

2-1-1 Missouri / Southwest Illinois 3rd Quarter Report July-September, 2011

Total Calls/Contacts		
Total Calls Presented (Received)	52,643	
Total Calls Handled (Answered)	36,059	68%
Total Contacts Logged	36,609	

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	34	0.1%
Basic Needs	35,492	65.8%
Electric Bill Assistance	15,846	44.6%
Rent Payment Assistance	3,521	9.9%
Gas Service Payment Assistance	2,856	8.0%
Other Housing/Utility Needs	3,923	11.1%
Clothing/Pers./Household Needs	3,159	8.9%
Shelter	1,951	5.5%
Food/Emergency/Other	1,882	5.3%
Income Support	1,485	4.2%
Transportation Assistance	869	2.4%
Disaster Services	1,191	2.2%
Education	545	1.0%
Employment	962	1.8%
Information Services	6,603	12.2%
Individual/Family Support	3,033	5.6%
Health Care	1,551	2.9%
Mental Health/Counseling	1,053	2.0%
Legal Services	795	1.5%
Other Government/Economic Services	99	0.2%
Volunteers/Donations (Non-Disaster)	354	0.7%
Calls without Needs*	2,268	4.2%
Total Needs/Requests Logged	53,980	100%

*hangup, practice, prank and phantom

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Electric Bill Assistance	6,087	36.5%
Gas/Heating Fuel Assistance	1,229	7.4%
Rent Payment Assistance	1,096	6.6%
All Other Unmet Services	8,278	49.6%
Total Needs/Requests Unmet	16,690	100%

Top 3 Reasons Needs are Unmet		
No Known Resources for Need in Geographic Area		
Agency Informed Client It Was Out Of Funds		
Client Doesn't Meet Requirements/Refused Referral		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	13,882	17.1%
Urban League of Metro. St. Louis	4,744	5.9%
Salvation Army	3,990	4.9%
CAASTL	3,738	4.6%
Heat Up/Cool Down STL	3,103	3.8%
Other Referrals	51,605	63.7%
Total Referrals	81,062	100%

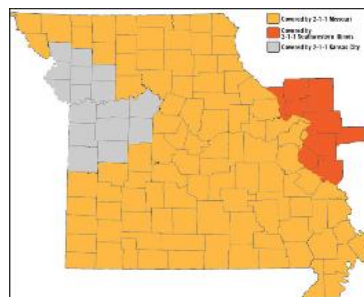
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	32,154	87.8%
Hang Up/Disconnect	2,300	6.3%
Information Only/Not Recorded	1,654	4.5%
Disaster	373	1.0%
Outbound	90	0.2%
Crisis	38	0.1%
Total Contact Types	36,609	100%

Top 2 Website Searches by Category		
Basic Needs	3,408	
Housing/Shelter	1,246	
Food	676	
Health Care	8,830	
Health Support Services	3,140	
Screening/Diagnostic	1,235	
Individual and Family Life	3,704	
Support Services	1,553	
Leisure Activities	785	
Org/Comm/Int. Services	2,032	
Information Services	641	
Disaster Services	214	
Other Searches	41,602	
Total Category Searches	59,576	

Top 5 Website Searches by Zip Code		
63116	564	
63136	426	
65807	403	
63114	327	
63111	318	
Zip Code Not Provided	50,018	
All Other Zip Codes	15,489	
Total Zip Code Searches	67,545	

Top 5 Website Searches by City		
St. Louis/St. Louis City	9,541	
Joplin, MO	4,272	
Springfield, MO	1,178	
Florissant, MO	716	
St. Charles, MO	517	
All Other Cities	9,166	
City Not Provided	42,155	
Total Zip Code Searches	67,545	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	11,961	32.7%
St. Louis City, MO	11,108	30.3%
St. Charles County, MO	974	2.7%
Greene County, MO	856	2.3%
Jefferson County, MO	815	2.2%
Jasper County, MO	750	2.0%
Boone County, MO	513	1.4%
Franklin County, MO	489	1.3%
Saint Francois County, MO	651	1.8%
Franklin County, MO	338	0.9%
All other county searches	5809	15.9%
Total Contact Searches	34,264	90.0%
No County Search Done	2,899	10.0%
Total Contacts Logged	36,609	100%

Top 10 Inbound Contact Searches by Zip Code		
63136	2,386	6.5%
63118	1,365	3.7%
63115	1,274	3.5%
63121	1,031	2.8%
63106	915	2.5%
63111	892	2.4%
63116	845	2.3%
63112	809	2.2%
63137	804	2.2%
63114	754	2.1%
Other Zip Code Searches	22,662	61.9%
Total Contacts with ZIP Codes	33,737	92.2%
No Zip Code Search Done	2,872	7.8%
Total Contacts Logged	36,609	100%

Searches by Age		
17 and under	172	0.5%
18 - 39	11,787	32.2%
40 - 59	11,203	30.6%
60 and over	3,749	10.2%
Total Searches w/ Ages Provided	26,911	74%
No Age Given	9,592	26.2%
Refused Demo. Info. Collection	106	0.3%
Total Contacts Logged	36,609	100%

Resource Searches by Gender		
Female	24,960	68.2%
Male	5,959	16.3%
Total Callers by Gender	30,919	84.5%
Not Captured	5,584	15%
Refused Demo. Info. Collection	106	0.8%
Total Contacts Logged	36,609	100%

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	11,041	30.2%
Health & Human Svcs. Agency	8,064	22.0%
Utility Company	2,832	7.7%
Family/Friend/Neighbor/Landlord	2,554	7.0%
Unknown/Did Not Recall	1,019	2.8%
TV/Radio/Newspaper	904	2.5%
Internet/Phonebook	527	1.4%
Promotional Materials	478	1.3%
No Response Given/Other	9,190	25.1%
Total Contacts Logged	36,609	100%

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For more information regarding 2-1-1, contact Regina Greer at regina.greer@stl.unitedway.org