



## 2-1-1 Missouri / Southwest Illinois 2012 Yearly Report



Total Calls/Contacts		
Total Calls Presented (Received)	134,865	
Total Calls Handled (Answered)	115,677	86%
Total Contacts Logged	115,677	

Need/Request Categories (Reason for Contact)		
<b>Arts, Culture and Recreation</b>	<b>340</b>	<b>0.2%</b>
<b>Basic Needs</b>	<b>115,794</b>	<b>60.6%</b>
Electric Bill Assistance	33,095	28.6%
Rent Payment Assistance	16,610	14.3%
Gas Service Payment Assistance	8,274	7.1%
Other Housing/Utility Needs	15,177	13.1%
Clothing/Pers./Household Needs	10,017	8.7%
Shelter	10,996	9.5%
Food/Emergency/Other	8,782	7.6%
Income Support	8,895	7.7%
Transportation Assistance	3,948	3.4%
<b>Disaster Services</b>	<b>1,080</b>	<b>0.6%</b>
<b>Education</b>	<b>1,005</b>	<b>0.5%</b>
<b>Employment</b>	<b>4,581</b>	<b>2.4%</b>
<b>Information Services</b>	<b>23,083</b>	<b>12.1%</b>
<b>Individual/Family Support</b>	<b>13,559</b>	<b>7.1%</b>
<b>Health Care</b>	<b>9,813</b>	<b>5.1%</b>
<b>Mental Health/Counseling</b>	<b>4,936</b>	<b>2.6%</b>
<b>Legal Services</b>	<b>4,278</b>	<b>2.2%</b>
<b>Other Government/Economic Services</b>	<b>664</b>	<b>0.3%</b>
<b>Volunteers/Donations (Non-Disaster)</b>	<b>1,340</b>	<b>0.7%</b>
<b>Calls without Needs*</b>	<b>10,539</b>	<b>5.5%</b>
<b>Total Needs/Requests Logged</b>	<b>191,012</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	12,280	20.1%
Rent Payment Assistance	9,919	16.2%
Gas Service Payment Assistance	2,655	4.3%
All Other Unmet Services	36,192	59.3%
<b>Total Needs/Requests Unmet</b>	<b>61,046</b>	<b>100%</b>

Top 3 Reasons Needs are Unmet		
No Resources for Specified Need in Geographic Area		
Agency Informed Client It Was Out Of Funds		
Client Doesn't Meet Requirements Of Referral		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	30,203	12.0%
Salvation Army	24,841	9.9%
CAASTL	18,301	7.3%
Urban League of Metro. St. Louis	12,079	4.8%
Catholic Charities	7,309	2.9%
Other Referrals/Not Recorded	159,191	63.2%
<b>Total Referrals</b>	<b>251,924</b>	<b>100%</b>

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

Contact Types		
2-1-1	102,405	88.5%
Hang Up/Disconnect	7,924	6.9%
Information Only/Not Recorded	2,615	2.3%
Disaster	1,679	1.5%
Outbound	626	0.5%
Crisis	428	0.4%
<b>Total Contact Types</b>	<b>115,677</b>	<b>100%</b>

Top 4 Website Searches by Category		
<b>Basic Needs</b>	<b>26,350</b>	
Housing/Shelter	13,684	
Food	6,179	
<b>Income Support</b>	<b>9,262</b>	
Temporary Financial Asst.	5,762	
Employment	2,561	
<b>Individual and Family Life</b>	<b>3,950</b>	
Individual and Family Support	3,057	
Community Services	346	
<b>Mental Health/Addiction</b>	<b>3,015</b>	
Substance Abuse Services	569	
Mental Health Facilities	506	
<b>Other Searches</b>	<b>13,134</b>	
<b>Total Category Searches</b>	<b>55,711</b>	

Top 5 Website Searches by Zip Code		
63136	1,308	
63116	1,102	
63301	1,084	
63114	1,035	
63118	925	
Zip Code Not Provided	14,923	
All Other Zip Codes	59,919	
<b>Total Zip Code Searches</b>	<b>80,296</b>	

Top 5 Website Searches by City		
St. Louis/St. Louis City	27,667	
Springfield, MO	6,073	
Columbia, MO	1,984	
Florissant, MO	1,514	
St. Charles, MO	1,498	
All Other Cities	29,353	
City Not Provided	12,207	
<b>Total Zip Code Searches</b>	<b>80,296</b>	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	35,449	30.6%
St. Louis City, MO	31,140	26.9%
St. Clair County, IL	3,920	3.4%
St. Charles, MO	3,250	2.8%
Greene County, MO	3,009	2.6%
Jefferson County, MO	2,871	2.5%
Madison County, IL	2,794	2.4%
Boone County, MO	1,671	1.4%
Franklin County, MO	1,439	1.2%
Jasper County, MO	1,173	1.0%
All other county searches	2,247	1.9%
<b>Total Contact Searches</b>	<b>88,963</b>	<b>76.9%</b>
No County Search Done	26,714	23.1%
<b>Total Contacts Logged</b>	<b>115,677</b>	<b>100%</b>

Top 10 Inbound Contact Searches by Zip Code		
63136	6,363	5.5%
63118	3,990	3.4%
63115	3,392	2.9%
63121	2,801	2.4%
63111	2,696	2.3%
63116	2,675	2.3%
63137	2,285	2.0%
63112	2,179	1.9%
63138	2,089	1.8%
63106	2,073	1.8%
Other Zip Code Searches	72,445	62.6%
<b>Total Contacts with ZIP Codes</b>	<b>102,988</b>	<b>89.0%</b>
No Zip Code Search Done	12,689	11.0%
<b>Total Contacts Logged</b>	<b>115,677</b>	<b>100%</b>

Searches by Age		
17 and under	678	0.6%
18 - 39	38,047	32.9%
40 - 59	32,961	28.5%
60 and over	10,281	8.9%
<b>Total Searches w/ Ages Provided</b>	<b>81,967</b>	<b>71%</b>
No Age Given	32,722	28.3%
Refused Demo. Info. Collection	988	0.9%
<b>Total Contacts Logged</b>	<b>115,677</b>	<b>100%</b>

Resource Searches by Gender		
Female	73,484	63.5%
Male	20,008	17.3%
<b>Total Callers by Gender</b>	<b>93,492</b>	<b>80.8%</b>
Not Captured	21,197	18%
Refused Demo. Info. Collection	988	0.9%
<b>Total Contacts Logged</b>	<b>115,677</b>	<b>100%</b>

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	42,632	36.9%
Health & Human Svcs. Agency	24,095	20.8%
Family/Friend/Neighbor/Landlord	5,923	5.1%
Utility Company	5,225	4.5%
Television/Radio/Other Media	1,764	1.5%
Internet/Phonebook	1,600	1.4%
United Way	1,273	1.1%
Promotional Items	954	0.8%
No Response Given/Other	32,211	27.8%
<b>Total Contacts Logged</b>	<b>115,677</b>	<b>100%</b>