

2-1-1 Missouri / Southwest Illinois 3rd Quarter Report July - September, 2012

Total Calls/Contacts		
Total Calls Presented (Received)	46,473	
Total Calls Handled (Answered)	37,580	81%
Total Contacts Logged	38,752	

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	41	0.1%
Basic Needs	37,373	63.6%
Electric Bill Assistance	14,337	38.4%
Rent Payment Assistance	4,277	11.4%
Gas Service Payment Assistance	1,995	5.3%
Other Housing/Utility Needs	4,705	12.6%
Clothing/Pers./Household Needs	3,748	10.0%
Shelter	3,067	8.2%
Food/Emergency/Other	2,592	6.9%
Income Support	1,566	4.2%
Transportation Assistance	1,086	2.9%
Disaster Services	496	0.8%
Education	565	1.0%
Employment	1,282	2.2%
Information Services	7,330	12.5%
Individual/Family Support	3,287	5.6%
Health Care	2,333	4.0%
Mental Health/Counseling	935	1.6%
Legal Services	1,104	1.9%
Other Government/Economic Services	133	0.2%
Volunteers/Donations (Non-Disaster)	270	0.5%
Calls without Needs*	3,587	6.1%
Total Needs/Requests Logged	58,736	100%

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

Top 3 Unmet Needs/Requests		
Electric Service Payment Assistance	5,798	29.1%
Rent Payment Assistance	2,460	12.3%
Gas Service Payment Assistance	907	4.6%
All Other Unmet Services	10,759	54.0%
Total Needs/Requests Unmet	19,924	100%

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	10,692	13.1%
Salvation Army	8,859	10.9%
CAASTL	8,039	9.9%
Urban League of Metro. St. Louis	4,431	5.4%
Catholic Charities	2,106	2.6%
Other Referrals/Not Recorded	47,459	58.2%
Total Referrals	81,586	100%

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

Contact Types		
2-1-1	33,967	87.7%
Hang Up/Disconnect	2,360	6.1%
Information Only/Not Recorded	510	1.3%
Disaster	1,549	4.0%
Outbound	253	0.7%
Crisis	113	0.3%
Total Contact Types	38,752	100%

Top 2 Website Searches by Category		
Basic Needs	399	
Housing/Shelter	160	
Food	60	
Health Care	3,472	
Health Support Services	1,209	
Screening/Diagnostic	476	
Individual and Family Life	334	
Support Services	223	
Leisure Activities	82	
Org/Comm/Int. Services	294	
Information Services	104	
Donations	37	
Other Searches	31,936	
Total Category Searches	36,435	

Top 5 Website Searches by Zip Code		
63117	1,062	
63136	506	
63301	497	
63111	393	
63115	382	
Zip Code Not Provided	21,913	
All Other Zip Codes	19,298	
Total Zip Code Searches	44,051	

Top 5 Website Searches by City		
St. Louis/St. Louis City	10,715	
Springfield, MO	3,532	
Joplin, MO	815	
Belleville, IL	470	
Florissant, MO	464	
All Other Cities	10,997	
City Not Provided	17,058	
Total Zip Code Searches	44,051	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	11,756	30.3%
St. Louis City, MO	10,498	27.1%
St. Clair County, IL	1,457	3.8%
St. Charles, MO	993	2.6%
Jefferson County, MO	989	2.6%
Madison County, IL	917	2.4%
Greene County, MO	894	2.3%
Jackson County, MO	497	1.3%
Boone County, MO	450	1.2%
Franklin County, MO	410	1.1%
All other county searches	5,910	15.3%
Total Contact Searches	34,771	89.7%
No County Search Done	3,981	10.3%
Total Contacts Logged	38,752	100%

Top 10 Inbound Contact Searches by Zip Code		
63136	2,206	5.7%
63118	1,294	3.3%
63115	1,212	3.1%
63121	944	2.4%
63111	921	2.4%
63116	881	2.3%
63137	778	2.0%
63106	751	1.9%
63112	717	1.9%
63135	713	1.8%
Other Zip Code Searches	24,170	62.4%
Total Contacts with ZIP Codes	34,587	89.3%
No Zip Code Search Done	4,165	10.7%
Total Contacts Logged	38,752	100%

