



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



Total Calls/Contacts		
Total Calls Presented (Received)	39,148	
Total Calls Handled (Answered)	31,548	81%
Total Contacts Logged	31,554	100.0%

Note: Total Contacts Logged includes calls, emails, and correspondence transacted. Includes after-hours calls handled by Kansas City call center.

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 S	1,841	4.3%
Information Services	2,268	5.3%
Legal, Consumer and Public Safety S	1,060	2.5%
Mental Health/Addictions	1,087	2.6%
Other Government/Economic Servic	140	0.3%
Transportation	881	2.1%
Volunteers/Donations	162	0.4%
Total	42,504	100.0%

Note: Total needs may differ from total calls handled

Top 3 Needs/Requests		
Electric Service Payment Assistance	10,180	24.0%
Rent Payment Assistance	3,709	8.7%
Gas Service Payment Assistance	2,999	7.1%
All Other Needs	25,616	60.3%
Total Needs/Requests Unmet	42,504	100%

Top 3 Unmet Needs/Requests		
Electric Service Payment Assistance	2,381	18.9%
Rent Payment Assistance	1,653	13.1%
Rental Deposit Assistance	683	5.4%
All Other Unmet Services	7,890	62.6%
Total Needs/Requests Unmet	12,607	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		
Salvation Army Family Haven	4,664	9.7%
Community Action Agency	2,730	5.7%
Salvation Army Temple Corps	1,573	3.3%
PAKT Community Resource	1,514	3.2%
Saint Clair Intergovernmental Grants	771	1.6%
Other Referrals	36,666	76.5%
Total Referrals	47,918	100%

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

Contact Types		
Referral	27,486	87.1%
Information Only	1,427	4.5%
Hang-up	1,093	3.5%
Call Back (no answer/no need)	1,126	3.6%
Inappropriate	359	1.14%
Advocacy	47	0.15%
Crisis	16	0.05%
Total	31,554	100%

Web Site Traffic	
7,126 Unique Visitors	

Resource Profiles have been viewed 10,747 times

Willingness to answer follow-up survey	
84% completed survey	

Contacting referrals provided by 211	
94% contacted referrals	

Receiving assistance from 211 referral	
47% of callers reported receiving assistance	

Satisfaction with United Way 211	
99% of participants said they are satisfied with the service they received from United Way 211	

Recommend United Way 211 to family and friends	
100% 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	2.3%
Agency did not provide service requested	4.6%
Contact info was wrong (phone/address)	0.0%
Ineligible for service	11.4%
Other	22.7%
Out of Funds	56.8%
Solved their own issue	0.0%
Wait Listed	2.3%

Top 10 Inbound Contact Searches by County		
Saint Louis, MO	9,286	29.4%
Saint Louis City, MO	8,064	25.6%
Saint Clair, IL	1,741	5.5%
Greene, MO	975	3.1%
Saint Charles, MO	911	2.9%
Madison, IL	885	2.8%
Jefferson, MO	766	2.4%
Franklin, MO	439	1.4%
Boone, MO	349	1.1%
Saint Francois, MO	306	1.0%
Other Counties	7,832	24.8%
Total	31,554	100%

Top 10 Inbound Contact Searches by Zip Code		
63136	1,567	5.0%
63118	974	3.1%
63115	861	2.7%
63116	778	2.5%
63121	758	2.4%
63111	733	2.3%
63137	586	1.9%
63114	579	1.8%
63138	560	1.8%
63033	558	1.8%
Other Zip	23,600	74.8%
Total	31,554	100%

Searches by Age		
17 and under	165	0.5%
18 - 39	11,614	36.8%
40 - 59	9,765	30.9%
60 and over	3,313	10.5%
Not captured	6,697	21.2%
Total Searches w/ Ages	31,554	100%

Resource Searches by Gender		
Female	22,392	71%
Male	6,337	20%
Not captured	2,825	9%
Total	31,554	100%