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UTILITY OPERATIONS
DIVISION

**United Way 2-1-1 Missouri
Annual Report Summary
FY13**

**Presented to the
Missouri Public Service Commission
August, 2013**

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2-1-1®

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August 1, 2013

**Telecommunications Department
Missouri Public Service Commission
200 Madison Street
Jefferson City, Missouri 65101-0360**

Re: Annual Report to Missouri Public Service Commission – FY13

The United Way of Greater St. Louis / 2-1-1 Missouri is pleased to report and submit the following report to the Missouri Public Service Commission detailing our efforts and accomplishments for the period July 1, 2012 through June 30, 2013. United Way 2-1-1 Missouri has continued to serve our assigned counties of Missouri (99) with pride and a spirit of service and excellence, while partnering with the United Way of Greater Kansas City, whose 2-1-1 serves the remaining 16 counties. Together, we are extremely proud to provide the citizens of the great state of Missouri with 100% coverage, allowing them access to thousands of resources and volunteer opportunities in their respective communities.

The United Way of Greater St. Louis is most grateful to the Missouri Public Service Commission for the opportunity to champion 2-1-1 in our state and we are very appreciative of the confidence placed in us to execute this initiative. Since the launch in 2007, tireless efforts have been made to build a quality system that is dependable, redundant, provides excellent services and exceeds expectations of the Public Service Commission and stakeholders.

On the following pages, select highlights and accomplishments for FY13 have been outlined in addition to required data and performance indicators.

At the time of this report, 2-1-1 Missouri's Staffing includes: 1 Director, 1 Call Center Manager, 1 Resource Manager, 1 Reporting Analyst, 1 Shift Supervisor, 1 Team Lead, 8 Full Time Information and Referral Specialists, 5 Full Time Resource Specialists and 11 Part-Time Information and Referral Specialists.

Services to Missouri residents are offered 24/7/365 with access to a live agent at all times.

Should you have any questions relative to this report, please do not hesitate to contact me.

Respectfully submitted,

Regina L. Greer
Director, 2-1-1 Missouri
United Way of Greater St. Louis
910 North 11th Street
St. Louis, Missouri 63101
314.242.1880

Geographic Areas Served:

2-1-1 Missouri serves 99 counties in Missouri, comprising 100% coverage for Missouri residents along with the remaining 16 counties serviced by the United Way of Greater Kansas City's 2-1-1

Inquirer Needs	2013 Jul 11 - Jun 30	Notes\Comments
Clothing, Personal, Household Needs	10,013	
Employment	3,931	
Food	9,303	
Health Care	10,759	
Income Support	6,724	
Housing/Shelter	79,981	
Individual, Family Support	11,820	
Information Services	17,402	
Legal, Consumer, Public Safety	4,807	
Mental Health/Addiction	4,003	
Transportation	3,959	
Volunteer, Donations	1,470	
All Other	3,476	
Total Calls w/I&R Action	167,648	
All Other Calls Logged	7685	
Grand Total Inquiries Logged	175,333	
Total Calls Answered	117,842	
Total Calls Abandoned	25,560	
Call Answer Percent (> 85%)	82%	
Call Abandon Percent (< 15%)	18%	
Avg. Speed of Answer (< 30 sec.)	0:03:00	
Average Length of Call	0:06:37	
Unmet Needs Identified (Top 10)		
Electric Service Payment Assistance	5,741	
Rent Payment Assistance	3,839	
Gas Service Payment Assistance	1,619	
Rental Deposit Assistance	1,557	
Homeless Shelter	1,511	
Homeless Motel Vouchers	774	
Food Pantries	565	
Shelter Information Lines	563	
Undesignated Temporary Financial Assistance	562	
Prescription Expense Assistance	487	
Corresponding Barriers to Service		
Economic Barriers	122	
Ineligible for Service	5,012	
Logistical Reasons	379	
No Known Resource for Need	19,486	
Personal Barriers	4,087	
Service Unavailable	5,698	
Service Unresponsive	692	
No Reason Given	158	