Searches by Age		
17 and under	154	0.4%
18 - 39	12,407	32.0%
40 - 59	10,589	27.3%
60 and over	3,434	8.9%
Total Searches w/ Ages Provided	26,584	69%
No Age Given	11,932	30.8%
Refused Demo. Info. Collection	236	0.6%
Total Contacts Logged	38,752	100%

Resource Searches by Gender		
Female	24,235	62.5%
Male	6,022	15.5%
Total Callers by Gender	30,257	78.1%
Not Captured	8,259	21%
Refused Demo. Info. Collection	236	0.6%
Total Contacts Logged	38,752	100%

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	13,245	34.2%
Health & Human Svcs. Agency	7,815	20.2%
Family/Friend/Neighbor/Landlord	1,824	4.7%
Utility Company	1,552	4.0%
Television	719	1.9%
Internet/Phonebook	421	1.1%
United Way	271	0.7%
Promotional Items	177	0.5%
No Response Given/Other	12,728	32.8%
Total Contacts Logged	38,752	100%



NEMO 2-1-1

2012 3rd Quarter Report

07/01/2012 to 09/30/2012



Need/Request Categories (Reason for Contact)		
Arts/Culture/Recreation	24	0.1%
Clothing/Personal/Household	2,150	6.1%
Disaster Services	354	1.0%
Education	383	1.1%
Employment	827	2.3%
Food/Meals	1,598	4.5%
Health Care	841	2.4%
Health Care	841	2.4%
Healthcare/Utilities	22,691	64.1%
Utility Assistance	14,141	62.3%
Rent/Mortgage Assistance	4,582	20.2%
Shelter/Temporary Housing	2,628	11.6%
Housing Search Assistance	1,044	4.6%
Other Housing Services	296	1.3%
Income Support	895	2.5%
Individual/Family/Community	2,198	6.2%
Information Services	1,646	4.6%
Legal/Consumer/Public Safety	658	1.9%
Mental Health/Addictions	409	1.2%
Other Government/Economic	85	0.2%
Transportation	428	1.2%
Volunteers/Donations	166	0.5%
*Contacts w/identified Needs	49	0.1%
Total Needs/Requests Logged	35,402	100%

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

Top 3 Unmet Needs/Requests		
Electric Bill Assistance	4,218	32%
Rent/Mortgage Assistance	2,704	21%
Gas/Heating Bill Assistance	801	6%
Other Unmet Needs/Requests	5,418	41%
Total Needs/Requests Unmet	13,141	100%

Top 3 Reasons Needs are Unmet
 No Resources for Specified Need of Geographic Location
 No Resources Exists for Specified Need
 All Programs Full

Top 5 Agency Referrals		
Society of St. Vincent De Paul	10,485	13.9%
Salvation Army	8,237	10.9%
Community Action Agency	8,036	10.7%
Urban League of St. Louis	4,259	5.7%
Catholic Charities	1,986	2.6%
Other Agency Referrals	42,254	56.1%
Total Referrals	75,257	100%

Contact Types		
2-1-1	23,266	92.8%
Information Only	188	0.7%
Hang Up/Disconnect	150	0.6%
Outbound	192	0.8%
Disaster	1,276	5.1%
Total Contact Types	25,072	100.0%

Searches by Age		
17 and under	138	0.5%
18 - 39	11,393	40.3%
40 - 59	9,729	34.4%
60 and over	2,895	10.2%
Not Captured	4,145	14.6%
Total Searches w/ Ages Provided	28,300	100.0%

Resource Searches by Gender		
Female	18,571	73.8%
Male	4,361	17.3%
Not Captured	2,226	8.8%
Total Callers by Gender	25,158	100.0%

