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**United Way 211 Missouri
Annual Report Summary
FY 24**

**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 – FY24 Jul 2023 – Jun 2024

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, 2023, through June 30, 2024. 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 sixteen 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.

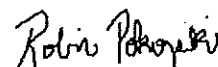
In the spring and summer of 2023, 211 began a pilot program with the Public Service Commission, Ameren, Spire, Liberty, and others to provide wrap around supports for Missouri residents with critical medical needs in St. Louis City and County. In early 2024, this program, the Critical Medical Needs Utility Program, expanded across the state of Missouri and to Evergy and American Water. This program has helped secure over \$113,000.00 in funding for individuals with critical medical or behavioral needs whose condition would worsen if their utilities were interrupted.

In addition to the Critical Medical Needs Utility Program expansion, 211 also helped to support disaster response efforts across the state of the Missouri in the spring of 2024 (March, May and June 2024), providing near real-time information about local community needs related to flooding and tornadoes and participated in all local response and recovery efforts.

At the time of this report, 211 Missouri's Staffing includes: 1 Chief Impact Officer, 1 Vice President, 1 Community Partnership Director, 1 Navigation Center Director, 1 Community Information Exchange (CIE) Director, 1 Navigation Center Program Manager, 1 CIE Coordination Center Manager, 2 Navigation Center Supervisors, 13 Full Time Team Members, 9 Part Time Team Members, 1 Community Partnership Coordination Team Lead, 3 Community Partnership Coordinators, 3 CIE Coordination Center Navigators, 2 CIE Network Managers.

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

Respectfully submitted,



Robin T. Pokojski
Vice President, Community Partnerships, 211 Missouri
United Way of Greater St. Louis
910 North 11th Street
St. Louis, Missouri 63101
314.242.1880

United Way 211 Missouri
 FY24 Performance Measures

Contact Center Performance	Totals
Total Contacts Received	205135
Total Contacts Handled	148457
Abandon rate	28%
Average Handle Time	0:06:11

Needs by Categories	Need Count
Arts, Culture and Recreation	129
Clothing/Personal/Household Needs	8,147
Disaster Services	1,626
Education	261
Employment	602
Food/Meals	5,751
Health Care	3,014
Housing	86,209
Income Support/Assistance	2,039
Individual, Family and Community Support	7,261
Information Services	46,362
Legal, Consumer and Public Safety Services	3,077
Mental Health/Substance Use Disorders	5,235
Other Government/Economic Services	549
Transportation	4,184
Utility Assistance	39,226
Volunteers/Donations	582
Total Needs Identified	214,254

Top 5 Unmet Needs Identified	Total Unmet Needs
Rent Payment Assistance	9311
Community Shelters	4652
Homeless Motel Vouchers	2823
Rental Deposit Assistance	2481
Emergency Shelter Clearinghouses	2097

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MAIL ROOM

Helping people.



United Way
of Greater St. Louis
910 North 11th Street
St. Louis, MO 63101-1018

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Missouri Public Service Commission
Attn: ~~Telecommunications~~ Department
200 Madison Street
Jefferson City, MO 65101-0360