



# 2022 YEAR IN REVIEW

ALLEN | BEAUREGARD | CALCASIEU | CAMERON | JEFF DAVIS

# UNITED. LOCAL. TRUSTED.



**211** is a free confidential service that helps people across North America find local resources and services they need. Operated by live trained professional operators 24 hours a day, seven days a week, every day of the year. United Way of Southwest Louisiana funds your 211 availability in the five-parish region of Allen, Beauregard, Calcasieu, Cameron and Jeff Davis Parishes since 2017. Bilingual, texting and online searches are offered as part of the Initiative.

**170,831 individuals served since 2017**

*We are the boots on the ground, the local experts who make finding help easier.*

To our community, 211 is the most comprehensive source of information about resources and services in their neighborhoods.

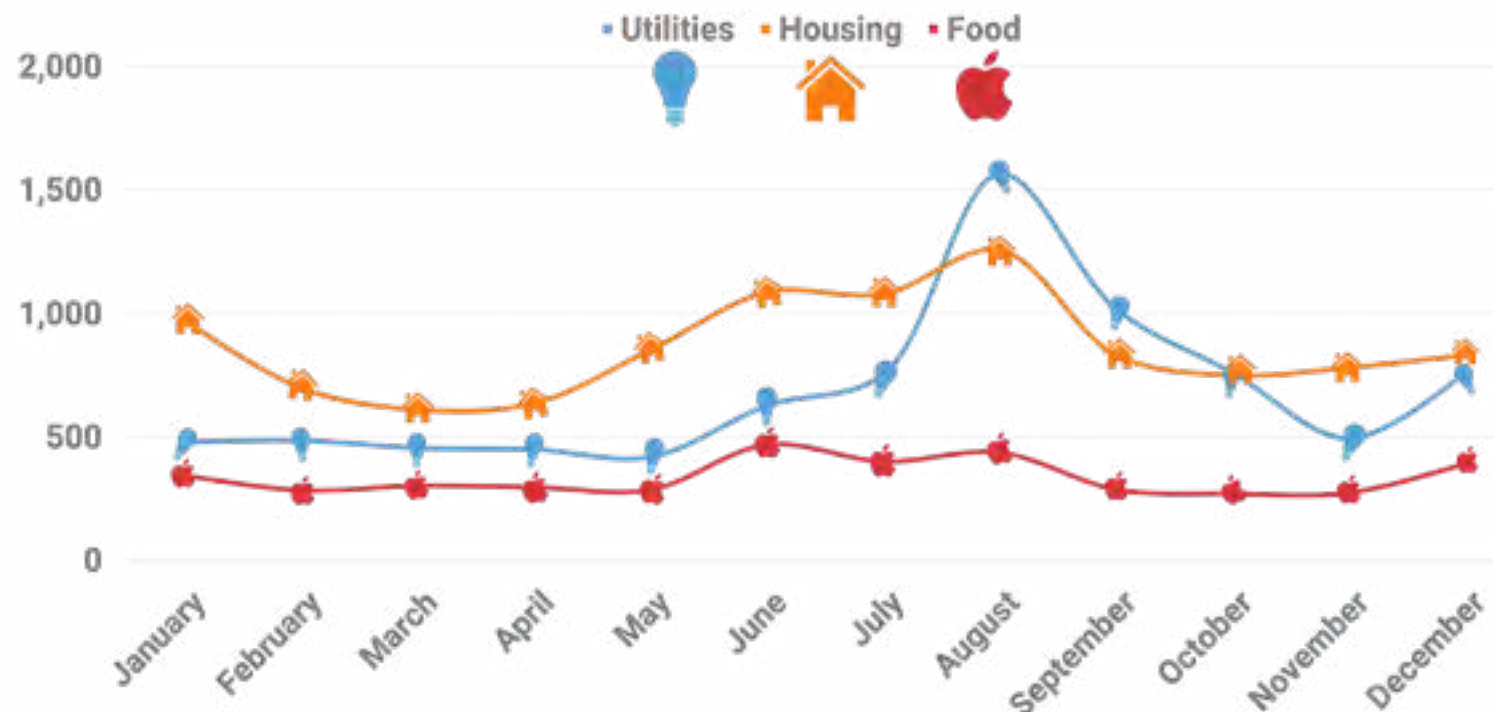
To the United Way of Southwest Louisiana team and its partners, 211 is THE vital source of information when allocating resources and services.

