



United Way  
of Greater St. Louis

## 2-1-1 Missouri / Southwest Illinois 1st Quarter Outcomes January - March 2015



Total Calls/Contacts		%
Total Calls Received	25,701	
Total Calls Handled	24,740	96%
<b>Total Contacts Logged</b>	<b>24,637</b>	<b>99.6%</b>

Note: Total Contacts Logged includes calls, emails, and correspondence transacted.

Total/ Δ% Year-over-year(2014)		Δ%
Total Calls Received	37,197	-31%
Total Calls Handled	32,194	-23%
<b>Total Contacts Logged</b>	<b>32,161</b>	<b>-23%</b>

Top 5 Contact Searches by County		%
Saint Louis, MO	7,611	31%
Saint Louis City, MO	6,242	25%
Saint Clair, IL	1,112	5%
Greene, MO	893	4%
Madison, IL	773	3%
Other/None	8,006	32%
<b>Total</b>	<b>24,637</b>	<b>100%</b>

Searches by Age		
17 and under	115	0%
18 - 39	7,440	30%
40 - 59	7,911	32%
60 and over	3,029	12%
Not Recorded	6,142	25%
<b>Total</b>	<b>24,637</b>	<b>100%</b>

Searches by Gender		
Female	17,327	70%
Male	5,790	24%
Not Recorded	1,520	6%
<b>Total</b>	<b>24,637</b>	<b>100%</b>

90.3% of callers surveyed contacted referrals.  
47.6% of callers were helped.  
96% were satisfied with 211.

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	61	0.2%
Clothing/Personal/Household Needs	2,481	6.4%
Disaster Services	320	0.8%
Education	137	0.4%
Employment	615	1.6%
Food/Meals	2,047	5.3%
Health Care	3,320	8.6%
Housing/Utilities	16,900	43.9%
Income Support/Assistance	3,638	9.4%
Individual, Family and Community Support	2,053	5.3%
Information Services	2,865	7.4%
Legal, Consumer, Public Safety Services	1,340	3.5%
Mental Health/Addictions	1,350	3.5%
Other Government/Economic Services	218	0.6%
Transportation	944	2.5%
Volunteers/Donations	233	0.6%
<b>Total</b>	<b>38,522</b>	<b>100%</b>

Top Requested Needs	Count	%
Electric Service Payment Assistance	5,510	14%
Gas Service Payment Assistance	2,757	7%
Rent Payment Assistance	2,501	6%
Tax Preparation Assistance	1,775	5%
Food Pantries	1,518	4%
Other Needs	24,461	63%
<b>Total</b>	<b>38,522</b>	<b>100%</b>

Basic Needs - Requests		
Electric Service Payment Assistance	5,510	25%
Gas Service Payment Assistance	2,757	13%
Rent Payment Assistance	2,501	11%
Food Pantries	1,518	7%
Water Service Payment Assistance	984	4%
Other Needs	8,692	40%
<b>Total Needs</b>	<b>21,962</b>	<b>100%</b>

Education - Requests		
GED/High School Equivalency Test Instruction	32	23%
Scholarships	18	13%
Educational Grants	12	9%
Adult Literacy Programs	6	4%
Student Loan Forgiveness/Repayment Programs	5	4%
Other Needs	64	47%
<b>Total Needs</b>	<b>137</b>	<b>100%</b>

Health - Requests		
Prescription Expense Assistance	518	11%
Prescription Drug Patient Assistance Programs	506	11%
Community Clinics	363	8%
General Dentistry	228	5%
Inpatient Substance Abuse Treatment Facilities	129	3%
Other Needs	2,833	62%
<b>Total Needs</b>	<b>4,577</b>	<b>100%</b>

Financial Stability - Requests		
Tax Preparation Assistance	1,775	69%
Job Finding Assistance	366	14%
Mortgage Delinquency and Default Counseling	115	4%
Comprehensive Job Assistance Centers	110	4%
Ex-Offender Employment Programs	21	1%
Other Needs	187	7%
<b>Total Needs</b>	<b>2,574</b>	<b>100%</b>

Strong Communities - Requests		
Area Agencies on Aging	676	26%
Homeless Financial Assistance Programs	412	16%
Food Stamps/SNAP Applications	213	8%
Community Action Agencies	192	7%
Cold Weather Shelters/Warming Centers	190	7%
Other Needs	913	35%
<b>Total Needs</b>	<b>2,596</b>	<b>100%</b>

Top 5 Unmet Needs	Count	%
Rent Payment Assistance	1,398	11%
Electric Service Payment Assistance	1,266	10%
Water Service Payment Assistance	566	5%
Rental Deposit Assistance	525	4%
Community Shelters	448	4%
Other Needs	7,958	65%
<b>Total</b>	<b>12,161</b>	<b>100%</b>

Basic Needs - Unmet Needs		
Rent Payment Assistance	1,398	17%
Electric Service Payment Assistance	1,266	15%
Water Service Payment Assistance	566	7%
Rental Deposit Assistance	525	6%
Community Shelters	448	5%
Other Needs	4,045	49%
<b>Total Needs</b>	<b>8,248</b>	<b>100%</b>

Education - Unmet Needs		
Scholarships	13	27%
Tuition Assistance	4	8%
Student Transportation Services	3	6%
Educational Grants	2	4%
Education Related Fee Payment Assistance	2	4%
Other Needs	24	50%
<b>Total Needs</b>	<b>48</b>	<b>100%</b>

Health - Unmet Needs		
Prescription Expense Assistance	223	17%
Community Clinics	81	6%
General Dentistry	62	5%
Medical Care Expense Assistance	50	4%
Dental Care Referrals	45	3%
Other Needs	876	66%
<b>Total Needs</b>	<b>1,337</b>	<b>100%</b>

Financial Stability - Unmet Needs		
Tax Preparation Assistance	206	57%
Job Finding Assistance	43	12%
Comprehensive Job Assistance Centers	31	9%
Ex-Offender Employment Programs	18	5%
Mortgage Delinquency and Default Counseling	13	4%
Other Needs	51	14%
<b>Total Needs</b>	<b>362</b>	<b>100%</b>

Strong Communities - Unmet Needs		
Homeless Financial Assistance Programs	261	44%
Cold Weather Shelters/Warming Centers	39	7%
Area Agencies on Aging	35	6%
Community Action Agencies	23	4%
Medicaid Applications	21	4%
Other Needs	213	36%
<b>Total Needs</b>	<b>592</b>	<b>100%</b>