How Callers Heard About 2-1-1		
Health & Human Services Agency	7815	28.9%
Prior Knowledge/Called Before	13245	49.0%
Utility Company	1552	5.7%
Family/Friend/Neighbor/Landlord	1824	6.7%
Promotional Materials	177	0.7%
Internet/Phonebook	421	1.6%
Unknown/Did Not Recall	1063	3.9%
TV/Radio/Newspaper	760	2.8%
Billboard (Restore or UW)	36	0.1%
Other	149	0.6%
Total Contacts Logged	27,042	100.0%

Inbound Contact Searches by County		
Adair	24	0.1%
Clark	2	0.0%
Franklin	410	1.6%
Jefferson	989	3.9%
Knox	1	0.0%
Lewis	7	0.0%
Lincoln	191	0.8%
Marion	62	0.2%
Montgomery	29	0.1%
Pike	39	0.2%
Ralls	9	0.0%
Saint Charles	993	3.9%
Saint Louis	11756	46.8%
Saint Louis City	10498	41.8%
Schuyler	1	0.0%
Scotland	3	0.0%
Warren	127	0.5%
Total Contact Searches	25141	100.0%

Top 10 Inbound Contact Searches by Zip Code		
63136	2200	21.2%
63118	1294	12.5%
63115	1211	11.7%
63121	944	9.1%
63111	918	8.8%
63116	875	8.4%
63137	776	7.5%
63106	749	7.2%
63112	714	6.9%
63135	706	6.8%
Total Contacts with ZIP Codes	10387	100.0%





NWMO 2-1-1 2012 Third Quarter Report 07/01/12 to 09/30/12



Need/Request Categories (Reason for Contact)		
Arts/Culture/Recreation	2	0.1%
Clothing/Personal/Household	81	4.3%
Disaster Services	13	0.7%
Education	36	1.9%
Employment	29	1.5%
Food/Meals	113	6.0%
Health Care	146	7.7%
Housing/Utilities	939	49.6%
Utility Assistance	517	55.1%
Rent/Mortgage Assistance	144	15.3%
Shelter/Temporary Housing	213	22.7%
Housing Search Assistance	51	5.4%
Other Housing Services	14	1.5%
Income Support	116	6.1%
Individual/Family/Community	140	7.4%
Information Services	79	4.2%
Legal/Consumer/Public Safety	53	2.8%
Mental Health/Addictions	38	2.0%
Other Government/Economic	7	0.4%
Transportation	79	4.2%
Volunteers/Donations	16	0.8%
*Contacts w/identified Needs	8	0.4%
Total Needs/Requests Logged	1,895	100%

*hangup, practice, prank and phantom

*Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Electric Service Payment Assistance	203	19%
Rent Payment Assistance	77	7%
Undesignated Temporary Financial Assistance	55	5%
Other Unmet Needs/Requests	729	69%
Total Needs/Requests Unmet	1,064	100%

Top 3 Reasons Needs are Unmet		
No Resources for Specified Need in Geographic Area		
Agency Informed Client it was Out of Funds		
Client Refused Referral Given		

Top 5 Agency Referrals		
Central Missouri Community Action	209	9.7%
Salvation Army Jefferson City	160	7.4%
Columbia Boone County Department of Public Health and Human Services	135	6.3%
Voluntary Action Center	112	5.2%
Salvation Army Columbia	90	4.2%
Other Agency Referrals	1,448	67.2%
Total Referrals	2,154	100%

Contact Types		
2-1-1	1,173	96.6%
Information Only	13	1.1%
Hang Up/Disconnect	3	0.2%
Outbound	3	0.2%
Disaster	22	1.8%
Total Contact Types	1,214	100%
Searches by Age		
17 and under	9	0.7%
18 - 39	466	38.4%
40 - 59	318	26.2%
60 and over	66	5.4%
Not Captured	355	29.2%

Total Searches w/ Ages Provided		
Total Searches w/ Ages Provided	1,214	100%
Resource Searches by Gender		
Female	781	64.3%
Male	257	21.2%
Not Captured	176	14.5%
Total Callers by Gender	1,214	100%

