



2-1-1 Missouri / Southwest Illinois 1st Quarter Snapshot January - March, 2014



Total Calls/Contacts

Total Calls Presented (Received)	37,197	
Total Calls Handled (Answered)	32,194	87%
Total Contacts Logged	32,161	99.9%

Note: Special Projects occurred logging more contacts.

Need/Request Categories (Reason for Contact)

Arts, Culture and Recreation	150	1.6%
Clothing/Personal/Household Needs	2,352	6.2%
Disaster Services	316	0.3%
Education	130	0.3%
Employment	559	1.5%
Food/Meals	2,632	6.7%
Health Care	3,962	6.7%
Housing/Utilities	21,206	51.4%
Electric Service Payment Assistance	8,146	38%
Housing/Shelter	6,713	32%
Rent Payment Assistance	3,026	14%
Gas Service Payment Assistance	3,321	16%
Income Support/Assistance	4,157	2.8%
Individual, Family and Community Support	2,100	11.3%
Information Services	2,287	4%
Legal, Consumer and Public Safety Services	1,143	2.0%
Mental Health/Addictions	1,168	2.2%
Other Government/Economic Services	194	0.4%
Transportation	927	1.8%
Volunteers/Donations	330	1%
Total	43,613	100%

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests

Rent Payment Assistance	1,315	12.9%
Electric Service Payment Assistance	1,103	10.8%
Rental Deposit Assistance	462	4.5%
All Other Unmet Services	7,341	71.8%
Total Needs/Requests Unmet	10,221	100%

Top 3 Reasons Needs are Unmet

No Known Resource	
Service Unavailable(out of funds, waiting list too long)	
Personal Barrier(no longer needed, refused referral, hang up)	

Top 5 Agency Site Referrals

Community Action Agency	2,606	4.6%
Salvation Army Stratford Commons	1,942	3.4%
Urban League	1,648	2.9%
Salvation Army Temple Corps	1,485	2.6%
Salvation Army Family Haven	1,062	1.9%
Other Referrals	47,968	84.6%
Total Referrals	56,711	100%

Note: Multiple agency referrals may be given for each need requested.

Contact Types

Referral	27,994	87.0%
Information Only	1,879	5.8%
Hang-up	1,192	3.7%
Call Back (no answer/no need)	561	1.7%
Inappropriate	486	1.51%
Advocacy	30	0.09%
Crisis	19	0.06%
Total	32,161	100%

Follow Up Outcomes

1,944 follow-up attempts made
22% follow-up attempts reached

Willingness to answer survey

86.5% surveyed
13.5% declined survey

Contacting referrals provided by 211

86.7% contacted referrals

Receiving assistance from 211 referral

49.5% of callers reported receiving assistance

Satisfaction with United Way 211

96.6% of participants said they are satisfied with the service they received from United Way 211

Recommend United Way 211 to family and friends

96.6% of participants said they would recommend United Way 211 to family and friends

Reasons Agencies Couldn't Assist

Participants were asked reasons why a 211 referred agency couldn't assist them	
Agency did not answer phone/return call	12.4%
Agency did not provide service requested	7.0%
Contact info was wrong (phone/address)	1.6%
Ineligible for service	10.2%
Other	15.1%
Out of Funds	44.1%
Solved their own issue	4.3%
Wait Listed	5.4%

Top 10 Inbound Contact Searches by County

Saint Louis, MO	9,056	28.2%
Saint Louis City, MO	8,401	26.1%
Saint Clair, IL	1,412	4.4%
Saint Charles, MO	1,112	3.5%
Greene, MO	995	3.1%
Madison, IL	860	2.7%
Jefferson, MO	857	2.7%
Franklin, MO	530	1.6%
Boone, MO	413	1.3%
Saint Francois, MO	314	1.0%
Other Counties	8,211	25.5%
Total	32,161	100%

Top 10 Inbound Contact Searches by Zip Code

63136	1,344	4.2%
63118	1,015	3.2%
63115	863	2.7%
63116	849	2.6%
63111	732	2.3%
63121	693	2.2%
63112	596	1.9%
63137	538	1.7%
63113	537	1.7%
63106	534	1.7%
Other Zip	24,460	76.1%
Total	32,161	100%

Searches by Age

17 and under	210	0.7%
18 - 39	9,318	29.0%
40 - 59	10,392	32.3%
60 and over	4,150	12.9%
Not Recorded	8,091	25.2%
Total Searches w/ Ages	32,161	100%

Resource Searches by Gender

Female	21,527	67%
Male	7,766	24%
Not recorded	2,868	9%
Total	32,161	100%