211 enables the swift response you have come to rely on.

211 supplies valuable data about what needs in your neighborhood are not being met so resources can be deployed.

Our utmost concern is always preserving the dignity of your friends and family in their most difficult times. 211 does all of these things without destroying the confidentiality of those needing help.

**THE TOP 3 NEEDS CONTINUE TO BE HOUSING, UTILITY ASSISTANCE AND FOOD.**



*211 data can help with smart resource allocation.*

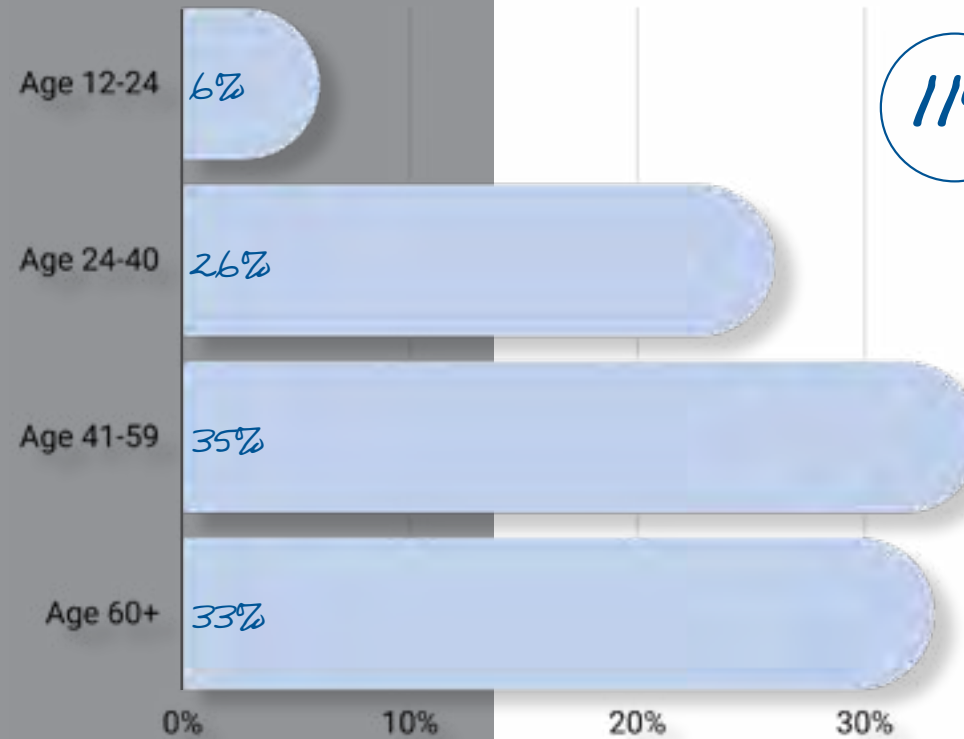
**WINTER FREEZE**

**91%** of 211 calls for **HOUSING** were met through United Way of Southwest Louisiana's Winter Shelter Program

**AUGUST & SEPTEMBER HEAT WAVE**

**99%** of calls to 211 for **UTILITY ASSISTANCE** were met by United Way and its partners  
**97%** of calls for **HOUSING** were met

