



United Way
of Greater St. Louis

2-1-1 Missouri / Southwest Illinois 2nd Quarter Outcomes April - June, 2014



Total Calls/Contacts			Searches by Age		
Total Calls Received	39,148	%	17 and under	165	1%
Total Calls Handled	31,548	81%	18 - 39	11,614	37%
Total Contacts Logged	31,554	100%	40 - 59	9,765	31%
<i>Note: Total Contacts Logged includes calls, emails, and correspondence transacted.</i>			60 and over	3,313	10%
			Not Recorded	6,697	21%
			Total	31,554	100%
Total/ Δ% Year-over-year(2013)			Searches by Gender		
Total Calls Received	37,000	Δ%	Female	22,392	71%
Total Calls Handled	28,778	10%	Male	6,337	20%
Total Contacts Logged	28,596	10%	Not Recorded	2,825	9%
			Total	31,554	100%
Top 5 Contact Searches by County			Unique visitors to the 211 website 7,126		
Saint Louis, MO	9,286	29%			
Saint Louis City, MO	8,064	26%			
Saint Clair, IL	1,741	6%			
Greene, MO	975	3%			
Saint Charles, MO	911	3%			
Other/None	10,577	34%			
Total	31,554	100%			

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	125	0.3%
Clothing/Personal/Household Needs	2,816	6.6%
Disaster Services	157	0.4%
Education	125	0.3%
Employment	515	1.2%
Food/Meals	2,679	6.3%
Health Care	3,410	8.0%
Housing/Utilities	23,358	55.0%
Income Support/Assistance	1,880	4.4%
Individual, Family and Community Support	1,841	4.3%
Information Services	2,268	5.3%
Legal, Consumer, Public Safety Services	1,060	2.5%
Mental Health/Addictions	1,087	2.6%
Other Government/Economic Services	140	0.3%
Transportation	881	2.1%
Volunteers/Donations	162	0.4%
Total	42,504	100.0%

Top Requested Needs		
Electric Service Payment Assistance	10,180	24%
Rent Payment Assistance	3,709	9%
Gas Service Payment Assistance	2,999	7%
Food Pantries	2,040	5%
Water Service Payment Assistance	1,231	3%
Other Needs	22,345	53%
Total	42,504	100%

Top 5 Unmet Needs		
Electric Service Payment Assistance	2,381	19%
Rent Payment Assistance	1,653	13%
Rental Deposit Assistance	683	5%
Water Service Payment Assistance	578	5%
Gas Service Payment Assistance	510	4%
Other Needs	6,802	54%
Total	12,607	100%

Giving Children a Strong Start		
Child Care Provider Referrals	39	21%
Child Care Expense Assistance	34	18%
WIC	25	13%
Child Care Centers	24	13%
Crisis Nurseries/Child Care	22	12%
Other Needs	46	24%
Total Needs	190	100%

Meeting Basic Needs and Promoting Financial Independence		
Electric Service Payment Assistance	10,180	49%
Rent Payment Assistance	3,709	18%
Food Pantries	2,040	10%
Community Shelters	958	5%
Shelter Information Lines	714	3%
Other Needs	3,271	16%
Total Needs	20,872	100%

Providing Neighborhood Outreach and Disaster Relief		
211 Systems	706	50%
Specialized Information and Referral	414	29%
Comprehensive Information and Referral	174	12%
Extreme Heat Cooling Centers	41	3%
Disaster Relief/Recovery Organizations	25	2%
Other Needs	58	4%
Total Needs	1,418	100%

Providing Mental Health and Wellness Services		
Mental Health Hotlines	94	31%
Community Mental Health Agencies	64	21%
Individual Counseling	43	14%
Comprehensive Outpatient Substance Abuse Treatment	30	10%
Residential Substance Abuse Treatment Facilities	27	9%
Other Needs	42	14%
Total Needs	300	100%

Supporting People with Chronic Health Conditions		
Home Health Aide Services	52	29%
Individual Counseling	43	24%
Independent Living Communities/Complexes for Older Adults	29	16%
Centers for Independent Living	24	13%
In Home Assistance Registries	12	7%
Other Needs	20	11%
Total Needs	180	100%

Developing Youth for the Future		
Day Camps	31	28%
Summer Camps	30	27%
Adult/Child Mentoring Programs	20	18%
Boys/Girls Clubs	10	9%
Youth Enrichment Programs	10	9%
Other Needs	10	9%
Total Needs	111	100%

Providing Safe Havens and Legal Services		
Domestic Violence Shelters	173	58%
Domestic Violence Hotlines	62	21%
General Crisis Intervention Hotlines	35	12%
Domestic Violence Support Groups	9	3%
Domestic/Family Violence Legal Services	6	2%
Other Needs	12	4%
Total Needs	297	100%

Keeping Older Adults Safe, Independent, and Active		
Area Agencies on Aging	628	75%
Home Delivered Meals	62	7%
Home Health Aide Services	52	6%
Adult Protective Services	21	3%
Senior Ride Programs	21	3%
Other Needs	56	7%
Total Needs	840	100%

Protecting and Nurturing Children and Youth		
Child Advocacy Centers	6	30%
Adoption Counseling and Support	4	20%
Adoption Evaluation/Placement	3	15%
Adoption Information	3	15%
Abuse Counseling	1	5%
Other Needs	3	15%
Total Needs	20	100%

Providing Services to People with Disabilities		
Home Delivered Meals	62	31%
Home Health Aide Services	52	26%
Disability Related Transportation	43	22%
Aging and Disability Resource Centers	7	4%
Personal Care	6	3%
Other Needs	27	14%
Total Needs	197	100%