How Callers Heard About 2-1-1		
Health & Human Services Agency	426	44.2%
Prior Knowledge/Called Before	293	30.4%
Utility Company	102	10.6%
Family/Friend/Neighbor/Landlord	61	6.3%
Promotional Materials	17	1.8%
Internet/Phonebook	27	2.8%

Unknown/Did Not Recall	16	1.7%
TV/Radio/Newspaper	5	0.5%
Billboard (Restore or UW)	2	0.2%
Other	14	1.5%
Total Contacts Logged	963	100%



Inbound Contact Searches by County		
Atchison	8	0.7%
Audrain	81	6.7%
Boone	450	37.1%
Callaway	119	9.8%
Carroll	4	0.3%
Chariton	9	0.7%
Cole	232	19.1%
Cooper	46	3.8%
Daviess	8	0.7%
Gentry	11	0.9%
Grundy	12	1.0%
Harrison	13	1.1%
Holt	7	0.6%
Howard	23	1.9%
Linn	11	0.9%
Livingston	15	1.2%
Macon	8	0.7%
Mercer	0	0.0%
Moniteau	17	1.4%
Monroe	15	1.2%
Nodaway	28	2.3%
Putnam	1	0.1%
Randolph	85	7.0%
Shelby	2	0.2%
Sullivan	5	0.4%
Worth	4	0.3%

Total Contact Searches		
Total Contact Searches	1,214	100%
Top 10 Inbound Contact Searches by Zip Code		

65202 (Boone)	202	16.6%
65101 (Cole)	118	9.7%
65203 (Boone)	109	9.0%
65109 (Cole)	94	7.7%
65201 (Boone)	88	7.2%
65265 (Audrain)	75	6.2%
65270 (Randolph)	71	5.8%
65251 (Callaway)	58	4.8%
65233 (Cooper)	38	3.1%
65043 (Callaway)	36	3.0%

Other Zip Codes	325	26.8%
Total Contacts with ZIP Codes	1,214	100%



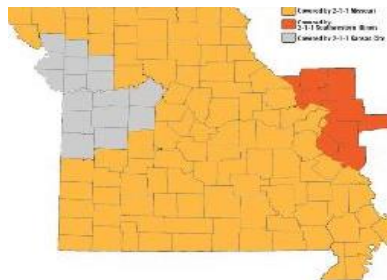
SEMO 2-1-1 2012 3rd Quarter Report 07/01/12 to 09/30/12



Need/Request Categories (Reason for Contact)		
Arts/Culture/Recreation	3	0.1%
Clothing/Personal/Household	102	4.3%
Disaster Services	26	1.1%
Education	33	1.4%
Employment	26	1.1%
Food/Meals	131	5.5%
Health Care	150	6.4%
Housing/Utilities	1,310	55.5%
Utility Assistance	861	65.7%
Rent/Mortgage Assistance	176	13.4%
Shelter/Temporary Housing	198	15.1%
Housing Search Assistance	63	4.8%
Other Housing Services	12	0.9%
Income Support	142	6.0%
Individual/Family/Community	122	5.2%
Information Services	119	5.0%
Legal/Consumer/Public Safety	51	2.2%
Mental Health/Addictions	48	2.0%
Other Government/Economic	12	0.5%
Transportation	72	3.0%
Volunteers/Donations	10	0.4%
*Contacts w/identified Needs	4	0.2%
Total Needs/Requests Logged	2,361	100%
<i>*hangup, practice, prank and phantom</i>		
<i>*Total needs may differ from total calls handled</i>		
Top 3 Unmet Needs/Requests		
Electric Service Payment Assistance	475	30%
Rent Payment Assistance	75	5%
Homeless Shelter	56	4%
Other Unmet Needs/Requests	967	61%
Total Needs/Requests Unmet	1,573	100%
Top 3 Reasons Needs are Unmet		
No Known Resources for Need in Geographic Area		
No Resources Exist for Specified Need		
Agency Informed Client It was Out of Funds		
Top 5 Agency Referrals		
#1- East Missouri Action Agency	359	12.9%
#2- DAEOC	347	12.5%
#3- Society of St. Vincent De Paul of S	190	6.8%
#4- St. Vincents Christian Service Org	111	4.0%
#5- Rural Parish Workers of Christ the	49	1.8%
Other Agency Referrals	1,729	62.1%
Total Referrals	2,785	100%

