

## 2-1-1 Missouri / Southwest Illinois 4th Quarter Report October-December, 2010

Total Calls/Contacts		
Total Calls Presented (Received)	33,386	
Total Calls Handled (Answered)	32,786	98%
Total Contacts Logged	31,446	

Quarterly Comparison		
1st Quarter Total Calls Handled	22,059	
2nd Quarter Total Calls Handled	28,779	
3rd Quarter Total Calls Handled	44,795	
4th Quarter Total Calls Handled	31,446	

Need/Request Categories (Reason for Contact)		
<b>Basic Needs</b>	<b>25,943</b>	<b>60.5%</b>
Electric Bill Assistance	7,321	17.1%
Gas/Heating Fuel Assistance	4,040	9.4%
Rent Payment Assistance	4,619	10.8%
Other Housing/Utility Needs	3,645	8.5%
Clothing/Pers./Household Needs	1,708	4.0%
Shelter	1,030	2.4%
Food/Emergency/Other	1,858	4.3%
Income Support	1,151	2.7%
Transportation Assistance	571	1.3%
<b>Information Services</b>	<b>5,935</b>	<b>13.8%</b>
<b>Individual/Family Support</b>	<b>3,874</b>	<b>9.0%</b>
<b>Health Services</b>	<b>1,444</b>	<b>3.4%</b>
<b>Mental Health/Counseling</b>	<b>967</b>	<b>2.3%</b>
<b>Legal Services</b>	<b>1,020</b>	<b>2.4%</b>
<b>All Other Needs Identified</b>	<b>1,546</b>	<b>3.6%</b>
<b>Calls Handled w/o Need*</b>	<b>2,127</b>	<b>5.0%</b>
<b>Total Needs/Requests Logged</b>	<b>42,856</b>	<b>100%</b>

\*hangup, practice, prank and phantom  
 Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Rent Payment Assistance	3,763	30.0%
Electric Bill Assistance	2,168	17.3%
Gas/Heating Fuel Assistance	1,062	8.5%
All Other Unmet Services	5,534	44.2%
<b>Total Needs/Requests Unmet</b>	<b>12,527</b>	<b>100%</b>

Top 3 Reasons Needs are Unmet		
No Known Resources for Need in Geographic Area		
Programs full/Funds exhausted		
Client Does Not Meet Eligibility Requirements		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	6,130	16.0%
Community Action Agency STL	2,685	7.0%
Catholic Charities of St. Louis	1,764	4.6%
Human Development Corp.	1,735	4.5%
St. Patrick Center	822	2.1%
Other Referrals	25,249	65.8%
<b>Total Referrals</b>	<b>38,385</b>	<b>100%</b>

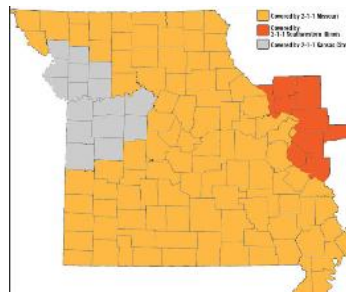
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	25,977	82.6%
Information Only	3,280	10.4%
Hang Up/Disconnect	2,160	6.9%
Disaster	2	0.0%
Outbound	27	0.1%
<b>Total Contact Types</b>	<b>31,446</b>	<b>100%</b>

Top 2 Website Searches by Category		
<b>Basic Needs</b>	<b>12,310</b>	
Housing/Shelter	4,404	
Temp. Financial Asst.	2,889	
<b>Health Care</b>	<b>6,718</b>	
Health Support Services	2,582	
Screening/Diagnostic	905	
<b>Mental Health Care/Counseling</b>	<b>3,293</b>	
Counseling Services	1,084	
Outpatient Mental Health Care	890	
<b>Individual and Family Life</b>	<b>3,199</b>	
Support Services	1,900	
Leisure Activities	972	
<b>Other Searches</b>	<b>22,402</b>	
<b>Total Category Searches</b>	<b>47,922</b>	

Top 5 Website Searches by Zip Code		
65201	597	
63118	222	
63376	217	
63114	204	
63366	173	
Zip Code Not Provided	38,970	
All Other Zip Codes	11,417	
<b>Total Zip Code Searches</b>	<b>51,800</b>	

Top 7 Website Searches by City		
St. Louis City/County	5,047	
Columbia, MO	883	
Springfield, MO	625	
Belleville, IL	275	
Joplin, MO	256	
St. Charles, MO	236	
Centralia, MO	174	
All Other Cities	6,013	
City Not Provided	38,291	
<b>Total Zip Code Searches</b>	<b>51,800</b>	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	10,925	34.7%
St. Louis City, MO	8,800	28.0%
St. Clair County, IL	909	2.9%
St. Charles County, MO	790	2.5%
Madison County, IL	775	2.5%
Greene County, MO	683	2.2%
Jefferson County, MO	611	1.9%
Boone County, MO	588	1.9%
Franklin County, MO	456	1.5%
Jasper County, MO	323	1.0%
All Other County Searches	3,397	10.8%
<b>Total Contact Searches</b>	<b>28,257</b>	<b>89.9%</b>
No County Search Done	3,189	10.1%
<b>Total Contacts Logged</b>	<b>31,446</b>	<b>100%</b>

Top 10 Inbound Contact Searches by Zip Code		
63136	2,083	6.6%
63118	1,201	3.8%
63115	973	3.1%
63121	889	2.8%
63114	786	2.5%
63116	767	2.4%
63137	661	2.1%
63138	620	2.0%
63106	611	1.9%
63113	582	1.9%
Other Zip Code Searches	19,138	60.9%
<b>Total Contacts with ZIP Codes</b>	<b>28,311</b>	<b>90.0%</b>
No Zip Code Search Done	3,135	10.0%
<b>Total Contacts Logged</b>	<b>31,446</b>	<b>100%</b>

Searches by Age		
17 and under	622	2.0%
18 - 39	9,046	28.8%
40 - 59	7,563	24.1%
60 and over	2,001	6.4%
<b>Total Searches w/ Ages Provided</b>	<b>19,232</b>	<b>61%</b>
No Age Given	12,214	38.8%
<b>Total Contacts Logged</b>	<b>31,446</b>	<b>100%</b>

Resource Searches by Gender		
Female	20,263	64.4%
Male	4,946	15.7%
<b>Total Callers by Gender</b>	<b>25,209</b>	<b>80.2%</b>
Not Captured	6,237	20%
<b>Total Contacts Logged</b>	<b>31,446</b>	<b>100%</b>

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	9,579	30.5%
Health & Human Svcs. Agency	5,247	16.7%
Unknown/Did Not Recall	514	1.6%
Utility Company	1,049	3.3%
Family/Friend/Neighbor/Landlord	1,335	4.2%
Promotional Materials	498	1.6%
TV/Radio/Newspaper	136	0.4%
Internet/Phonebook	278	0.9%
No Response Given	12,810	40.7%
<b>Total Contacts Logged</b>	<b>31,446</b>	<b>100%</b>