**BUT WHO USES 211 EVERY DAY?**



**11%** Homeless, in temporary shelter, served with eviction

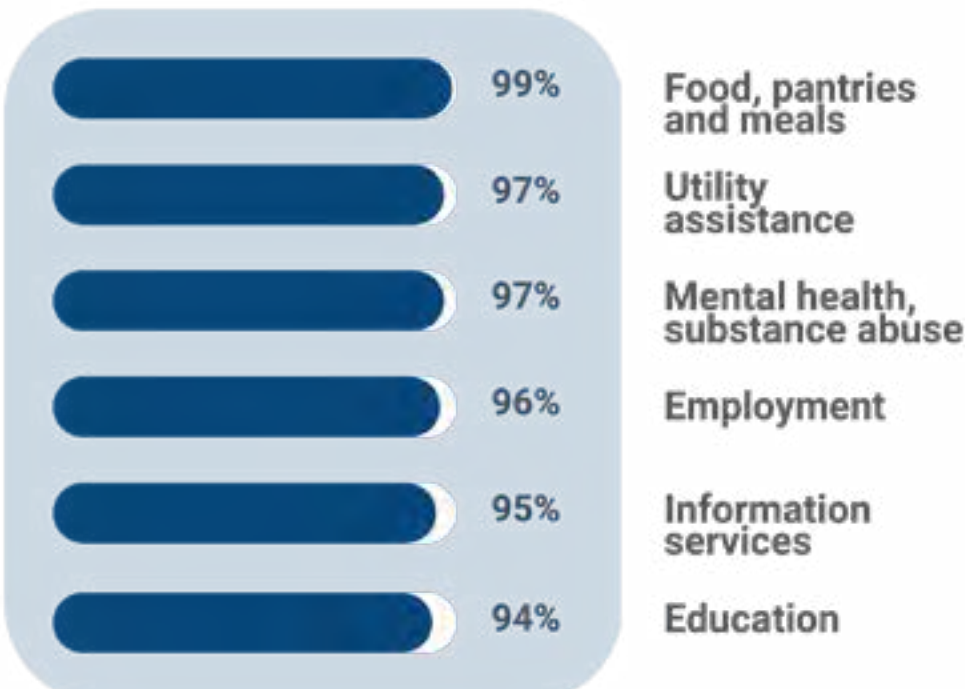
*211 callers are majority female*

**571** Military veterans or active duty

*"Referred to 811. Digging a garden and ran across a line in the backyard. Thinks it is a gas line. Called 311 multiple times and it says number has been disconnected"*

**WHAT HAPPENS WHEN WE TARGET OUR RESOURCES WHERE THEY'RE NEEDED THE MOST?**

**NEEDS MET THROUGH 211**



**FOOD INSECURITY** is improving with a mix of United Way Initiatives and its partners targeting neighborhood needs through 211 data.

**UTILITY ASSISTANCE** changes with the weather and 211 data continues to show that our mix of nonprofit, government and corporate partner mix appropriately addresses the need.

**MENTAL HEALTH & SUBSTANCE ABUSE**  
 United Way of Southwest Louisiana's Initiatives have grown since 2019. The opioid text was added to 211.

# QUOTES FROM REAL SWLA 211 CALLERS

RESOURCE NEEDED:  
TRANSPORTATION

*Transportation to the pantry for baby formula. Offered transit system but she lived too far out. Texted info to her and she will call*

