



United Way  
of Greater St. Louis

## 2-1-1 Missouri / Southwest Illinois 1st Quarter Outcomes January - March 2014



Total Calls/Contacts		%
Total Calls Received	37,197	
Total Calls Handled	32,194	87%
<b>Total Contacts Logged</b>	<b>32,161</b>	<b>99.9%</b>

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

Total/ Δ% Year-over-year(2013)		Δ%
Total Calls Received	24,255	53%
Total Calls Handled	22,934	40%
<b>Total Contacts Logged</b>	<b>23,758</b>	<b>35%</b>

Top 5 Contact Searches by County		%
Saint Louis, MO	9,056	28%
Saint Louis City, MO	8,401	26%
Saint Clair, IL	1,412	4%
Saint Charles, MO	1,112	3%
Greene, MO	995	3%
Other/None	11,185	35%
<b>Total</b>	<b>32,161</b>	<b>100%</b>

Searches by Age			%
17 and under	210		1%
18 - 39	9,318		29%
40 - 59	10,392		32%
60 and over	4,150		13%
Not Recorded	8,091		25%
<b>Total</b>	<b>32,161</b>		<b>100%</b>

Searches by Gender			%
Female	21,527		67%
Male	7,766		24%
Not Recorded	2,868		9%
<b>Total</b>	<b>32,161</b>		<b>100%</b>

86.5% of callers surveyed contacted referrals.  
49.5% of callers were helped.  
96.6% were satisfied with 211.

Need/Request Categories (Reason for Contact)		%
Arts, Culture and Recreation	150	0.3%
Clothing/Personal/Household Needs	2,352	5.4%
Disaster Services	316	0.7%
Education	130	0.3%
Employment	559	1.3%
Food/Meals	2,632	6.0%
Health Care	3,962	9.1%
Housing/Utilities	21,206	48.6%
Income Support/Assistance	4,157	9.5%
Individual, Family and Community Support	2,100	4.8%
Information Services	2,287	5.2%
Legal, Consumer, Public Safety Services	1,143	2.6%
Mental Health/Addictions	1,168	2.7%
Other Government/Economic Services	194	0.4%
Transportation	927	2.1%
Volunteers/Donations	330	0.8%
<b>Total</b>	<b>43,613</b>	<b>100.0%</b>

Top Requested Needs	Count	%
Electric Service Payment Assistance	8,146	19%
Gas Service Payment Assistance	3,321	8%
Rent Payment Assistance	3,026	7%
Tax Preparation Assistance	2,333	5%
Food Pantries	1,944	4%
Other Needs	24,843	57%
<b>Total</b>	<b>43,613</b>	<b>100%</b>

Giving Children a Strong Start	Count	%
Child Care Expense Assistance	42	20%
Child Care Provider Referrals	33	16%
WIC	31	15%
Crisis Nurseries/Child Care	30	15%
Child Care Centers	24	12%
Other Needs	45	22%
<b>Total Needs</b>	<b>205</b>	<b>100%</b>

Providing Neighborhood Outreach and Disaster Relief	Count	%
211 Systems	788	40%
Cold Weather Shelters/Warming Centers	408	21%
Specialized Information and Referral	378	19%
Comprehensive Information and Referral	155	8%
County Offices of Emergency Services	120	6%
Other Needs	118	6%
<b>Total Needs</b>	<b>1,967</b>	<b>100%</b>

Supporting People with Chronic Health Conditions	Count	%
Home Health Aide Services	76	40%
Individual Counseling	39	20%
In Home Assistance Registries	28	15%
Independent Living Communities/Complexes for Older Adults	26	14%
Family Counseling	9	5%
Other Needs	13	7%
<b>Total Needs</b>	<b>191</b>	<b>100%</b>

Providing safe havens and legal services	Count	%
Domestic Violence Shelters	152	56%
Domestic Violence Hotlines	61	23%
General Crisis Intervention Hotlines	29	11%
Domestic/Family Violence Legal Services	20	7%
Domestic Violence Intervention Programs	3	1%
Other Needs	5	2%
<b>Total Needs</b>	<b>270</b>	<b>100%</b>

Protecting and nurturing children and youth	Count	%
Adoption Evaluation/Placement	2	20%
Adoption Information	2	20%
Abuse Counseling	1	10%
Abuse/Violence Related Support Groups	1	10%
Adoption Counseling and Support	1	10%
Other Needs	3	30%
<b>Total Needs</b>	<b>10</b>	<b>100%</b>

Top 5 Unmet Needs	Count	%
Rent Payment Assistance	1,315	13%
Electric Service Payment Assistance	1,103	11%
Rental Deposit Assistance	462	5%
Community Shelters	424	4%
Water Service Payment Assistance	402	4%
Other Needs	6,515	64%
<b>Total</b>	<b>10,221</b>	<b>100%</b>

Meeting basic needs and promoting financial independence	Count	%
Electric Service Payment Assistance	8,146	45%
Rent Payment Assistance	3,026	17%
Food Pantries	1,944	11%
Community Shelters	963	5%
Shelter Information Lines	732	4%
Other Needs	3,271	18%
<b>Total Needs</b>	<b>18,082</b>	<b>100%</b>

Providing mental health and wellness services	Count	%
Mental Health Hotlines	76	23%
Community Mental Health Agencies	75	23%
Individual Counseling	39	12%
Residential Substance Abuse Treatment Facilities	35	11%
Comprehensive Outpatient Substance Abuse Treatment	34	10%
Other Needs	71	22%
<b>Total Needs</b>	<b>330</b>	<b>100%</b>

Developing youth for the future	Count	%
Adult/Child Mentoring Programs	20	35%
Subject Tutoring	12	21%
Boys/Girls Clubs	8	14%
Youth Enrichment Programs	6	11%
Summer Camps	4	7%
Other Needs	7	12%
<b>Total Needs</b>	<b>57</b>	<b>100%</b>

Keeping older adults safe, independent, and active	Count	%
Area Agencies on Aging	616	66%
Home Delivered Meals	98	11%
Home Health Aide Services	76	8%
Personal Care	36	4%
Senior Ride Programs	24	3%
Other Needs	80	9%
<b>Total Needs</b>	<b>930</b>	<b>100%</b>

Providing services to people with disabilities	Count	%
Home Delivered Meals	98	36%
Home Health Aide Services	76	28%
Personal Care	36	13%
Disability Related Transportation	32	12%
Disability Rights Groups	8	3%
Other Needs	25	9%
<b>Total Needs</b>	<b>275</b>	<b>100%</b>