



2-1-1 Missouri / Southwest Illinois 1st Quarter Snapshot January - March, 2015



Total Calls/Contacts

Total Calls Presented (Received)	25,701	
Total Calls Handled (Answered)	24,740	96%
Total Contacts Logged	24,637	99.6%

Note: Special Projects occurred logging more contacts.

Need/Request Categories (Reason for Contact)

Arts, Culture and Recreation	61	1.6%
Clothing/Personal/Household Needs	2,481	6.2%
Disaster Services	320	0.3%
Education	137	0.3%
Employment	615	1.5%
Food/Meals	2,047	6.7%
Health Care	3,320	6.7%
Housing/Utilities	16,900	51.4%
Electric Service Payment Assistance	5,510	33%
Gas Service Payment Assistance	2,757	16%
Rent Payment Assistance	2,501	15%
Other Housing/Utilities Needs	6,132	36%
Income Support/Assistance	3,638	2.8%
Individual, Family and Community Support	2,053	11.3%
Information Services	2,865	4%
Legal, Consumer and Public Safety Services	1,340	2.0%
Mental Health/Addictions	1,350	2.2%
Other Government/Economic Services	218	0.4%
Transportation	944	1.8%
Volunteers/Donations	233	1%
Total	38,522	100%

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests

Rent Payment Assistance	1,398	11.5%
Electric Service Payment Assistance	1,266	10.4%
Water Service Payment Assistance	566	4.7%
All Other Unmet Services	8,931	73.4%
Total Needs/Requests Unmet	12,161	100%

Top 3 Reasons Needs are Unmet

No Known Resource		
Service Unavailable(out of funds, waiting list too long)		
Ineligible for Service		

Top 5 Agency Site Referrals

Community Action Agency	2,606	6.5%
Urban League	1,942	4.9%
Salvation Army Temple Corps	1,648	4.1%
St. Francis Community Services	1,485	3.7%
St. Clair Intergovernmental Grants	1,062	2.7%
Other Referrals	31,138	78.1%
Total Referrals	39,881	100%

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

Contact Types

Referral	22,732	92.3%
Information Only	873	3.5%
Hang-up	617	2.5%
Inappropriate	297	1.2%
Call Back (no answer/no need)	88	0.36%
Crisis	18	0.07%
Advocacy	12	0.05%
Total	24,637	100%

Follow Up Outcomes

1,055 follow-up attempts made
57.8% follow-up attempts reached

Willingness to answer survey

84.3% surveyed
15.7% declined survey

Contacting referrals provided by 211

90.3% contacted referrals

Receiving assistance from 211 referral

47.6% of callers reported receiving assistance

Satisfaction with United Way 211

96% of participants said they are satisfied with the service they received from United Way 211

Recommend United Way 211 to family and friends

98.1% 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

Out of Funds	38.8%
Ineligible for service	14.6%
Agency did not answer phone/return call	14.0%
Solved their own issue	10.1%
Other	8.4%
Agency did not provide service requested	7.9%
Wait Listed	5.6%
Contact info was wrong (phone/address)	0.6%

Top 10 Inbound Contact Searches by County

Saint Louis, MO	7,611	30.9%
Saint Louis City, MO	6,242	25.3%
Saint Clair, IL	1,112	4.5%
Greene, MO	893	3.6%
Madison, IL	773	3.1%
Saint Charles, MO	757	3.1%
Jefferson, MO	599	2.4%
Jackson, MO	467	1.9%
Franklin, MO	364	1.5%
Boone, MO	301	1.2%
Other Counties	5,518	22.4%
Total	24,637	100%

Top 10 Inbound Contact Searches by Zip Code

63136	1,267	5.1%
63118	719	2.9%
63116	650	2.6%
63111	636	2.6%
63115	636	2.6%
63121	585	2.4%
63135	511	2.1%
63112	425	1.7%
63114	423	1.7%
63137	419	1.7%
Other Zip	18,366	74.5%
Total	24,637	100%

Searches by Age

17 and under	115	0.5%
18 - 39	7,440	30.2%
40 - 59	7,911	32.1%
60 and over	3,029	12.3%
Not Recorded	6,142	24.9%
Total Searches w/ Ages	24,637	100%

Resource Searches by Gender

Female	17,327	70%
Male	5,790	24%
Not recorded	1,520	6%
Total	24,637	100%