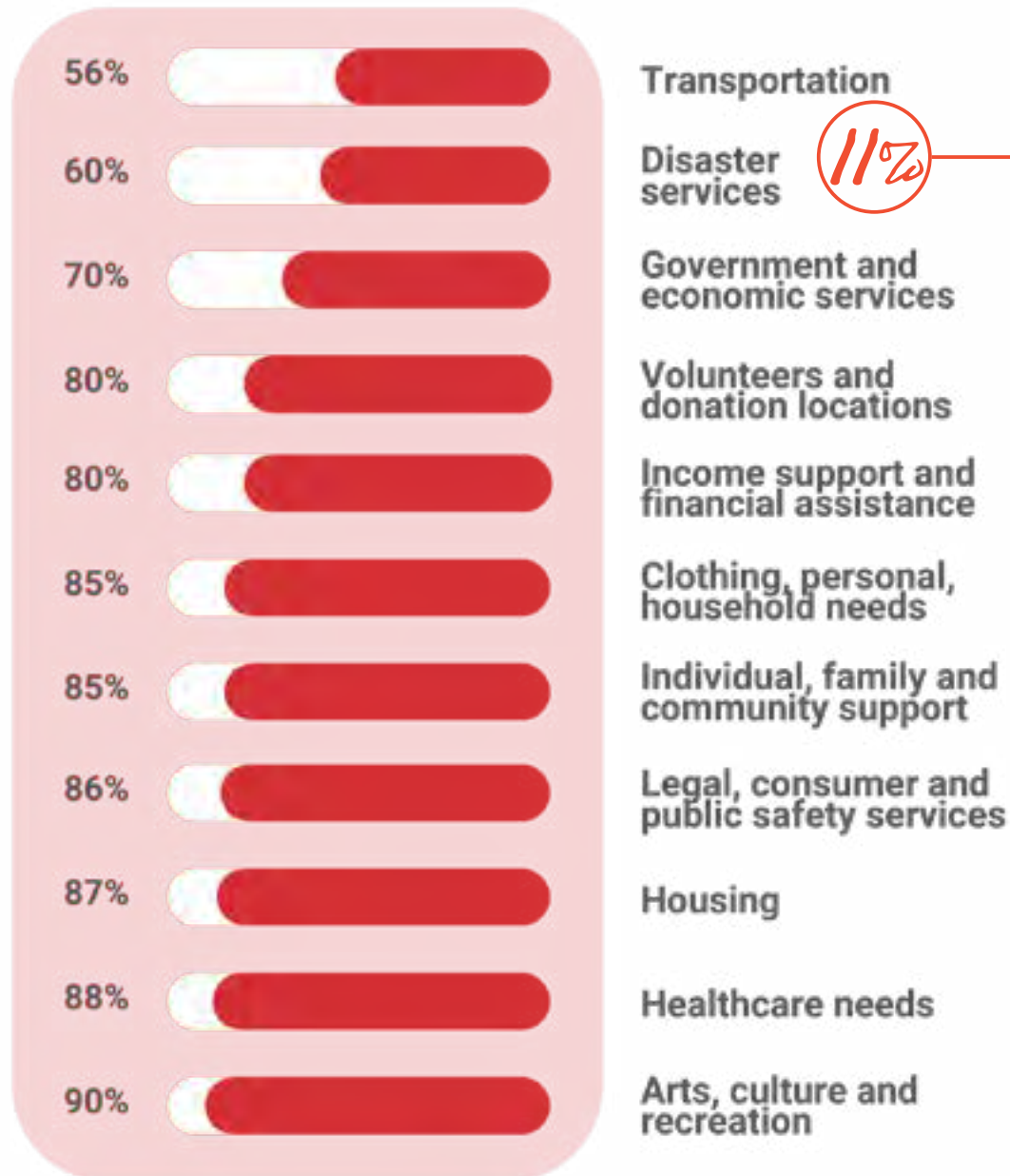
RESOURCE NEEDED:  
DISASTER ASSISTANCE

*Blue tarps/ protective measures due to weather conditions, needs another blue tarp. blue tarp has been on roof since Hurricane Delta*

RESOURCE NEEDED:  
TRANSPORTATION

*Transportation from Sulphur to Lake Charles for doctor appointment*

## PERCENT OF RESOURCES NOT MET IN THE COMMUNITY



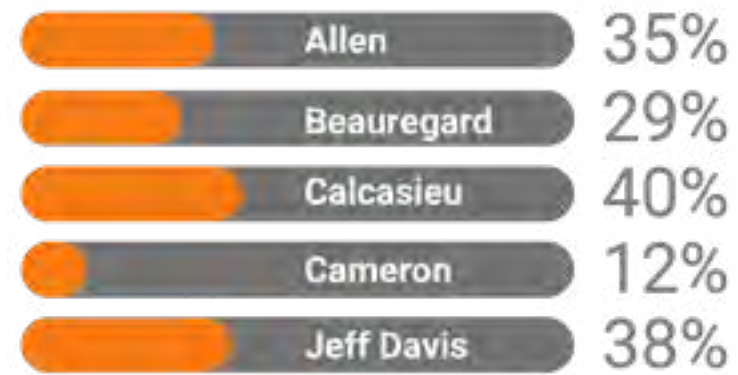
**TRANSPORTATION** continues to limit the ability of many to work and get to appointments. United Way is assisting with Ride United, a partnership with Lyft, and funded partner agencies.

**DONATIONS** regarding used items that are no longer taken at local thrift stores or items that a donor has no way to move are most often called about.

