the capacity to address everyday needs and the ability to increase capacity in response to natural disasters and other emergencies.

Increase in calls during February had to do with freezing temperatures in homes not repaired following Hurricanes Laura and Delta.



**2021**  
**211 CALLS**  
**211 TEXTS**  
**211 ONLINE**  
**CRISIS CALLS**  
**CRISIS CHAT**  
**866.TXT.TEEN**

United Way of Southwest Louisiana's partners lean heavily on the 211 system during emergencies. 211 is ready to adapt to a new message or add a resource 24/7. Specialists can instantly have information on-hand for community members in need which makes it the ideal choice for partners during emergencies.

Calcasieu Parish Police Jury  
State of Louisiana  
Louisiana Department of Health  
City of Lake Charles

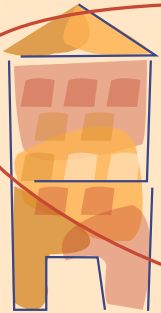
Louisiana Department of Children & Family Services  
Governor's Office of Emergency Services  
Long-term Recovery Enrollment  
VOAD Enrollment

**211** in Allen, Beauregard, Cameron, Calcasieu and Jefferson Davis parishes is funded by United Way of Southwest Louisiana. The team has a dedicated member that updates resources daily.

Ensuring every person has access to crucial life-changing services and resources helps make the social services ecosystem more efficient and effective.

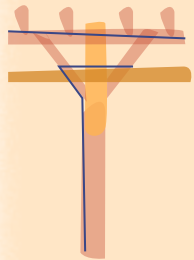
Individuals can access free and confidential crisis and emergency counseling, disaster assistance, food, healthcare, stable housing and utilities payment assistance.

## TOP 5 REQUESTS



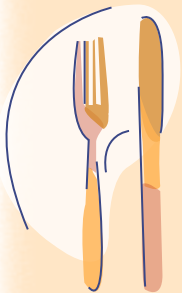
### 1 Housing

*damaged homes, seeking affordable housing*



### 2 Utilities

*electric and gas bills*



### 3 Food/Meals

*food pantries, hot meals, senior food delivery, SNAP enrollment*



### 4 Disaster Services

*tree removal, mold growth, roof leaks, flood remediation, debris removal*



### 5 Tax Services | VITA

*Free tax prep by United Way volunteers, refund questions, child tax credit, ACA*

*Housing stock remains short in Southwest Louisiana with affordable housing being the most in demand. Prior to the hurricanes and winter storms, there were only 49 available affordable units per every 100 low-income renters. Units currently are vacant, unrepaired or repaired with higher rent.*

CALL **211**

VISIT **UNITEDWAYSWLA.ORG/211**

TEXT your zip code to **898-211**

# SUPPORT THE MOST VITAL RESOURCE IN SWLA

## SPONSOR

UNITED WAY OF SOUTHWEST LOUISIANA IS THE OLDEST NONPROFIT MEMBER OF THE SWLA ECONOMIC DEVELOPMENT ALLIANCE.

**WE ARE FIRMLY ROOTED IN SUPPORTING OUR BUSINESS AND INDUSTRY PARTNERS.**

CONTACT US FOR A DETAILED 211 SPONSORSHIP PACKET AND A MEMBER OF OUR TEAM WILL TAILOR A PACKAGE THAT MEETS YOUR NEEDS.

THESE ARE JUST A FEW OF THE BENEFITS WE CAN OFFER.

- » Recognition on 211 marketing materials shared with our five-parish community
- » Recognition as a special 211 Sponsor at the Annual Meeting
- » Monthly United Way of Southwest Louisiana 211 impact graphic for company's internal use
- » Check presentation and social media post recognizing company as a 211 partner - can be done virtually
- » Press Release sent statewide recognizing company's gift to 211
- » United Way of Southwest Louisiana President & CEO Thank You video to company employees about the impact of company's 211 contribution to the community - will be shared on social media also
- » Two sponsored social media ads promoting status as 211 Sponsor in Southwest Louisiana
- » Logo on 211 webpage
- » Logo on constant contact email blasts about 211
- » Personalized Lunch & Learn Zoom planned with United Way of Southwest Louisiana's President & CEO for company's employees
- » Logo in Annual Report as 211 Sponsor

## GIVE

WHEN YOU GIVE TO UNITED WAY OF SOUTHWEST LOUISIANA, YOU ARE PUTTING RESOURCES DIRECTLY WHERE THEY WILL CREATE LONG-TERM CHANGE IN THE LIVES OF YOUR FRIENDS AND NEIGHBORS.

YOU CAN ALSO BE SURE WHEN IT REALLY COUNTS, UNITED WAY'S EXPERIENCED TEAM WILL BE ON THE GROUND AND AT THE FOREFRONT OF THE RELIEF EFFORT.

### ONLINE

[UNITEDWAYSWLA.ORG/DONATE](https://UNITEDWAYSWLA.ORG/DONATE)

### TEXT

UWSWLA to 41444

DISASTERFUND to 41444

### MAIL

815 RYAN STREET LAKE CHARLES, LA 70601

### GOODS OR SERVICES FOR DISASTER RECOVERY

[UNITEDWAYSWLA.ORG/DONATIONS](https://UNITEDWAYSWLA.ORG/DONATIONS)

## NEED HELP?

WHETHER IT'S YOU OR SOMEONE YOU KNOW, WE WANT HELP TO BE AT YOUR FINGERTIPS WHEN YOU NEED IT.

211 IS OUR INFORMATION AND REFERRAL SERVICE OPERATED 24/7/365 BY LIVE OPERATORS THAT SPECIALIZE IN FINDING EXACTLY WHAT YOU NEED.

**DIAL 211**

**TEXT 898-211**

**ONLINE [UNITEDWAYSWLA.ORG/211](https://UNITEDWAYSWLA.ORG/211)**



815 RYAN STREET  
LAKE CHARLES, LA 70601  
337.433.1088

[UNITEDWAYSWLA.ORG](https://UNITEDWAYSWLA.ORG)



Operating in the TOP 9% of all U.S. United Ways. -TOP 125 out of 1300 United Ways!

Maintains a 4-STAR charity rating with Charity Navigator and a PLATINUM SEAL OF TRANSPARENCY with GuideStar.