

2-1-1 Missouri / Southwest Illinois 1st Quarter Report January-March, 2011

Total Calls/Contacts		
Total Calls Presented (Received)	25,098	
Total Calls Handled (Answered)	23,868	95%
Total Contacts Logged	24,127	

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	54	0.2%
Basic Needs	19,347	56.1%
Electric Bill Assistance	4,493	23.2%
Gas/Heating Fuel Assistance	2,535	13.1%
Rent Payment Assistance	3,075	15.9%
Other Housing/Utility Needs	2,720	14.1%
Clothing/Pers./Household Needs	1,082	5.6%
Shelter	946	4.9%
Food/Emergency/Other	1,405	7.3%
Income Support	2,415	12.5%
Transportation Assistance	676	3.5%
Disaster Services	435	1.3%
Education	107	0.3%
Employment	545	1.6%
Information Services	6,292	18.3%
Individual/Family Support	1,772	5.1%
Health Care	1,568	4.5%
Mental Health/Counseling	990	2.9%
Legal Services	987	2.9%
Other Government/Economic Services	160	0.5%
Volunteers/Donations	403	1.2%
Calls without Contacts	1,815	5.3%
Total Needs/Requests Logged	34,475	100%

*hangup, practice, prank and phantom

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Rent Payment Assistance	2,036	21.8%
Electric Bill Assistance	1,359	14.6%
Gas/Heating Fuel Assistance	621	6.7%
All Other Unmet Services	5,303	56.9%
Total Needs/Requests Unmet	9,319	100%

Top 3 Reasons Needs are Unmet		
No Known Resources for Need in Geographic Area		
Client Refused Referral		
Client Does Not Meet Eligibility Requirements		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	4,048	9.6%
Community Action Agency STL	1,947	4.6%
Catholic Charities of St. Louis	1,254	3.0%
Human Development Corp.	1,207	2.9%
St. Patrick Center	917	2.2%
Other Referrals	32,818	77.8%
Total Referrals	42,191	100%

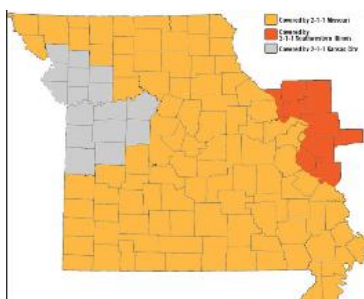
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	19,510	80.9%
Information Only	1,921	8.0%
Hang Up/Disconnect	1,815	7.5%
Disaster	821	3.4%
Outbound	60	0.2%
Total Contact Types	24,127	100%

Top 2 Website Searches by Category		
Basic Needs	11,615	
Housing/Shelter	4,419	
Food	2,206	
Health Care	7,475	
Health Support Services	2,746	
Screening/Diagnostic	1,069	
Individual and Family Life	6,366	
Support Services	4,045	
Leisure Activities	1,664	
Org/Comm/Int. Services	5,828	
Information Services	2,050	
Disaster Services	600	
Other Searches	23,380	
Total Category Searches	54,664	

Top 5 Website Searches by Zip Code		
63130	301	
63112	274	
63301	248	
65613	241	
65203	187	
Zip Code Not Provided	51,737	
All Other Zip Codes	9,103	
Total Zip Code Searches	62,091	

Top 5 Website Searches by City		
St. Louis City/County, MO	4,249	
Springfield, MO	648	
Columbia, MO	639	
St. Charles, MO	506	
Florissant, MO	314	
All Other Cities	6,247	
City Not Provided	49,488	
Total Zip Code Searches	62,091	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	7,479	31.0%
St. Louis City, MO	6,342	26.3%
St. Charles County, MO	746	3.1%
St. Clair County, IL	684	2.8%
Greene County, MO	596	2.5%
Madison County, IL	580	2.4%
Jefferson County, MO	567	2.4%
Boone County, MO	528	2.2%
Franklin County, MO	425	1.8%
St. Francois County, MO	239	1.0%
All other county searches	3491	14.5%
Total Contact Searches	21,677	90.0%
No County Search Done	2,450	10.0%
Total Contacts Logged	24,127	100%

Top 10 Inbound Contact Searches by Zip Code		
63136	1,330	5.5%
63118	969	4.0%
63115	726	3.0%
63121	651	2.7%
63116	567	2.4%
63111	505	2.1%
63113	428	1.8%
63114	426	1.8%
63137	419	1.7%
63112	388	1.6%
Other Zip Code Searches	15,386	63.8%
Total Contacts with ZIP Codes	21,795	90.3%
No Zip Code Search Done	2,332	9.7%
Total Contacts Logged	24,127	100%

Searches by Age		
17 and under	195	0.8%
18 - 39	6,131	25.4%
40 - 59	6,507	27.0%
60 and over	2,217	9.2%
Total Searches w/ Ages Provided	15,050	62%
No Age Given	9,077	37.6%
Total Contacts Logged	24,127	100%

Resource Searches by Gender		
Female	14,210	58.9%
Male	4,783	19.8%
Total Callers by Gender	18,993	78.7%
Not Captured	5,134	21%
Total Contacts Logged	24,127	100%

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	6,874	28.5%
Health & Human Svcs. Agency	4,910	20.4%
Unknown/Did Not Recall	422	1.7%
Utility Company	894	3.7%
Family/Friend/Neighbor/Landlord	1,150	4.8%
Promotional Materials	511	2.1%
TV/Radio/Newspaper	569	2.4%
Internet/Phonebook	258	1.1%
No Response Given	8,539	35.4%
Total Contacts Logged	24,127	100%