**VOLUNTEER** obligations for community service hours for schools, church groups or court requirements are handled by United Way of Southwest Louisiana's volunteer coordinator. Many partner organizations send their volunteer opportunities to the coordinator for this purpose at [volunteer@unitedwayswla.org](mailto:volunteer@unitedwayswla.org)

## Single Parent Households

About 30 percent of America's children live in a single parent household, so most of Southwest Louisiana's parishes are average or higher. There are some well-known risks for children growing up with a single parent compared to their peers: lower school achievement, more discipline problems and more likely to become single parents themselves.



RESOURCE NEEDED:  
RENTAL ASSISTANCE

*Does not have an eviction notice, last hours due to baby sick with RSV virus*

*Give us your information!!*

## HOW DO RESOURCES GET INTO 211?

On average, there are 1,101 resources in 211 for Southwest Louisiana parishes each month.

In 2022, our dedicated 211 resource director updated **1,958 records** and **added 128 new resources**. Resources are sought each day for every category in the catalog of supplied resources. Nonprofit organizations including United Way of Southwest Louisiana partners and government, civic, religious and other volunteer groups supply their information directly to our director because of the value of being included.

There is an easy form online at [unitedwayswla.org/211](http://unitedwayswla.org/211) if you know of a resource that is not included.

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 24/7/365. 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

## 2023 is the 10<sup>th</sup> anniversary of United Against Child Hunger



United Way of Southwest Louisiana launched the first regional program that addressed student hunger outside of school and government feeding programs nine years ago by creating what they called the *Weekend Food Pack*. 2023 marks the 10th anniversary of United Against Child Hunger and ten years of the *Weekend Food Pack*.

Just as important as the packs created have been the collaborative effect of sharing how the program is done with other nonprofits. Today, in Southwest Louisiana, there are many organizations and nonprofits following the lead all with the same goal. That no child suffers from hunger.

United Against Child Hunger has created more than 36,000 Weekend Food Packs in the past nine years.

