

## 2-1-1 Missouri / Southwest Illinois 2nd Quarter Report April-June, 2011

Total Calls/Contacts		
Total Calls Presented (Received)	48,757	
Total Calls Handled (Answered)	40,473	83%
Total Contacts Logged	38,807	

Need/Request Categories (Reason for Contact)		
<b>Arts, Culture and Recreation</b>	<b>83</b>	<b>0.2%</b>
<b>Basic Needs</b>	<b>26,120</b>	<b>49.6%</b>
Electric Bill Assistance	8,846	33.9%
Gas/Heating Fuel Assistance	2,732	10.5%
Rent Payment Assistance	3,480	13.3%
Other Housing/Utility Needs	2,778	10.6%
Clothing/Pers./Household Needs	2,230	8.5%
Shelter	1,842	7.1%
Food/Emergency/Other	1,882	7.2%
Income Support	1,543	5.9%
Transportation Assistance	787	3.0%
<b>Disaster Services</b>	<b>10,367</b>	<b>19.7%</b>
<b>Education</b>	<b>138</b>	<b>0.3%</b>
<b>Employment</b>	<b>671</b>	<b>1.3%</b>
<b>Information Services</b>	<b>7,122</b>	<b>13.5%</b>
<b>Individual/Family Support</b>	<b>1,845</b>	<b>3.5%</b>
<b>Health Care</b>	<b>1,497</b>	<b>2.8%</b>
<b>Mental Health/Counseling</b>	<b>954</b>	<b>1.8%</b>
<b>Legal Services</b>	<b>968</b>	<b>1.8%</b>
<b>Other Government/Economic Services</b>	<b>93</b>	<b>0.2%</b>
<b>Volunteers/Donations (Non-Disaster)</b>	<b>433</b>	<b>0.8%</b>
<b>Calls without Needs*</b>	<b>2,373</b>	<b>4.5%</b>
<b>Total Needs/Requests Logged</b>	<b>52,664</b>	<b>100%</b>

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

Top 3 Unmet Needs/Requests		
Electric Bill Assistance	3,310	21.3%
Rent Payment Assistance	2,171	14.0%
Gas/Heating Fuel Assistance	1,320	8.5%
All Other Unmet Services	8,725	56.2%
<b>Total Needs/Requests Unmet</b>	<b>15,526</b>	<b>100%</b>

Top 3 Reasons Needs are Unmet		
No Known Resources for Need in Geographic Area		
Agency Informed Client It Was Out Of Funds		
No Known Resources Exist for Specified Need		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	3,831	6.0%
Community Action Agency STL	3,201	5.0%
Salvation Army	3,050	4.8%
UW Volunteer Center	2,126	3.3%
Catholic Charities	2,078	3.3%
Other Referrals	49,566	77.6%
<b>Total Referrals</b>	<b>63,852</b>	<b>100%</b>

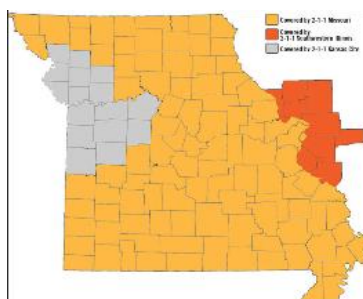
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	24,951	64.3%
Disaster	8,624	22.2%
Information Only	2,772	7.1%
Hang Up/Disconnect	2,373	6.1%
Outbound	87	0.2%
<b>Total Contact Types</b>	<b>38,807</b>	<b>100%</b>

Top 2 Website Searches by Category		
<b>Basic Needs</b>	<b>6,979</b>	
Housing/Shelter	2,729	
Food	1,403	
<b>Health Care</b>	<b>5,838</b>	
Health Support Services	2,185	
Screening/Diagnostic	770	
<b>Individual and Family Life</b>	<b>3,704</b>	
Support Services	1,635	
Leisure Activities	946	
<b>Org/Comm/Int. Services</b>	<b>2,572</b>	
Information Services	769	
Disaster Services	266	
<b>Other Searches</b>	<b>21,522</b>	
<b>Total Category Searches</b>	<b>40,615</b>	

Top 5 Website Searches by Zip Code		
64801	292	
63121	174	
63136	173	
63118	155	
65201	146	
Zip Code Not Provided	38,069	
All Other Zip Codes	8,834	
<b>Total Zip Code Searches</b>	<b>47,843</b>	

Top 5 Website Searches by City		
St. Louis City/County, MO	4,531	
Joplin, MO	1,141	
Springfield	686	
St. Charles, MO	217	
Florissant, MO	172	
All Other Cities	6,247	
City Not Provided	34,849	
<b>Total Zip Code Searches</b>	<b>47,843</b>	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	11,218	28.9%
St. Louis City, MO	7,962	20.5%
Jasper County, MO	3,053	7.9%
St. Charles County, MO	1,082	2.8%
Greene County, MO	960	2.5%
St. Clair County, IL	833	2.1%
Boone County, MO	743	1.9%
Madison County, IL	692	1.8%
Jefferson County, MO	651	1.7%
Franklin County, MO	385	1.0%
All other county searches	5809	15.0%
<b>Total Contact Searches</b>	<b>33,388</b>	<b>90.0%</b>
No County Search Done	5,419	10.0%
<b>Total Contacts Logged</b>	<b>38,807</b>	<b>100%</b>

Top 10 Inbound Contact Searches by Zip Code		
63136	2,157	5.6%
64801	1,657	4.3%
63118	1,155	3.0%
64804	1,066	2.7%
63115	1,002	2.6%
63135	927	2.4%
63134	834	2.1%
63121	727	1.9%
63137	717	1.8%
63116	651	1.7%
Other Zip Code Searches	22,430	57.8%
<b>Total Contacts with ZIP Codes</b>	<b>33,323</b>	<b>85.9%</b>
No Zip Code Search Done	5,484	14.1%
<b>Total Contacts Logged</b>	<b>38,807</b>	<b>100%</b>

Searches by Age		
17 and under	222	0.6%
18 - 39	10,071	26.0%
40 - 59	8,584	22.1%
60 and over	2,516	6.5%
<b>Total Searches w/ Ages Provided</b>	<b>21,393</b>	<b>55%</b>
No Age Given	17,414	44.9%
<b>Total Contacts Logged</b>	<b>38,807</b>	<b>100%</b>

Resource Searches by Gender		
Female	22,144	57.1%
Male	6,644	17.1%
<b>Total Callers by Gender</b>	<b>28,788</b>	<b>74.2%</b>
Not Captured	10,019	26%
<b>Total Contacts Logged</b>	<b>38,807</b>	<b>100%</b>

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	9,045	23.3%
Health & Human Svcs. Agency	6,842	17.6%
Family/Friend/Neighbor/Landlord	1,782	4.6%
Utility Company	1,482	3.8%
TV/Radio/Newspaper	1,206	3.1%
Unknown/Did Not Recall	498	1.3%
Internet/Phonebook	416	1.1%
Promotional Materials	274	0.7%
No Response Given	17,262	44.5%
<b>Total Contacts Logged</b>	<b>38,807</b>	<b>100%</b>

