



**United Way 211 Missouri
Annual Report Summary
FY 23**

**Presented to the
Missouri Public Service Commission**



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

Re: Annual Report to Missouri Public Service Commission – FY23 Jul 2022 – Jun 2023

The United Way of Greater St. Louis / 211 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, 2022, through June 30, 2023. United Way 211 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 211 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 tens of thousands of resources and volunteer opportunities in their respective communities. United Way 211 Missouri continues to support homeless individuals and those at risk of homelessness in a blended program re-branded as the United Way 211 Housing Plus program.

The United Way of Greater St. Louis is most grateful to the Missouri Public Service Commission for the opportunity to champion 211 in our state and we are very appreciative of the continued 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.

In late July 2022, United Way 211 was once again called upon by local and state emergency management to help support flash flooding response efforts. This included serving as the 24/7 damage assessment helpline, and for the first time ever, 211 set up an online damage assessment portal for residents to complete. Between July 26 and August 4, 2022, United Way 211 completed over 15,000 disaster damage assessments for Missouri residents.

At the time of this report, 211 Missouri's Staffing includes: 1 Chief Impact Officers, 1 Vice President, 1 Navigation Center Director, 1 Director Community Partnerships, 1 Navigation Center Manager, 1 Housing Program Supervisor 1 211 Supervisor, 12 Full Time Resource Navigators, 2 Full Time Housing Specialists, 4 Community Partnership Coordinators, 5 Part Time Resource Navigators and 1 Part Time Housing Specialists, 1 Community Information Exchange (CIE) Program Manager, 3 CIE Navigators and 2 CIE Partner Network Coordinators. Please note, these numbers include positions that are open but have not been filled.

Services to Missouri residents are available with a live agent 24/7/365. Services are also available via email, live web chat, mobile applications, and live text access.

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

Respectfully submitted,



Robin T. Pokojski
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United Way 211 Missouri
FY22 Performance Measures

Contact Center Performance	Totals
Total Contacts Received	174,618
Total Contacts Handled	118,171
Contact Abandon Rate (< 15%)	30%
Average Speed of Answer (< or = 90 secs)	0:07:16
Average Handle Time (< 7 mins)	0:06:26

Needs by Categories	Need Count
Arts, Culture and Recreation	92
Clothing/Personal/Household Needs	7,594
Disaster Services	16,456
Education	268
Employment	496
Food/Meals	4,806
Health Care	2,706
Housing	192,957
Income Support/Assistance	1,980
Individual, Family and Community Support	6,375
Information Services	32,147
Legal, Consumer and Public Safety Services	3,348
Mental Health/Addictions	1,954
Other Governmental/Economic Services	457
Transportation	5,018
Volunteers/Donations	407
Utility Assistance	28,776
Total Needs Identified	295,734

*In addition to mental health services identified by 211 Navigators, our IVR allows for a direct transfer for those who self-identify as needing mental health services. Transfers to a mental health provider via IVR equaled 1,526.

Top 5 Unmet Needs	Unmet Count
Rent Payment Assistance	5,647
Community Shelters	3,050
Homeless Motel Vouchers	2,442
Emergency Shelter Clearinghouses	2,346
Rent Deposit Assistance	2,314
All Other Unmet Needs	25,561
Total Unmet Needs	41,360