### CONSIDER A GIFT IN HONOR OF SOMEONE

- A PERSONAL ECARD WILL BE SENT
- IT WILL BE RECOGNIZED ON THE LIVE CAMPAIGN PAGE

**text ENDHUNGER to 40403**

### DAY OF CARING

ONE SATURDAY IN MAY

UNITEDWAYSWLA.ORG/  
VOLUNTEER-FOR-DAY-OF-CARING

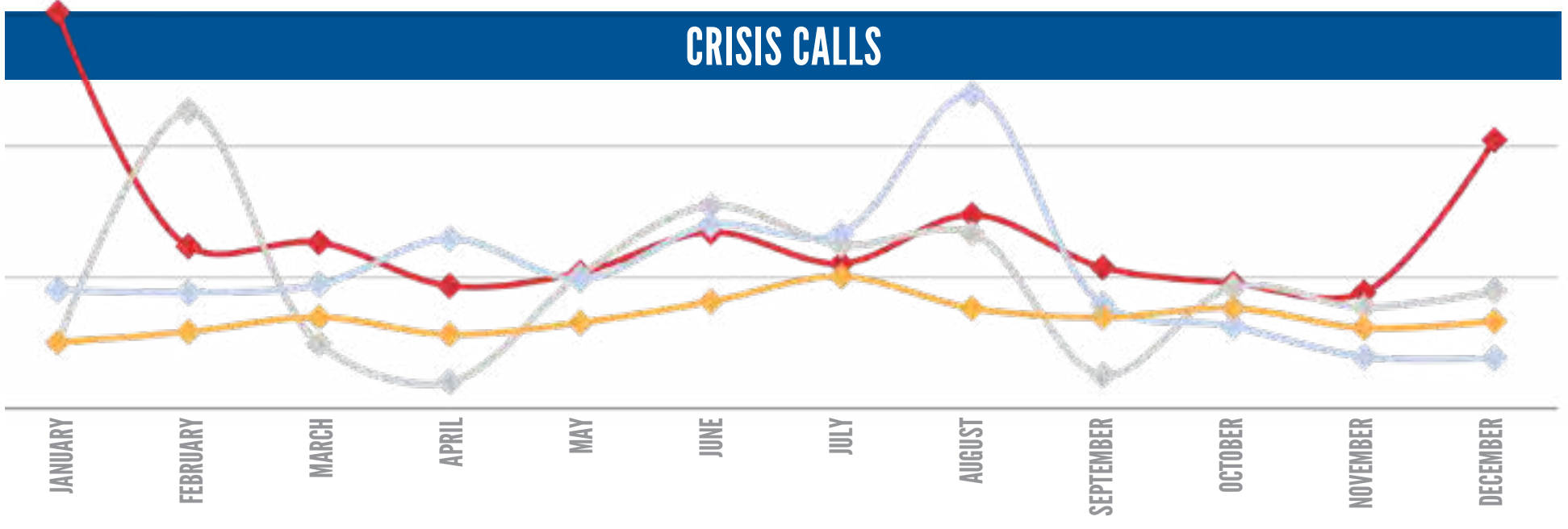
# QUOTES FROM REAL SWLA 211 CALLERS

RESOURCE NEEDED:  
WOMENS SHELTER

*Caller released today from incarceration after charges dropped but needed a women's shelter in Sulphur or Lake Charles*  
 NOTE: most shelters in Lake Charles are closed due to hurricane damage

RESOURCE NEEDED:  
MINOR HOME REPAIR

*Installation of grab bars for the shower. Has the grab bars, but needs installation. COI does not offer this service.*



