

2-1-1 Missouri / Southwest Illinois 3rd Quarter Report July - September, 2010

Total Calls/Contacts		
Total Calls Presented (Received)	53,908	
Total Calls Handled (Answered)	44,852	83%
Total Contacts Logged	44,795	

Quarterly Comparison		
1st Quarter Total Calls Handled	22,059	
% Increase Q1 to Q2	24%	
% Increase Q1 to Q3	103%	
2nd Quarter Total Calls Handled	27,012	
% Increase Q2 to Q3	66%	

Need/Request Categories (Reason for Contact)		
Basic Needs	38,416	69.3%
Electric Bill Assistance	19,513	35.2%
Gas/Heating Fuel Assistance	3,691	6.7%
Rent Payment Assistance	4,597	8.3%
Other Housing/Utility Needs	4,101	7.4%
Clothing/Pers./Household Needs	2,080	3.8%
Shelter	929	1.7%
Food/Emergency/Other	1,669	3.0%
Income Support	1,235	2.2%
Transportation Assistance	601	1.1%
Information Services	7,148	12.9%
Individual/Family Support	1,991	3.6%
Health Services	1,657	3.0%
Mental Health/Counseling	1,030	1.9%
Legal Services	956	1.7%
All Other Needs Identified	2,248	4.1%
Calls Handled w/o Need*	1,809	3.3%
Outbound - Thank You/Advoc.	199	0.4%
Total Needs/Requests Logged	55,454	100%

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

Top 3 Unmet Needs/Requests		
Electric Bill Assistance	5,457	35.2%
Rent Payment Assistance	2,757	17.8%
Gas/Heating Fuel Assistance	1,323	8.5%
All Other Needs Unmet	5,972	38.5%
Total Needs/Requests Unmet	15,509	100%

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	13,092	24.4%
Community Action Agency STL	2,540	4.7%
Catholic Charities of St. Louis	2,515	4.7%
Heat Up/Cool Down St. Louis	1,570	2.9%
PAKT	1,455	2.7%
St. Patrick Center	1,056	2.0%
Other Referrals	31,375	58.5%
Total Referrals	53,603	100%

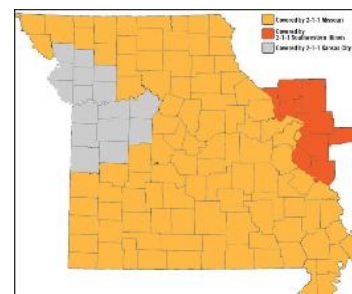
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	36,622	81.8%
Information Only	5,904	13.2%
Hang Up/Disconnect	1,841	4.1%
Disaster	245	0.5%
Outbound	183	0.4%
Total Contact Types	44,795	100%

Top 2 Website Searches by Category		
Basic Needs	12,003	
Housing/Shelter	4,070	
Temp. Financial Asst.	3,201	
Health Care	6,235	
Health Support Services	2,280	
Screening/Diagnostic	842	
Individual and Family Life	4,162	
Individual/Family Support	2,666	
Leisure Activities	1,045	
Organizational/Community	3,422	
Information Services	1,113	
Community Services	456	
Other Searches	18,479	
Total Category Searches	44,301	

Top 5 Website Searches by Zip Code		
63136	356	
63115	234	
63114	204	
63074	192	
63301	169	
Zip Code Not Provided	36,486	
All Other Zip Codes	10,849	
Total Zip Code Searches	48,490	

Top 7 Website Searches by City		
St. Louis City, MO	2,976	
St. Louis County, MO	2,588	
Springfield, MO	841	
Columbia, MO	608	
Florissant, MO	521	
Belleville, IL	431	
Joplin, MO	366	
All Other Cities	5,578	
City Not Provided	34,581	
Total Zip Code Searches	48,490	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	17,569	39.2%
St. Louis City, MO	11,307	25.2%
St. Charles County, MO	1,388	3.1%
St. Clair County, IL	1,303	2.9%
Jefferson County, MO	1,079	2.4%
Madison County, IL	862	1.9%
Greene County, MO	725	1.6%
Boone County, MO	677	1.5%
Franklin County, MO	591	1.3%
St. Francois County, MO	476	1.1%
Other County Searches	4,569	10.2%
Total Contact Searches	40,546	90.5%
No County Search Done	4,249	9.5%
Total Contacts Logged	44,795	100%

Top 10 Inbound Contact Searches by Zip Code		
63136	3,578	8.0%
63121	1,591	3.6%
63118	1,531	3.4%
63115	1,270	2.8%
63114	1,161	2.6%
63137	1,153	2.6%
63135	1,052	2.3%
63138	1,052	2.3%
63033	1,030	2.3%
63116	931	2.1%
Other Zip Code Searches	26,521	59.2%
Total Contacts with ZIP Codes	40,870	91.2%
No Zip Code Search Done	3,925	8.8%
Total Contacts Logged	44,795	100%

Searches by Age		
17 and under	147	0.3%
18 - 39	13,194	29.5%
40 - 59	10,856	24.2%
60 and over	3,238	7.2%
Total Searches w/ Ages Provided	27,435	61%
No Age Given	17,360	38.8%
Total Contacts Logged	44,795	100%

Resource Searches by Gender		
Female	29,942	66.8%
Male	6,533	14.6%
Total Callers by Gender	36,475	81.4%
Not Captured	8,320	19%
Total Contacts Logged	44,795	100%

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	12,128	27.1%
Health & Human Svcs. Agency	7,495	16.7%
Unknown/Did Not Recall	2,356	5.3%
Utility Company	2,601	5.8%
Family/Friend/Neighbor/Landlord	1,451	3.2%
Promotional Materials	492	1.1%
TV/Radio/Newspaper	1,071	2.4%
Internet/Phonebook	307	0.7%
No Response Given	16,894	37.7%
Total Contacts Logged	44,795	100%

Special Thanks to the Missouri Foundation for Health for their continued support and sponsorship of 2-1-1.
For more information regarding 2-1-1, contact Regina Greer at regina.greer@stl.unitedway.org