



United Way
of Greater St. Louis

2-1-1 Missouri / Southwest Illinois 4th Quarter Outcomes October - December, 2014



| Total Calls/Contacts | | | Searches by Age | | |
|--|---------------|-------------|--|---------------|-------------|
| Total Calls Received | 40,782 | % | 17 and under | 117 | 0.3% |
| Total Calls Handled | 35,033 | 86% | 18 - 39 | 12,101 | 36.0% |
| Total Contacts Logged | 33,647 | 96% | 40 - 59 | 9,848 | 29.3% |
| <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) | | | Searches by Gender | | |
| Total Calls Received | 50,450 | -19% | Female | 24,559 | 73% |
| Total Calls Handled | 32,967 | 6% | Male | 6,219 | 18% |
| Total Contacts Logged | 32,724 | 3% | Not Captured | 2,869 | 9% |
| <i>*includes calls handled by Kansas City call center.</i> | | | | | |
| Top 5 Contact Searches by County | | | Total | | |
| Saint Louis, MO | 11,571 | 34% | Total | 33,647 | 100% |
| Saint Louis City, MO | 8,097 | 24% | <div style="border: 1px solid black; padding: 5px; text-align: center;"> Unique visitors to the 211 website: 7,715 Total Resources Views: 7,282 </div> | | |
| Saint Clair, IL | 1,742 | 5% | | | |
| Greene, MO | 1,055 | 3% | | | |
| Saint Charles, MO | 894 | 3% | | | |
| Other/None | 10,288 | 31% | | | |
| Total | 33,647 | 100% | | | |

| Need/Request Categories (Reason for Contact) | | |
|--|---------------|---------------|
| Arts, Culture and Recreation | 37 | 0.1% |
| Clothing/Personal/Household Needs | 3,395 | 6.6% |
| Disaster Services | 249 | 0.5% |
| Education | 99 | 0.2% |
| Employment | 507 | 1.0% |
| Food/Meals | 3,151 | 6.2% |
| Health Care | 3,671 | 7.2% |
| Housing/Utilities | 25,436 | 49.7% |
| Income Support/Assistance | 2,015 | 3.9% |
| Individual, Family and Community Support | 5,822 | 11.4% |
| Information Services | 2,755 | 5.4% |
| Legal, Consumer, Public Safety Services | 1,323 | 2.6% |
| Mental Health/Addictions | 1,272 | 2.5% |
| Other Government/Economic Services | 219 | 0.4% |
| Transportation | 1,025 | 2.0% |
| Volunteers/Donations | 214 | 0.4% |
| Total | 51,190 | 100.0% |

| Top Requested Needs | | |
|-------------------------------------|---------------|-------------|
| Electric Service Payment Assistance | 8,845 | 17% |
| Gas Service Payment Assistance | 4,605 | 9% |
| Rent Payment Assistance | 4,147 | 8% |
| Food Pantries | 2,489 | 5% |
| Holiday Gifts/Toys | 1,586 | 3% |
| Other Needs | 29,518 | 58% |
| Total | 51,190 | 100% |

| Top 5 Unmet Needs | | |
|-------------------------------------|---------------|-------------|
| Rent Payment Assistance | 2,828 | 15% |
| Electric Service Payment Assistance | 2,405 | 13% |
| Rental Deposit Assistance | 861 | 5% |
| Gas Service Payment Assistance | 765 | 4% |
| Water Service Payment Assistance | 759 | 4% |
| Other Needs | 10,646 | 58% |
| Total | 18,264 | 100% |

| Giving Children a Strong Start | | |
|--------------------------------|------------|-------------|
| Child Care Expense Assistance | 51 | 22% |
| Crisis Nurseries/Child Care | 47 | 21% |
| Child Care Provider Referrals | 39 | 17% |
| WIC | 30 | 13% |
| Child Care Centers | 17 | 7% |
| Other Needs | 44 | 19% |
| Total Needs | 228 | 100% |

| Meeting Basic Needs and Promoting Financial Independence | | |
|--|---------------|-------------|
| Electric Service Payment Assistance | 8,845 | 33% |
| Gas Service Payment Assistance | 4,605 | 17% |
| Rent Payment Assistance | 4,147 | 16% |
| Food Pantries | 2,489 | 9% |
| Community Shelters | 1,195 | 5% |
| Other Needs | 5,143 | 19% |
| Total Needs | 26,424 | 100% |

| Providing Neighborhood Outreach and Disaster Relief | | |
|---|--------------|-------------|
| 211 Systems | 895 | 51% |
| Specialized Information and Referral | 544 | 31% |
| Comprehensive Information and Referral | 112 | 6% |
| Cold Weather Shelters/Warming Centers | 50 | 3% |
| Disaster Relief/Recovery Organizations | 43 | 2% |
| Other Needs | 111 | 6% |
| Total Needs | 1,755 | 100% |

| Providing Mental Health and Wellness Services | | |
|--|------------|-------------|
| Mental Health Hotlines | 89 | 25% |
| Community Mental Health Agencies | 76 | 21% |
| Comprehensive Outpatient Substance Abuse Treatment | 56 | 16% |
| Individual Counseling | 48 | 14% |
| Residential Substance Abuse Treatment Facilities | 44 | 12% |
| Other Needs | 42 | 12% |
| Total Needs | 355 | 100% |

| Supporting People with Chronic Health Conditions | | |
|--|------------|-------------|
| Home Health Aide Services | 51 | 31% |
| Individual Counseling | 48 | 29% |
| Family Counseling | 20 | 12% |
| In Home Assistance Registries | 14 | 8% |
| Centers for Independent Living | 10 | 6% |
| Other Needs | 22 | 13% |
| Total Needs | 165 | 100% |

| Developing Youth for the Future | | |
|---------------------------------|-----------|-------------|
| Adult/Child Mentoring Programs | 12 | 35% |
| Subject Tutoring | 9 | 26% |
| Youth Enrichment Programs | 6 | 18% |
| Y Facilities | 3 | 9% |
| WIA Programs | 2 | 6% |
| Other Needs | 2 | 6% |
| Total Needs | 34 | 100% |

| Providing Safe Havens and Legal Services | | |
|--|------------|-------------|
| Domestic Violence Shelters | 206 | 53% |
| Domestic Violence Hotlines | 85 | 22% |
| General Crisis Intervention Hotlines | 66 | 17% |
| Domestic/Family Violence Legal Services | 10 | 3% |
| Domestic Violence Support Groups | 9 | 2% |
| Other Needs | 10 | 3% |
| Total Needs | 386 | 100% |

| Keeping Older Adults Safe, Independent, and Active | | |
|--|------------|-------------|
| Area Agencies on Aging | 680 | 73% |
| Home Delivered Meals | 101 | 11% |
| Home Health Aide Services | 51 | 5% |
| Senior Ride Programs | 31 | 3% |
| Adult Protective Services | 20 | 2% |
| Other Needs | 54 | 6% |
| Total Needs | 937 | 100% |

| Protecting and Nurturing Children and Youth | | |
|---|----------|-------------|
| Child Advocacy Centers | 5 | 56% |
| Adoption Counseling and Support | 3 | 33% |
| Adoptive Parent/Child Search | 1 | 11% |
| Total Needs | 9 | 100% |

| Providing Services to People with Disabilities | | |
|--|------------|-------------|
| Home Delivered Meals | 101 | 38% |
| Home Health Aide Services | 51 | 19% |
| Disability Related Transportation | 36 | 14% |
| Aging and Disability Resource Centers | 31 | 12% |
| Personal Care | 17 | 6% |
| Other Needs | 30 | 11% |
| Total Needs | 266 | 100% |