■ 2022    ■ 2021  
 ■ 2020    ■ 2019

**CRISIS CALLS: 50% increase in use**



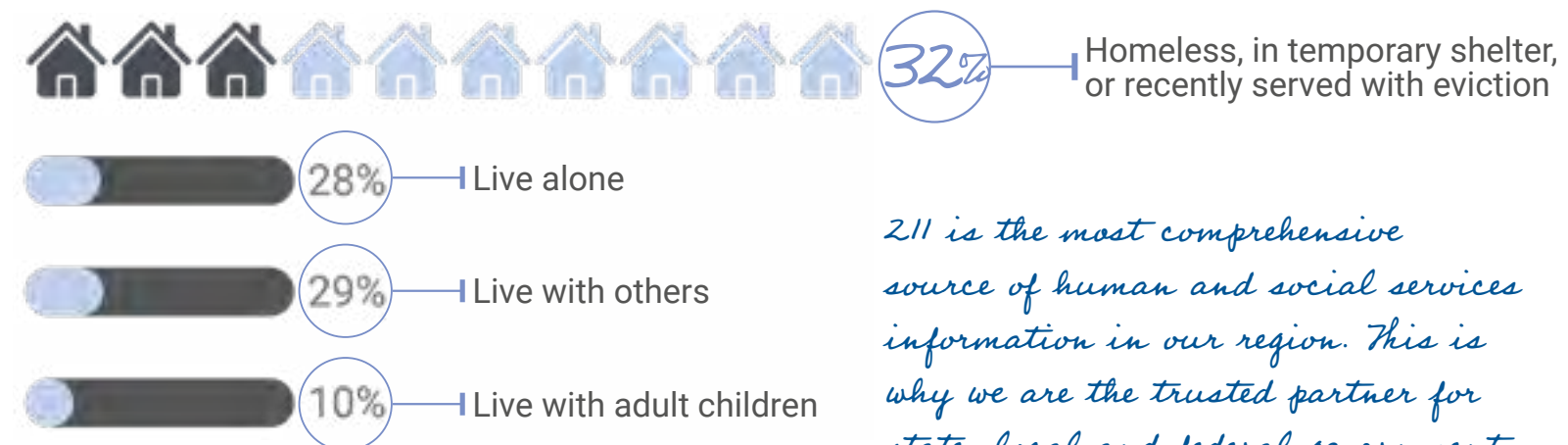
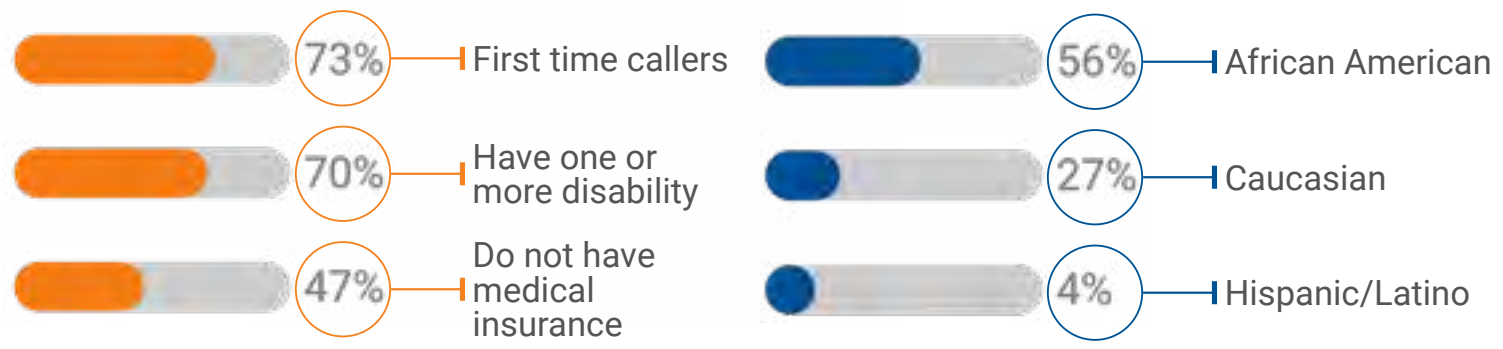
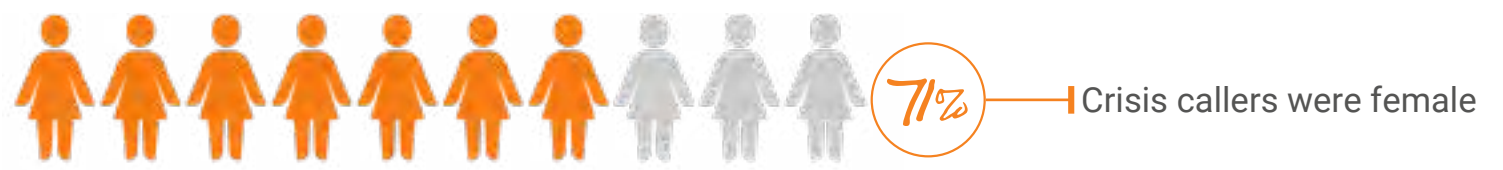
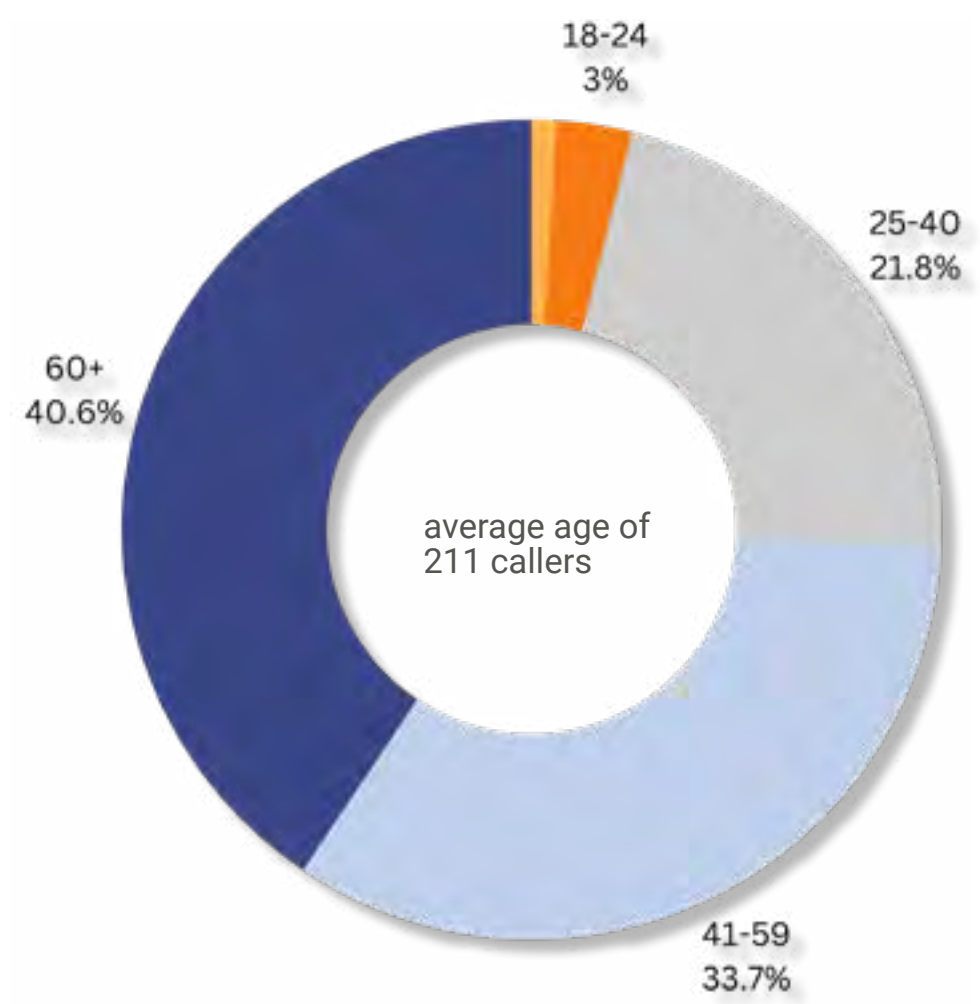
**833.TXT.TEEN: 31% increase in use**