Contact Types			
2-1-1	1,547	96.1%	
Information Only	8	0.5%	
Hang Up/Disconnect	12	0.7%	
Outbound	3	0.2%	
Disaster	39	2.4%	
Total Contact Types	1,609	100.0%	
Searches by Age			
17 and under	6	0.4%	
18 - 39	578	35.6%	
40 - 59	467	28.8%	
60 and over	454	28.0%	
Not Captured	117	7.2%	
Total Searches w/ Ages Provided	1,622	100.0%	
Resource Searches by Gender			
Female	1,122	69.4%	
Male	301	18.6%	
Not Captured	194	12.0%	
Total Callers by Gender	1,617	100.0%	
How Callers Heard About 2-1-1			
Health & Human Services Agency	606	46.0%	
Prior Knowledge/Called Before	355	27.0%	
Utility Company	179	13.6%	
Family/Friend/Neighbor/Landlord	77	5.8%	
Promotional Materials	16	1.2%	
Internet/Phonebook	25	1.9%	
Unknown/Did Not Recall	29	2.2%	
TV/Radio/Newspaper	11	0.8%	
Billboard (Restore or UW)	19	1.4%	
Other	0	0.0%	
Total Contacts Logged	1,317	100.0%	

Inbound Contact Searches by County		
Bollinger	4	0.2%
Butler	102	6.3%
Cape Girardeau	194	12.0%
Carter	7	0.4%
Crawford	49	3.0%
Dent	14	0.9%
Dunklin	86	5.3%
Gasconade	27	1.7%
Iron	27	1.7%
Madison	30	1.9%
Maries	14	0.9%
Mississippi	60	3.7%
New Madrid	91	5.6%
Oregon	9	0.6%
Osage	20	1.2%
Pemiscot	100	6.2%
Perry	14	0.8%
Phelps	55	3.4%
Pulaski	34	2.1%
Reynolds	6	0.3%
Ripley	14	0.9%
Saint Francois	290	17.9%
Saint Genevieve	22	1.4%
Scott	124	8.0%
Shannon	4	0.2%
Stoddard	84	5.2%
Texas	11	0.7%
Washington	100	6.2%
Wayne	25	1.5%
Total Contact Searches	1617	100.0%
Top 10 Inbound Contact Searches by Zip Code		
#1- St. Francois	294	18.0%
#2- Cape Girardeau	194	11.9%
#3- Scott	126	7.7%
#4- Butler	104	6.4%
#5- Washington	103	6.3%
#6- Pemiscot	101	6.2%
#7- New Madrid	91	5.6%
#8- Dunklin	88	5.4%
#9- Stoddard	84	5.1%
#10- Mississippi	60	3.7%
All other contacts with ZIP Codes	388	23.8%
Total Contacts with ZIP Codes	1633	100.0%





SWIL 2-1-1 2012 3rd Quarter Report 07/01/12 to 09/30/12



Need/Request Categories (Reason for Contact)

Arts/Culture/Recreation	2	0.1%
Clothing/Personal/Household	267	7.1%
Disaster Services	58	1.6%
Education	49	1.3%
Employment	84	2.2%
Food/Meals	158	4.2%
Health Care	141	3.8%
Housing/Utilities	2,266	60.7%
Utility Assistance	1,290	56.9%
Rent/Mortgage Assistance	438	19.3%
Shelter/Temporary Housing	399	17.6%
Housing Search Assistance	108	4.8%
Other Housing Services	31	1.4%
Income Support	155	4.1%
Individual/Family/Community	155	4.1%
Information Services	172	4.6%
Legal/Consumer/Public Safety	71	1.9%
Mental Health/Addictions	65	1.7%
Other Government/Economic	9	0.2%
Transportation	66	1.8%
Volunteers/Donations	14	0.4%
*Contacts w/identified Needs	3	0.1%

