



United Way
of Greater St. Louis

2-1-1 Missouri / Southwest Illinois 3rd Quarter Outcomes July - September, 2014



Total Calls/Contacts		%		Searches by Age		
Total Calls Received	50,693			17 and under	160	0.4%
Total Calls Handled	35,786	71%		18 - 39	14,080	39.2%
Total Contacts Logged	35,917	100%		40 - 59	10,957	30.5%
<i>Note: Total Contacts Logged includes calls, emails, and correspondence transacted/ Includes after-hours calls handled by Kansas City call center.</i>						
Total/ A% Year-over-year(2013)		A%		Searches by Gender		
Total Calls Received	49,654	2%		Female	26,410	74%
Total Calls Handled	36,923	-3%		Male	5,917	16%
Total Contacts Logged	37,015	-3%		Not Recorded	3,590	10%
				Total	35,917	100%
Top 5 Contact Searches by County			Unique visitors to the 211 website:			
Saint Louis, MO	13,752	38%	3,813			
Saint Louis City, MO	8,529	24%	Total Resources Views: 10,538			
Saint Clair, IL	1,641	5%				
Saint Charles, MO	968	3%				
Greene, MO	820	2%				
Other/None	10,207	28%				
Total	35,917	100%				

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	44	0.1%
Clothing/Personal/Household Needs	2,769	5.6%
Disaster Services	384	0.8%
Education	465	0.9%
Employment	488	1.0%
Food/Meals	3,166	6.4%
Health Care	3,254	6.5%
Housing/Utilities	30,554	61.4%
Income Support/Assistance	1,321	2.7%
Individual, Family and Community Support	2,110	4.2%
Information Services	1,986	4.0%
Legal, Consumer, Public Safety Services	1,086	2.2%
Mental Health/Addictions	979	2.0%
Other Government/Economic Services	139	0.3%
Transportation	841	1.7%
Volunteers/Donations	170	0.3%
Total	49,756	100.0%

Top Requested Needs		
Electric Service Payment Assistance	14,797	30%
Gas Service Payment Assistance	4,585	9%
Rent Payment assistance	4,154	8%
Food Pantries	2,527	5%
Water Service Payment Assistance	1,480	3%
Other Needs	22,213	45%
Total	49,756	100%

Top 5 Unmet Needs		
Electric Service Payment Assistance	5,225	28%
Rent Payment Assistance	2,740	15%
Gas Service Payment Assistance	1,823	10%
Rental Deposit assistance	831	4%
Water Service Payment Assistance	767	4%
Other Needs	7,497	40%
Total	18,883	100%

Giving Children a Strong Start		
School Supplies	317	57%
Child Care Provider Referrals	54	10%
Crisis Nurseries/Child Care	44	8%
Child Care Expense Assistance	40	7%
Child Care Centers	19	3%
Other Needs	84	15%
Total Needs	558	100%

Meeting Basic Needs and Promoting Financial Independence		
Electric Service Payment Assistance	14,797	47%
Gas Service Payment Assistance	4,585	14%
Rent Payment Assistance	4,154	13%
Food Pantries	2,527	8%
Community Shelters	1,064	3%
Other Needs	4,594	14%
Total Needs	31,721	100%

Providing Neighborhood Outreach and Disaster Relief		
211 Systems	604	46%
Disaster Recovery Centers	241	19%
Specialized Information and Referral	238	18%
Comprehensive Information and Referral	114	9%
Disaster Relief/Recovery Organizations	29	2%
Other Needs	73	6%
Total Needs	1,299	100%

Providing Mental Health and Wellness Services		
Community Mental Health Agencies	78	27%
Mental Health Hotlines	61	21%
Individual Counseling	48	16%
Residential Substance Abuse Treatment Facilities	33	11%
Comprehensive Outpatient Substance Abuse Treatment	32	11%
Other Needs	41	14%
Total Needs	293	100%

Supporting People with Chronic Health Conditions		
Individual Counseling	48	30%
Home Health Aide Services	40	25%
In Home Assistance Registries	20	13%
Family Counseling	18	11%
Independent Living Communities/Complexes for Older Adults	15	9%
Other Needs	17	11%
Total Needs	158	100%

Developing Youth for the Future		
Subject Tutoring	11	28%
Adult/Child Mentoring Programs	9	23%
Youth Enrichment Programs	8	21%
Boys/Girls Clubs	4	10%
Summer Camps	3	8%
Other Needs	4	10%
Total Needs	39	100%

Providing Safe Havens and Legal Services		
Domestic Violence Shelters	195	54%
Domestic Violence Hotlines	84	23%
General Crisis Intervention Hotlines	50	14%
Domestic/Family Violence Legal Services	11	3%
Domestic Violence Support Groups	11	3%
Other Needs	7	2%
Total Needs	358	100%

Keeping Older Adults Safe, Independent, and Active		
Area Agencies on Aging	543	72%
Home Delivered Meals	81	11%
Home Health Aide Services	40	5%
Senior Ride Programs	23	3%
Adult Protective Services	19	3%
Other Needs	46	6%
Total Needs	752	100%

Protecting and Nurturing Children and Youth		
Adoption Counseling and Support	5	36%
Adoption Evaluation/Placement	5	36%
Adoption Information	2	14%
Abuse/Violence Related Support Groups	1	7%
Child Advocacy Centers	1	7%
Other Needs	0	0%
Total Needs	14	100%

Providing Services to People with Disabilities		
Home Delivered Meals	81	44%
Home Health Aide Services	40	22%
Disability Related Transportation	32	17%
Aging and Disability Resource Centers	5	3%
Assistive Technology Equipment Repair	5	3%
Other Needs	22	12%
Total Needs	185	100%