**CRISIS CHAT: 70% increase in use**

## BUT WHO USES UNITED WAY'S CRISIS LINES EVERY DAY?

United Way of Southwest Louisiana's crisis chat, teen text line and crisis call line answers 24/7/365. Live counselors assist callers confidentially.



*211 is the most comprehensive source of human and social services information in our region. This is why we are the trusted partner for state, local and federal government programs during emergencies.*

# SPECIAL PROJECTS OUR INITIATIVES

## BASIC NEEDS

211 | 898-211  
SWLA VOAD  
The Path Home  
United Against Child Hunger  
Build Back the Block

## EDUCATION

Dolly Parton's Imagination Library  
WriteStart Project  
Literacy Kits  
Born Learning Trail  
Summer of Service

## HEALTH

833.TXT.TEEN  
Crisis Chat Online  
Singlecare Prescription Discount Program  
United Against Human Trafficking

## ECONOMIC MOBILITY

Volunteer Income Tax Assistance (VITA)  
Calcasieu Prisoner Reentry Program (CAL-PRI)  
Matched Savings Program  
Bank On SWLA

Asset Limited, Income Constrained, Employed (ALICE)

## CASE MANAGEMENT PORTFOLIO

Emergency Rental Assistance Program (CPPJ)  
Power To Care (Entergy La)  
Emergency Food & Shelter Program (FEMA)  
Temporary Assistance For Needy Families (DCFS)



# VOLUNTEER

## EVENTS

Smoke & Barrel  
Battle for the Paddle  
Rum Revival  
Reelin' For Veterans Fishing Tournament  
La Food & Wine Festival  
SOLA Giving Day  
Day of Giving  
**United Way of Southwest Louisiana Volunteer Forces**  
Disaster Response Specialist  
Literacy Kit Assembly  
In-Office Assistance  
Summer of Service Youth Forces  
Summer of Service Adult Forces  
VITA IRS-Certified Preparers  
Fannie Mae Specialists

## UNITEDWAYSWLA.ORG

-  facebook.com/unitedwayofswla
-  @unitedwayswla
-  @unitedwayofswla
-  youtube.com/unitedwayofswla
-  linkedin.com/unitedwayswla

Gregory Thibodeaux, Chairman of the Board • Stephen Dwight, Vice Chair • Kirk Pellerin, Vice Chair  
Boyd Boudreaux, Treasurer • James McGee, Secretary  
Missy Amidon, Member at Large • Keith Faul, Member at Large • Floyd Mitchell, Member at Large  
Leona Fletcher, Past Chair  
Denise Durel, President and CEO