Total Needs/Requests Logged

3,735 100%
**hangup, practice, prank and phantom*
**Total needs may differ from total calls handled*

Top 3 Unmet Needs/Requests

Electric Service Paymt Assistance	512	28%
Rent/Mortgage Assistance	220	12%
Water Service Paymt Assistance	98	5%
Other Unmet Needs/Requests	1,023	55%

Total Needs/Requests Unmet

1,853 100%

Top 3 Reasons Needs are Unmet

No Resources for Specified Need
 No Resources Exist for Specified Need
 All Programs Full

Top 5 Agency Referrals

St. Clair County Intergovt' Grants	797	14.3%
Salvation Army	548	9.8%
Madison County Urban League	311	5.6%
St. Mark Lutheran Church Belleville	309	5.5%
Catholic Charities of Madison Co.	159	2.9%
Other Agency Referrals	3,445	61.9%
Total Referrals	5,569	100%

Contact Types

2-1-1	2,275	91.3%
Information Only	0	0.0%
Hang Up/Disconnect	11	0.4%
Outbound	24	1.0%
Disaster	182	7.3%
Total Contact Types	2,492	100.0%

Searches by Age

17 and under	15	0.6%
18 - 39	945	37.5%
40 - 59	786	31.2%
60 and over	190	7.5%
Not Captured	582	23.1%

Total Searches w/ Ages Provided

2,518 100.0%

Resource Searches by Gender

Female	1,774	70.5%
Male	429	17.1%
Not Captured	312	12.4%

Total Callers by Gender

2,515 100.0%

How Callers Heard About 2-1-1

Health & Human Services Agency	723	35.3%
Prior Knowledge/Called Before	775	37.8%
Utility Company	142	6.9%
Family/Friend/Neighbor/Landlord	173	8.4%
Promotional Materials	18	0.9%
Internet/Phonebook	34	1.7%
Unknown/Did Not Recall	32	1.6%
TV/Radio/Newspaper	104	5.1%
Billboard (Restore or UW)	26	1.3%
Other	22	1.1%

Total Contacts Logged

2,049 100.0%

Inbound Contact Searches by County

Calhoun County	5	0.2%
Clinton County	15	0.6%
Greene County	8	0.3%
Jersey County	19	0.8%
Macoupin County	41	1.6%
Madison County	917	36.5%
Monroe County	23	0.9%
Randolph County	28	1.1%
Saint Clair County	1458	58.0%

Total Contact Searches

2514 100.0%

Top 10 Inbound Contact Searches by Zip Code

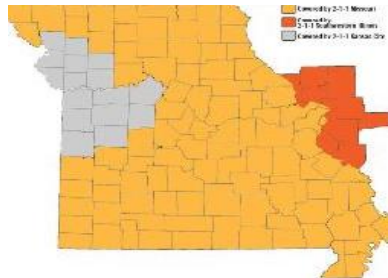
62002	240	9.5%
62226	197	7.8%
62040	176	6.9%
62206	160	6.3%
62220	134	5.3%
62207	132	5.2%
62204	127	5.0%
62205	117	4.6%
62221	104	4.1%
62234	104	4.1%

