

## 2-1-1 Missouri / Southwest Illinois 4th Quarter Report October - December, 2012

Total Calls/Contacts		
Total Calls Presented (Received)	34,564	
Total Calls Handled (Answered)	28,246	82%
Total Contacts Logged	29,312	

Need/Request Categories (Reason for Contact)		
<b>Arts, Culture and Recreation</b>	<b>52</b>	<b>0.1%</b>
<b>Basic Needs</b>	<b>28,282</b>	<b>59.0%</b>
Electric Bill Assistance	7,791	27.5%
Rent Payment Assistance	4,366	15.4%
Gas Service Payment Assistance	2,381	8.4%
Other Housing/Utility Needs	3,657	12.9%
Clothing/Pers./Household Needs	2,443	8.6%
Shelter	2,943	10.4%
Food/Emergency/Other	2,380	8.4%
Income Support	1,324	4.7%
Transportation Assistance	997	3.5%
<b>Disaster Services</b>	<b>99</b>	<b>0.2%</b>
<b>Education</b>	<b>133</b>	<b>0.3%</b>
<b>Employment</b>	<b>1,046</b>	<b>2.2%</b>
<b>Information Services</b>	<b>5,871</b>	<b>12.3%</b>
<b>Individual/Family Support</b>	<b>5,329</b>	<b>11.1%</b>
<b>Health Care</b>	<b>2,656</b>	<b>5.5%</b>
<b>Mental Health/Counseling</b>	<b>955</b>	<b>2.0%</b>
<b>Legal Services</b>	<b>918</b>	<b>1.9%</b>
<b>Other Government/Economic Services</b>	<b>184</b>	<b>0.4%</b>
<b>Volunteers/Donations (Non-Disaster)</b>	<b>336</b>	<b>0.7%</b>
<b>Calls without Needs*</b>	<b>2,044</b>	<b>4.3%</b>
<b>Total Needs/Requests Logged</b>	<b>47,905</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	3,057	18.8%
Rent Payment Assistance	1,997	12.3%
Gas Service Payment Assistance	696	4.3%
All Other Unmet Services	10,514	64.6%
<b>Total Needs/Requests Unmet</b>	<b>16,264</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		
Salvation Army	7,972	12.5%
Society of St. Vincent DePaul	7,671	12.1%
Community Action Agency STL	3,266	5.1%
Urban League of STL	3,120	4.9%
Catholic Charities STL	1,660	2.6%
Other Referrals/Not Recorded	39,928	62.8%
<b>Total Referrals</b>	<b>63,617</b>	<b>100%</b>

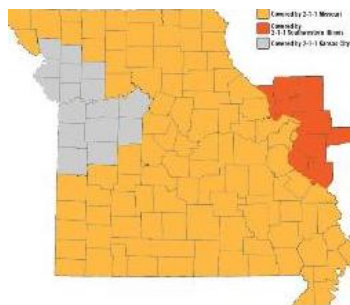
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	26,359	89.9%
Hang Up/Disconnect	2,044	7.0%
Information Only/Not Recorded	598	2.0%
Disaster	49	0.2%
Outbound	138	0.5%
Crisis	124	0.4%
<b>Total Contact Types</b>	<b>29,312</b>	<b>100%</b>

Top 4 Website Searches by Category		
<b>Basic Needs</b>	<b>7,715</b>	
Housing/Shelter	4,069	
Food	2,159	
<b>Income Support/Assistance</b>	<b>2,603</b>	
Temporary Financial Asst.	1,669	
Employment	574	
<b>Individual and Family Life</b>	<b>983</b>	
Individual and Family Support	767	
Community Services	114	
<b>Mental Health/Addictions</b>	<b>820</b>	
Mental Health Facilities	205	
Outpatient Mental Health Care	182	
<b>Other Searches</b>	<b>4,171</b>	
<b>Total Category Searches</b>	<b>16,292</b>	

Top 5 Website Searches by Zip Code		
63301	501	
63136	492	
63701	431	
63114	410	
63115	374	
Zip Code Not Provided	5,606	
All Other Zip Codes	20,329	
<b>Total Zip Code Searches</b>	<b>28,143</b>	

Top 5 Website Searches by City		
St. Louis/St. Louis City	11,009	
Springfield, MO	757	
Florissant, MO	457	
Columbia, MO	432	
Saint Charles, MO	411	
All Other Cities	6,871	
City Not Provided	8,206	
<b>Total Zip Code Searches</b>	<b>28,143</b>	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	8,833	30.1%
St. Louis City, MO	7,852	26.8%
St. Clair County, IL	962	3.3%
Greene County, MO	835	2.8%
St. Charles County, MO	785	2.7%
Jefferson County, MO	681	2.3%
Madison County, IL	631	2.2%
Boone County, MO	388	1.3%
Franklin County, MO	349	1.2%
Jasper County, MO	290	1.0%
All other county searches	7,638	26.1%
<b>Total Contact Searches</b>	<b>29,244</b>	<b>99.8%</b>
No County Search Done	68	0.2%
<b>Total Contacts Logged</b>	<b>29,312</b>	<b>100%</b>

Top 10 Inbound Contact Searches by Zip Code		
63136	1,526	5.2%
63118	995	3.4%
63115	820	2.8%
63116	719	2.5%
63121	706	2.4%
63111	703	2.4%
63112	578	2.0%
63106	570	1.9%
63137	563	1.9%
63138	560	1.9%
Other Zip Code Searches	17,987	61.4%
<b>Total Contacts with ZIP Codes</b>	<b>25,727</b>	<b>87.8%</b>
No Zip Code Search Done	3,585	12.2%
<b>Total Contacts Logged</b>	<b>29,312</b>	<b>100%</b>

Searches by Age		
17 and under	153	0.5%
18 - 39	10,201	34.8%
40 - 59	8,405	28.7%
60 and over	2,251	7.7%
<b>Total Searches w/ Ages Provided</b>	<b>21,010</b>	<b>72%</b>
No Age Given	8,147	27.8%
Refused Demo. Info. Collection	155	0.5%
<b>Total Contacts Logged</b>	<b>29,312</b>	<b>100%</b>

Resource Searches by Gender		
Female	19,765	67.4%
Male	4,959	16.9%
<b>Total Callers by Gender</b>	<b>24,724</b>	<b>84.3%</b>
Not Captured	4,433	15%
Refused Demo. Info. Collection	155	0.5%
<b>Total Contacts Logged</b>	<b>29,312</b>	<b>100%</b>

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	11,023	37.6%
Health & Human Svcs. Agency	6,368	21.7%
Family/Friend/Neighbor/Landlord	1,536	5.2%
Utility Company	1,016	3.5%
Television/Radio/Other Media	124	0.4%
Internet/Phonebook	420	1.4%
United Way	443	1.5%
Promotional Items	187	0.6%
No Response Given/Other	8,195	28.0%
<b>Total Contacts Logged</b>	<b>29,312</b>	<b>100%</b>