

2-1-1 Missouri / Southwest Illinois 2010 Summary Report

Total Calls/Contacts		
Total Calls Presented (Received)	137,980	
Total Calls Handled (Answered)	124,902	91%
Total Contacts Logged	127,199	

Quarterly Comparison		
1st Quarter Total Calls Handled	22,059	
2nd Quarter Total Calls Handled	28,779	
3rd Quarter Total Calls Handled	44,795	
4th Quarter Total Calls Handled	31,446	

Need/Request Categories (Reason for Contact)		
Basic Needs	101,538	63.0%
Electric Bill Assistance	35,959	22.3%
Gas/Heating Fuel Assistance	13,503	8.4%
Rent Payment Assistance	16,287	10.1%
Other Housing/Utility Needs	10,804	6.7%
Clothing/Pers./Household Needs	6,249	3.9%
Shelter	3,473	2.2%
Food/Emergency/Other	5,709	3.5%
Income Support	5,410	3.4%
Transportation Assistance	2,123	1.3%
Information Services	22,727	14.1%
Individual/Family Support	8,595	5.3%
Health Services	5,762	3.6%
Mental Health/Counseling	3,758	2.3%
Legal Services	3,524	2.2%
All Other Needs Identified	6,573	4.1%
Outbound Calls	1,838	1.0%
Calls Handled w/o Need*	6,861	4.3%
Total Needs/Requests Logged	161,176	100%

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

Top 3 Unmet Needs/Requests		
Electric Bill Assistance	9,269	22.8%
Rent Payment Assistance	8,767	21.6%
Gas/Heating Fuel Assistance	3,369	8.3%
All Other Unmet Services	19,211	47.3%
Total Needs/Requests Unmet	40,616	100%

Top 3 Reasons Needs are Unmet		
No Known Resources for Need in Geographic Area		
Programs full/Funds exhausted		
Client Does Not Meet Eligibility Requirements		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	25,806	14.0%
Community Action Agency STL	9,712	5.3%
Urban League	6,852	3.7%
Catholic Charities	6,829	3.7%
PAKT	2,403	1.3%
Other Referrals	132,100	71.9%
Total Referrals	183,702	100%

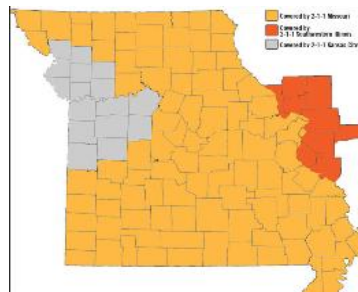
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	101,345	79.7%
Information Only	15,466	12.2%
Hang Up/Disconnect	8,134	6.4%
Disaster	253	0.2%
Outbound	2,001	1.6%
Total Contact Types	127,199	100%

Top 2 Website Searches by Category		
Basic Needs	52,629	
Housing/Shelter	19,344	
Temp. Financial Asst.	11,559	
Health Care	36,595	
Health Support Services	13,755	
Screening/Diagnostic	5,121	
Organizational/Community	22,411	
Information Services	6,199	
Community Services	2,744	
Individual and Family Life	24,188	
Support Services	15,090	
Leisure Activities	6,328	
Other Searches	113,511	
Total Category Searches	249,334	

Top 5 Website Searches by Zip Code		
65201	959	
63136	895	
63118	783	
63114	684	
63376	585	
Zip Code Not Provided	222,389	
All Other Zip Codes	41,445	
Total Zip Code Searches	267,740	

Top 7 Website Searches by City		
St. Louis City/County	82,590	
Springfield, MO	16,862	
Columbia, MO	2285	
Belleville, IL	1,158	
Joplin, MO	842	
Jefferson City, MO	598	
Fayette, MO	355	
All Other Cities	22,105	
City Not Provided	140,945	
Total Zip Code Searches	267,740	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	44,008	34.6%
St. Louis City, MO	32,879	25.8%
St. Clair County, IL	3,874	30.4%
St. Charles County, MO	3,621	2.8%
Madison County, IL	2,865	2.2%
Jefferson County, MO	2,626	2.0%
Greene County, MO	2,565	2.0%
Boone County, MO	2,308	1.8%
Franklin County, MO	1,708	1.3%
Jasper County, MO	760	0.5%
All Other County Searches	19,156	15.0%
Total Contact Searches	116,370	91.3%
No County Search Done	10,829	8.6%
Total Contacts Logged	127,199	100%

Top 10 Inbound Contact Searches by Zip Code		
63136	8,407	6.6%
63118	4,597	3.6%
63121	3,663	2.9%
63115	3,578	2.8%
63114	2,964	2.3%
63116	2,757	2.2%
63138	2,185	1.7%
63137	2,162	1.7%
63033	1,909	1.5%
63135	1,052	0.8%
Other Zip Code Searches	78,599	61.8%
Total Contacts with ZIP Codes	111,873	88.0%
No Zip Code Search Done	15,326	12.0%
Total Contacts Logged	127,199	100%

Searches by Age		
17 and under	1,141	0.9%
18 - 39	36,183	28.4%
40 - 59	30,459	23.9%
60 and over	8,627	6.8%
Total Searches w/ Ages Provided	76,410	60%
No Age Given	50,789	39.9%
Total Contacts Logged	127,199	100%

Resource Searches by Gender		
Female	79,653	62.6%
Male	20,535	16.1%
Total Callers by Gender	100,188	78.8%
Not Captured	27,011	21%
Total Contacts Logged	127,199	100%

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	33,594	26.4%
Health & Human Svcs. Agency	24,505	19.3%
Unknown/Did Not Recall	7,460	5.9%
Utility Company	5,969	4.7%
Family/Friend/Neighbor/Landlord	4,787	3.8%
Promotional Materials	1,977	1.6%
TV/Radio/Newspaper	2,035	1.6%
Internet/Phonebook	1,032	0.8%
No Response Given	45,840	36.0%
Total Contacts Logged	127,199	100%