Other Zip Codes

1043 41.2%

Total Contacts with ZIP Codes

2534 100.0%





SWMO 2-1-1 2012 3rd Quarter Report 07/01/12 to 09/30/12



Need/Request Categories (Reason for Contact)		
Arts/Culture/Recreation	4	0.1%
Clothing/Personal/Household	151	5.1%
Disaster Services	22	0.7%
Education	40	1.4%
Employment	57	1.9%
Food/Meals	292	10.0%
Health Care	304	10.4%
Housing/Utilities	1,152	39.3%
Utility Assistance	699	60.7%
Rent/Mortgage Assistance	332	28.8%
Shelter/Temporary Housing	357	31.0%
Housing Search Assistance	81	7.0%
Other Housing Services	244	21.2%
Income Support	169	5.8%
Individual/Family/Community	183	6.2%
Information Services	220	7.5%
Legal/Consumer/Public Safety	84	2.9%
Mental Health/Addictions	84	2.9%
Other Government/Economic	7	0.2%
Transportation	138	4.7%
Volunteers/Donations	22	0.7%
*Contacts w/identified Needs	5	0.2%
Total Needs/Requests Logged	2,934	100%
<i>*hangup, practice, prank and phantom</i>		
<i>*Total needs may differ from total calls handled</i>		
Top 3 Unmet Needs/Requests		
Electric Bill Assistance	342	18%
Rent/Mortgage Assistance	172	9%
Homeless Shelter	106	6%
Other Unmet Needs/Requests	1,277	67%
Total Needs/Requests Unmet	1,897	100%
Top 3 Reasons Needs are Unmet		
No Resources for Specified Need in Geog Area		
Agency Informed Client It Was Out of Funds		
Client Refused Referral Given		
Top 5 Agency Referrals		
Ozarks Area Comm. Action Agency	498	14.0%
One Door	247	6.9%
Salvation Armies	241	6.8%
The Kitchen, Inc.	228	6.4%
Soc. Of St. Vinc. de Paul of St. Mary's	176	4.9%
Other Agency Referrals	2,174	61.0%
Total Referrals	3,564	100%

Contact Types		
2-1-1	2,010	97.8%
Information Only	0	0.0%
Hang Up/Disconnect	11	0.5%
Outbound	5	0.2%
Disaster	29	1.4%
Total Contact Types	2,055	100.0%
Searches by Age		
17 and under	12	0.6%
18 - 39	720	34.3%
40 - 59	600	28.6%
60 and over	152	7.2%
Not Captured	616	29.3%
Total Searches w/ Ages Provided	2,100	100.0%
Resource Searches by Gender		
Female	1,352	64.5%
Male	462	22.0%
Not Captured	283	13.5%
Total Callers by Gender	2,097	100.0%
How Callers Heard About 2-1-1		
Health & Human Services Agency	833	50.0%
Prior Knowledge/Called Before	481	28.9%
Utility Company	107	6.4%
Family/Friend/Neighbor/Landlord	104	6.2%
Promotional Materials	18	1.1%
Internet/Phonebook	53	3.2%
Unknown/Did Not Recall	32	1.9%
TV/Radio/Newspaper	9	0.5%
Billboard (Restore or UW)	3	0.2%
Other	27	1.6%
Total Contacts Logged	1,667	100.0%

Inbound Contact Searches by County		
Greene	894	42.7%
Jasper	337	16.1%
Taney	90	4.3%
Christian	85	4.1%
Camden	60	2.9%
Lawrence	59	2.8%
Miller	58	2.8%
Barry	47	2.2%
Webster	46	2.2%
Newton	45	2.1%
Howell	40	1.9%
Laclede	36	1.7%
Polk	33	1.6%
St. Clair	33	1.6%
Stone	32	1.5%
Vernon	30	1.4%
Benton	29	1.4%
Wright	25	1.2%
Morgan	21	1.0%
Dallas	18	0.9%
McDonald	17	0.8%
Cedar	16	0.8%
Barton	14	0.7%
Douglas	11	0.5%
Dade	8	0.4%
Ozark	6	0.3%
Hickory	5	0.2%
Total Contact Searches	2095	100.0%
Top 10 Inbound Contact Searches by Zip Code		
65803	254	11.2%
65802	214	9.4%
64801	156	6.9%
65807	134	5.9%
64804	81	3.6%
65806	78	3.4%
65804	74	3.3%
65026	43	1.9%
64870	35	1.5%
65714	34	1.5%
Contact with other ZIP codes	1169	51.5%
Total Contacts with ZIP Codes	2272	100.0%

