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# UNITED WAY 211 MISSOURI ANNUAL FY 25 SUMMARY



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## TELECOMMUNICATIONS DEPARTMENT

Missouri Public Service Commission

200 Madison Street

Jefferson City, MO 65101

Re: Annual Report to Missouri Public Service Commission – FY 25 Jul 2024 – June 2025

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, 2024, through June 30, 2025. 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 and Spire to provide wrap financial assistance and wrap around supports for Missouri residents with critical medical needs in St. Louis City and County. In early 2024, the pilot launched as a full program supporting all 99 counties covered by 211 Missouri for assistance with Ameren, Spire and launched with MO American Water in the summer of 2024. In FY 25, the program has worked 1,081 cases, provided \$332,968.74 in direct assistance and facilitated \$117,427.19 in assistance from partner organizations.

In addition, 211 Missouri was awarded \$21,600 in funds to provide Lyft rides for employment, food and healthcare related transportation needs in three Missouri counties: Jefferson, St. Louis City and St. Louis County. In FY 25 we facilitated over 1000 rides to Missouri residents in the three counties for a total of \$25,781.29 in rides.

In the Spring of 2025, 211 supported two major disasters. The first, which occurred in Mar 2025, 211 supported 5 counties emergency management agencies by collecting damage assessment information from callers and those who completed an online damage assessment. 211 participated on VOAD calls and provided materials to support the many Multi-Agency Resource Center (MARC) events across the 5 counties.

In May 2025, a tornado ripped through some of St. Louis City's most vulnerable neighborhoods and 211 immediately began taking damage assessments within 2 hours of event. 211 representatives were called to man the St. Louis City Emergency Operations Center (EOC) to help coordinate response, provide real



time data on emerging needs, and coordinate volunteers. In all, 211 completed over 2500 assessments for the May tornado and continues to be an integral part of the long term 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 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, 4 CIE Coordination Center Navigators, 2 CIE Network Engagement 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

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United Way 211 Missouri

FY25 Performance Measures

Contact Center Performance	Totals
Total Contacts Received	200,756
Total Contacts Handled	147,1630
Abandon rate	27%
Average Handle Time	0:06:55

Needs by Categories	Need Count
Arts, Culture and Recreation	75
Clothing/Personal/Household Needs	7,415
Disaster Services	4,863
Education	211
Employment	618
Food/Meals	5,452
Health Care	2,841
Housing	77,244
Income Support/Assistance	1,861
Individual, Family and Community Support	6,858
Information Services	41,390
Legal, Consumer and Public Safety Services	2,920
Mental Health/Substance Use Disorders	2,159
Other Government/Economic Services	471
Transportation	3,868
Utility Assistance	35,721
Volunteers/Donations	673
Total Needs Identified	194,640



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