



## 2-1-1 Missouri / Southwest Illinois 1st Quarter Report January - March, 2013



Total Calls/Contacts		
Total Calls Presented (Received)	25,282	
Total Calls Handled (Answered)	23,409	93%
Total Contacts Logged	23,758	

Need/Request Categories (Reason for Contact)		
<b>Arts, Culture and Recreation</b>	<b>59</b>	<b>0.1%</b>
<b>Basic Needs</b>	<b>28,858</b>	<b>70.2%</b>
Electric Bill Assistance	1,710	5.9%
Rent Payment Assistance	3,413	11.8%
Gas Service Payment Assistance	1,691	5.9%
Other Housing/Utility Needs	331	1.1%
Clothing/Pers./Household Needs	1,433	5.0%
Shelter	2,778	9.6%
Food/Emergency/Other	1,801	6.2%
Income Support	2,496	8.6%
Transportation Assistance	981	3.4%
<b>Disaster Services</b>	<b>98</b>	<b>0.2%</b>
<b>Education</b>	<b>144</b>	<b>0.4%</b>
<b>Employment</b>	<b>923</b>	<b>2.2%</b>
<b>Information Services</b>	<b>2,065</b>	<b>5.0%</b>
<b>Individual/Family Support</b>	<b>1,561</b>	<b>3.8%</b>
<b>Health Care</b>	<b>2,980</b>	<b>7.3%</b>
<b>Mental Health/Counseling</b>	<b>1,032</b>	<b>2.5%</b>
<b>Legal Services</b>	<b>974</b>	<b>2.4%</b>
<b>Other Government/Economic Services</b>	<b>183</b>	<b>0.4%</b>
<b>Volunteers/Donations (Non-Disaster)</b>	<b>253</b>	<b>0.6%</b>
<b>Calls without Needs*</b>	<b>2,011</b>	<b>4.9%</b>
<b>Total Needs/Requests Logged</b>	<b>41,082</b>	<b>100%</b>

\*hangup, practice, prank and phantom

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Electric Service Payment Assistance	2,193	18.1%
Rent Payment Assistance	1,323	10.9%
Gas Payment Assistance	531	4.4%
All Other Unmet Services	8,086	66.6%
<b>Total Needs/Requests Unmet</b>	<b>12,133</b>	<b>100%</b>

Top 3 Reasons Needs are Unmet		
No Resources for Specified Need in Geographic Area		
Client Refused Referral Given		
Agency Informed Client It Was Out Of Funds		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	4,975	10.1%
Salvation Army	4,859	9.9%
CAASTL	2,178	4.4%
Urban League of Metro. St. Louis	2,027	4.1%
Catholic Charities	1,277	2.6%
Other Referrals/Not Recorded	33,926	68.9%
<b>Total Referrals</b>	<b>49,242</b>	<b>100%</b>

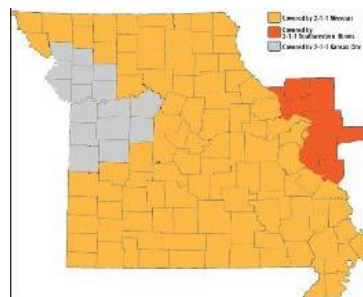
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	20,818	87.6%
Hang Up/Disconnect	2,011	8.5%
Information Only/Not Recorded	531	2.2%
Disaster	174	0.7%
Outbound	115	0.5%
Crisis	109	0.5%
<b>Total Contact Types</b>	<b>23,758</b>	<b>100%</b>

Top 2 Website Searches by Category		
<b>Basic Needs</b>	<b>145</b>	
Housing/Shelter	92	
Food	26	
<b>Health Care</b>	<b>1,464</b>	
Health Support Services	393	
Screening/Diagnostic	298	
<b>Individual and Family Life</b>	<b>126</b>	
Support Services	82	
Leisure Activities	6	
<b>Org/Comm/Int. Services</b>	<b>9</b>	
Information Services	2	
Donations	2	
<b>Other Searches</b>	<b>16,867</b>	
<b>Total Category Searches</b>	<b>18,611</b>	

Top 5 Website Searches by Zip Code		
63109	500	
63301	453	
64801	392	
63118	315	
63103	287	
Zip Code Not Provided	9,338	
All Other Zip Codes	15,630	
<b>Total Zip Code Searches</b>	<b>26,915</b>	

Top 5 Website Searches by City		
St. Louis/St. Louis City	10,436	
Springfield, MO	788	
Jefferson City, MO	496	
Joplin, MO	496	
St. Charles, MO	475	
All Other Cities	5,366	
City Not Provided	8,858	
<b>Total Zip Code Searches</b>	<b>26,915</b>	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	6,654	28.0%
St. Louis City, MO	5,941	25.0%
Greene County, MO	768	3.2%
St. Clair County, IL	748	3.1%
St. Charles County, MO	676	2.8%
Jefferson County, MO	627	2.6%
Madison County, IL	514	2.2%
Jackson County, MO	436	1.8%
Boone County, MO	432	1.8%
Franklin County, MO	321	1.4%
All other county searches	3,976	16.7%
<b>Total Contact Searches</b>	<b>21,093</b>	<b>88.8%</b>
No County Search Done	2,665	11.2%
<b>Total Contacts Logged</b>	<b>23,758</b>	<b>100%</b>

Top 10 Inbound Contact Searches by Zip Code		
63136	1,119	4.7%
63118	697	2.9%
63115	652	2.7%
63116	595	2.5%
63121	467	2.0%
63111	441	1.9%
63112	414	1.7%
63113	383	1.6%
63114	372	1.6%
63135	372	1.6%
Other Zip Code Searches	15,568	65.5%
<b>Total Contacts with ZIP Codes</b>	<b>21,080</b>	<b>88.7%</b>
No Zip Code Search Done	2,678	11.3%
<b>Total Contacts Logged</b>	<b>23,758</b>	<b>100%</b>

Searches by Age		
17 and under	138	0.6%
18 - 39	6,728	28.3%
40 - 59	6,983	29.4%
60 and over	2,227	9.4%
<b>Total Searches w/ Ages Provided</b>	<b>16,076</b>	<b>68%</b>
No Age Given	7,542	31.7%
Refused Demo. Info. Collection	140	0.6%
<b>Total Contacts Logged</b>	<b>23,758</b>	<b>100%</b>

Resource Searches by Gender		
Female	15,086	63.5%
Male	5,238	22.0%
<b>Total Callers by Gender</b>	<b>20,324</b>	<b>85.5%</b>
Not Captured	3,294	13.9%
Refused Demo. Info. Collection	140	0.6%
<b>Total Contacts Logged</b>	<b>23,758</b>	<b>100%</b>

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	8,726	36.7%
Health & Human Svcs. Agency	5,894	24.8%
Utility Company	1,162	4.9%
Family/Friend/Neighbor/Landlord	897	3.8%
Internet/Phonebook	388	1.6%
Promotional Materials	253	1.1%
Television	125	0.5%
Newspaper	88	0.4%
No Response Given/Other	6,225	26.2%
<b>Total Contacts Logged</b>	<b>23,758</b>	<b>100%</b>

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