

## 2-1-1 Missouri / Southwest Illinois 2011 Summary Report

Total Calls/Contacts		
Total Calls Presented (Received)	162,893	
Total Calls Handled (Answered)	129,065	79%
Total Contacts Logged	128,487	

Quarterly Comparison		
1st Quarter Total Calls Handled	23,868	
2nd Quarter Total Calls Handled	48,757	
3rd Quarter Total Calls Handled	52,995	
4th Quarter Total Calls Handled	36,143	

Need/Request Categories (Reason for Contact)		
<b>Basic Needs</b>	<b>107,560</b>	<b>56.6%</b>
Electric Bill Assistance	37,548	19.8%
Gas/Heating Fuel Assistance	12,404	6.5%
Rent Payment Assistance	12,954	6.8%
Other Housing/Utility Needs	16,274	8.6%
Clothing/Pers./Household Needs	8,581	4.5%
Shelter	3,552	1.9%
Food/Emergency/Other	6,583	3.5%
Income Support	6,465	3.4%
Transportation Assistance	3,199	1.7%
<b>Disaster Services</b>	<b>11,382</b>	<b>6%</b>
<b>Information Services</b>	<b>29,553</b>	<b>15.6%</b>
<b>Individual/Family Support</b>	<b>12,730</b>	<b>6.7%</b>
<b>Health Services</b>	<b>6,328</b>	<b>3.3%</b>
<b>Mental Health/Counseling</b>	<b>4,158</b>	<b>2.2%</b>
<b>Legal Services</b>	<b>2,909</b>	<b>1.5%</b>
<b>All Other Needs Identified</b>	<b>6,573</b>	<b>3.5%</b>
<b>Outbound Calls</b>	<b>470</b>	<b>1.0%</b>
<b>Calls Handled w/o Need*</b>	<b>8,310</b>	<b>4.4%</b>
<b>Total Needs/Requests Logged</b>	<b>189,973</b>	<b>100%</b>

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

Top 3 Unmet Needs/Requests		
Electric Bill Assistance	13,511	23.7%
Rent Payment Assistance	6,557	11.5%
Gas/Heating Fuel Assistance	4,272	7.5%
All Other Unmet Services	32,742	57.4%
<b>Total Needs/Requests Unmet</b>	<b>57,082</b>	<b>100%</b>

Top 3 Reasons Needs are Unmet		
No Known Resources for Need in Geographic Area		
Agency Informed Client it was out of funds		
No known Resources Exist for Specified Need		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	32,272	12.9%
Salvation Army	12,818	5.1%
Community Action Agency	12,425	5.0%
Urban League	10,614	4.2%
Catholic Charities	7,509	3.0%
Other Referrals	174,616	69.8%
<b>Total Referrals</b>	<b>250,254</b>	<b>100%</b>

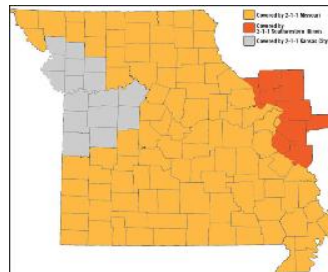
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	101,720	79.2%
Information Only	8,139	6.3%
Hang Up/Disconnect	8,310	6.5%
Disaster	9,848	7.7%
Outbound	470	0.4%
<b>Total Contact Types</b>	<b>128,487</b>	<b>100%</b>

Top 2 Website Searches by Category		
<b>Basic Needs</b>	<b>31,939</b>	
Housing/Shelter	21,916	
Temp. Financial Asst.	10,023	
<b>Health Care</b>	<b>15,152</b>	
Health Support Services	11,000	
Screening/Diagnostic	4,152	
<b>Organizational/Community</b>	<b>7,819</b>	
Information Services	5,453	
Community Services	2,366	
<b>Individual and Family Life</b>	<b>19,595</b>	
Support Services	15,870	
Leisure Activities	3,725	
<b>Other Searches</b>	<b>140,494</b>	
<b>Total Category Searches</b>	<b>214,999</b>	

Top 5 Website Searches by Zip Code		
63136	1,287	
63118	1,140	
63114	1,001	
63301	902	
65463	878	
Zip Code Not Provided	188,327	
All Other Zip Codes	57,284	
<b>Total Zip Code Searches</b>	<b>245,611</b>	

Top 7 Website Searches by City		
St. Louis City/County	33,173	
Joplin, MO	8,822	
Springfield, MO	4,768	
St. Charles, MO	1,904	
Columbia, MO	1,892	
Belleville, IL	1,228	
Eldridge, MO	878	
All Other Cities	26,174	
City Not Provided	166,772	
<b>Total Zip Code Searches</b>	<b>245,611</b>	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	40,060	34.6%
St. Louis City, MO	34,883	25.8%
Jasper County, MO	4,344	30.4%
Saint Clair County, IL	3,529	2.8%
St. Charles County, MO	3,514	2.2%
Greene County, MO	3,103	2.1%
Jefferson County, MO	2,648	2.0%
Madison County, IL	2,442	1.8%
Boone County, MO	2,197	1.3%
Franklin County, MO	1,641	0.5%
All Other County Searches	16,681	15.0%
<b>Total Contact Searches</b>	<b>115,042</b>	<b>91.3%</b>
No County Search Done	13,445	8.6%
<b>Total Contacts Logged</b>	<b>128,487</b>	<b>100%</b>

Top 10 Inbound Contact Searches by Zip Code		
63136	7,630	5.9%
63118	4,694	3.7%
63115	3,993	3.1%
63121	3,146	2.4%
63111	2,843	2.2%
63116	2,843	2.2%
63137	2,578	2.0%
63135	2,478	1.9%
63112	2,394	1.9%
63106	2,375	1.8%
Other Zip Code Searches	80,071	62.3%
<b>Total Contacts with Zip Codes</b>	<b>115,045</b>	<b>89.5%</b>
No Zip Code Search Done	13,442	10.5%
<b>Total Contacts Logged</b>	<b>128,487</b>	<b>100%</b>

Searches by Age		
17 and under	750	0.6%
18 - 39	37,941	29.5%
40 - 59	35,245	27.4%
60 and over	11,234	8.7%
<b>Total Searches w/ Ages</b>	<b>85,170</b>	<b>66%</b>
No Age Given	43,317	33.7%
<b>Total Contacts Logged</b>	<b>128,487</b>	<b>100%</b>

Resource Searches by Gender		
Female	81,009	63.0%
Male	22,126	17.2%
<b>Total Callers by Gender</b>	<b>103,135</b>	<b>80.3%</b>
Not Captured	25,352	20%
<b>Total Contacts Logged</b>	<b>128,487</b>	<b>100%</b>

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	48,923	38.7%
Health & Human Svcs. Agency	38,710	30.6%
Unknown/Did Not Recall	5,298	4.2%
Utility Company	8,818	7.0%
Family/Friend/Neighbor/Landlord	7,668	6.1%
Promotional Materials	3,423	2.7%
TV/Radio/Newspaper	4,821	3.8%
Internet/Phonebook	4,598	3.6%
No Response Given	4,228	3.3%
<b>Total Contacts Logged</b>	<b>126,487</b>	<b>100%</b>