



United Way
of Greater St. Louis

2-1-1 Missouri / Southwest Illinois Annual Outcomes 2014



Total Calls/Contacts			Searches by Age		
Total Calls Received	165,973	%	17 and under	652	0.5%
Total Calls Handled	133,064	80%	18 - 39	47,115	35.4%
Total Contacts Logged	133,277	100%	40 - 59	40,962	30.7%
<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	164,864	1%	Female	94,891	71%
Total Calls Handled	151,314	-12%	Male	26,240	20%
Total Contacts Logged	123,052	8%	Not Captured	12,146	9%
<i>*includes calls handled by Kansas City call center.</i>					
Top 5 Contact Searches by County			Total		
Saint Louis, MO	43,667	33%	Total	133,277	100%
Saint Louis City, MO	33,092	25%	<div style="border: 1px solid black; padding: 5px;"> <p>Unique visitors to the 211 website: 29,416</p> <p>Total Resources Views: 38,681</p> </div>		
Saint Clair, IL	6,535	5%			
Saint Charles, MO	3,885	3%			
Greene, MO	3,845	3%			
Other/None	42,253	32%			
Total	133,277	100%			

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	356	0.2%
Clothing/Personal/Household Needs	11,334	6.1%
Disaster Services	1,514	0.8%
Education	819	0.4%
Employment	2,069	1.1%
Food/Meals	11,629	6.2%
Health Care	14,299	7.6%
Housing/Utilities	100,154	53.5%
Income Support/Assistance	9,375	5.0%
Individual, Family and Community Support	11,875	6.3%
Information Services	9,294	5.0%
Legal, Consumer, Public Safety Services	4,613	2.5%
Mental Health/Addictions	4,507	2.4%
Other Government/Economic Services	692	0.4%
Transportation	3,674	2.0%
Volunteers/Donations	876	0.5%
Total	187,080	100.0%

Top Requested Needs		
Electric Service Payment Assistance	41,972	22%
Gas Service Payment Assistance	15,512	8%
Rent Payment Assistance	15,036	8%
Food Pantries	9,001	5%
Water Service Payment Assistance	5,161	3%
Other Needs	100,398	54%
Total	187,080	100%

Top 5 Unmet Needs		
Electric Service Payment Assistance	11,118	19%
Rent Payment Assistance	8,537	14%
Gas Service Payment Assistance	3,362	6%
Rental Deposit Assistance	2,837	5%
Water Service Payment Assistance	2,506	4%
Other Needs	31,632	53%
Total	59,992	100%

Giving Children a Strong Start		
School Supplies	327	28%
Child Care Expense Assistance	167	14%
Child Care Provider Referrals	165	14%
Crisis Nurseries/Child Care	143	12%
WIC	102	9%
Other Needs	270	23%
Total Needs	1,174	100%

Meeting Basic Needs and Promoting Financial Independence		
Electric Service Payment Assistance	41,972	41%
Gas Service Payment Assistance	15,512	15%
Rent Payment Assistance	15,036	15%
Food Pantries	9,001	9%
Community Shelters	4,180	4%
Other Needs	17,725	17%
Total Needs	103,426	100%

Providing Neighborhood Outreach and Disaster Relief		
211 Systems	2,991	46%
Specialized Information and Referral	1,574	24%
Comprehensive Information and Referral	555	9%
Cold Weather Shelters/Warming Centers	460	7%
Disaster Recovery Centers	255	4%
Other Needs	602	9%
Total Needs	6,437	100%

Providing Mental Health and Wellness Services		
Mental Health Hotlines	320	25%
Community Mental Health Agencies	293	23%
Individual Counseling	178	14%
Comprehensive Outpatient Substance Abuse Treatment	152	12%
Residential Substance Abuse Treatment Facilities	139	11%
Other Needs	196	15%
Total Needs	1,278	100%

Supporting People with Chronic Health Conditions		
Home Health Aide Services	219	32%
Individual Counseling	178	26%
Independent Living Communities/Complexes for Older Adults	79	11%
In Home Assistance Registries	74	11%
Family Counseling	57	8%
Other Needs	87	13%
Total Needs	694	100%

Developing Youth for the Future		
Adult/Child Mentoring Programs	61	25%
Subject Tutoring	37	15%
Summer Camps	37	15%
Day Camps	32	13%
Youth Enrichment Programs	30	12%
Other Needs	44	18%
Total Needs	241	100%

Providing Safe Havens and Legal Services		
Domestic Violence Shelters	726	55%
Domestic Violence Hotlines	292	22%
General Crisis Intervention Hotlines	180	14%
Domestic/Family Violence Legal Services	47	4%
Domestic Violence Support Groups	30	2%
Other Needs	36	3%
Total Needs	1,311	100%

Keeping Older Adults Safe, Independent, and Active		
Area Agencies on Aging	2,468	71%
Home Delivered Meals	342	10%
Home Health Aide Services	219	6%
Senior Ride Programs	99	3%
Adult Protective Services	81	2%
Other Needs	251	7%
Total Needs	3,460	100%

Protecting and Nurturing Children and Youth		
Child Advocacy Centers	13	25%
Adoption Counseling and Support	12	23%
Adoption Evaluation/Placement	10	19%
Adoption Information	7	13%
Abuse/Violence Related Support Groups	3	6%
Other Needs	7	13%
Total Needs	52	100%

Providing Services to People with Disabilities		
Home Delivered Meals	342	37%
Home Health Aide Services	219	24%
Disability Related Transportation	143	15%
Personal Care	64	7%
Aging and Disability Resource Centers	44	5%
Other Needs	111	12%
Total Needs	923	100%