

OUR 211 IMPACT REPORT

Across the U.S., 211 Community Resource Specialists responded to more than \$16.8 million requests for help in 2024. That's 45,000 calls, texts, emails and web chats per day.



182,019

Calls answered in SWLA since 2020



7,551

Crisis calls answered in SWLA since 2020

211 is Southwest Louisiana's most powerful tool for identifying and responding to community needs.

211: The Go-To for Whatever You're Going Through

OUR CALLERS



67%



23%



1,045 ARE UNHOUSED

OUR AGES

26% prefer not to disclose

18 to 24.....6%

25 to 40.....20%

41 to 59.....23%

60+.....26%



549

Veterans assisted

When life gets complicated, 211 simplifies it. Whether it's a sudden disaster, a personal crisis, or a daily challenge, 211 connects you with local resources ready to help—day or night, every day of the year. From food and housing to mental health and financial support, real people are standing by to listen and link you to what you need.

It's free. It's confidential. And no request is too much to handle.

Big Crisis? Tiny Question? Call 211—We Handle It All.



SWLA 2024 BY THE NUMBERS



14,452

Referrals for housing assistance
45% not helped due to lack of resources



9,581

Referrals for food/meals assistance
44% not helped due to lack of resources



13,512

Referrals for utility assistance
43% not helped due to lack of resources



451

Referrals for transportation
41% not helped due to lack of resources



4,631

Referrals for financial support
16% not helped due to lack of resources

If anyone you know needs help, encourage them to call 211 or visit unitedwayswla.org/211.