



2-1-1 Missouri / Southwest Illinois 3rd Quarter Report July - September, 2013



Total Calls/Contacts		
Total Calls Presented (Received)	49,654	
Total Calls Handled (Answered)	36,923	74%
Total Contacts Logged	37,015	

Note: Special Projects occurred logging more contacts.

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	403	0.9%
Clothing/Personal/Household Needs	2,944	6.2%
Disaster Services	281	0.6%
Education	527	1.1%
Employment	634	1.3%
Food/Meals	2,458	5.2%
Health Care	2,993	6.3%
Housing/Utilities	27,834	58.8%
Electric Service Payment Assistance	15,790	57%
Housing/Shelter	5,961	21%
Rent Payment Assistance	4,044	15%
Gas Service Payment Assistance	2,039	7%
Income Support/Assistance	1,229	2.6%
Individual, Family and Community Information Services	2,412	5.1%
Legal, Consumer and Public Safety & Mental Health/Addictions	1,149	2.4%
Other Government/Economic Services	974	2.1%
Transportation	1,024	2.2%
Volunteers/Donations	307	0.6%
Total	47,344	100%

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Electric Service Payment Assistance	2275	17%
Rent Payment Assistance	1693	13%
Rental Deposit Assistance	732	5%
All Other Unmet Services	8784	65%
Total Needs/Requests Unmet	13,484	100%

Top 3 Reasons Needs are Unmet		
No Known Resource		
Service Unavailable(out of funds, waiting list too long)		
Personal Barrier(no longer needed, refused referral, hang up)		

Top 5 Agency Site Referrals		
Salvation Army - Stratford Commons	4,836	8.2%
Joint Neighborhood Ministry	1,762	3.0%
St. Vincent De Paul, Blessed Teresa	1,519	2.6%
Community Action Agency	1,448	2.5%
Salvation Army - Temple Corps	1,403	2.4%
Other Referrals	47,913	81.4%
Total Referrals	58,881	100%

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

Contact Types		
Referral	32022	86.5%
Call Back (no answer/no need)	1982	5.4%
Hang-up	1356	3.7%
Information Only	1169	3.2%
Inappropriate	405	1.1%
Advocacy	23	0.1%
Crisis	34	0.1%
Test Call	24	0.1%
Total	37,015	100%

Disaster Calls by County		
Pulaski	45	50.6%
Saint Louis	24	27.0%
Phelps	9	10.1%
Saint Louis City	3	3.4%
Cole	2	2.2%
McDonald	2	2.2%
Benton	1	1.1%
Boone	1	1.1%
Callaway	1	1.1%
Jefferson	1	1.1%
Total	89	100%

Disaster Needs Requests		
Disaster Relief Services	25	24.3%
Spontaneous Volunteer Management	21	20.4%
Disaster Specific Home Repair	17	16.5%
Disaster Related Debris Removal	8	7.8%
General Minor Home Repair Programs	6	5.8%
Disaster Recovery Centers	6	5.8%
Electric Service Payment Assistance	3	2.9%
General Disaster Information	6	5.8%
Household Goods Vouchers	6	5.8%
Disaster Relief/Recovery Organization	5	4.9%
Total Need Requests	103	100%

Top Disaster Referred Agencies		
United Way Of Greater St. Louis	23	31.1%
American Red Cross, Heart Of MO	17	23.0%
American Red Cross, St. Louis Area	8	10.8%
Pulaski County Flooding Call Center	6	8.1%
Good Samaritan Resource Center	5	6.8%
Americorps	3	4.1%
Franciscan Connection	3	4.1%
Mid East Area Agency On Aging	3	4.1%
Phelps Emergency Management	3	4.1%
St Vincent - Blessed Teresa	3	4.1%
Total Amongst Top	74	100%

Note: Referrals are based on site, not Agency.

Disasters Included:		
Flooding in Pulaski, Phelps, Taney, Miller, Laclede, and Maries Counties		

Top 10 Inbound Contact Searches by County		
Saint Louis	11414	30.8%
Saint Louis City	9059	24.5%
Not Recorded	5104	13.8%
Saint Clair	1479	4.0%
Saint Charles	1159	3.1%
Jefferson	959	2.6%
Madison	915	2.5%
Greene	821	2.2%
Franklin	487	1.3%
Boone	389	1.1%
Other Counties	5229	14.1%
Total	37,015	100%

Top 10 Inbound Contact Searches by Zip Code		
Not Recorded	4939	13.3%
63136	2012	5.4%
63118	1085	2.9%
63115	968	2.6%
63116	889	2.4%
63121	812	2.2%
63111	807	2.2%
63137	773	2.1%
63114	694	1.9%
63033	676	1.8%
Other Zip	23360	63.1%
Total	37,015	100%

Searches by Age		
17 and under	116	0.3%
18 - 39	13380	36.1%
40 - 59	10868	29.4%
60 and over	3245	8.8%
Not Recorded	9406	25.4%
Total Searches w/ Ages	37,015	100%

Resource Searches by Gender		
Female	24546	66%
Male	6393	17%
Not recorded	6076	16%
Total	37,015	100%

How Callers Heard About 2-1-1		
Not Recorded/Previous Caller	18509	50%
Agency	9753	26.3%
Friend/Relative	2713	7.3%
Other	2141	5.8%
Utility Company	1950	5.3%
Media - TV, Radio, Social, etc	607	1.6%
Website	548	1.5%
Promotional Materials	483	1.3%
UW Workplace Campaign	151	0.4%
Landlord	78	0.2%
Refused	51	0.1%
St. Louis City - Mayor Wellness C	31	0.1%
Total	37,015	100%

