



2-1-1 Missouri / Southwest Illinois Annual Report 2013



Total Calls/Contacts		
Total Calls Presented (Received)	160,153	
Total Calls Handled (Answered)	120,284	75%
Total Contacts Logged	123,052	

Note: Total Contacts Logged includes calls, emails and correspondence transacted

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	1,312	0.6%
Clothing/Personal/Household Needs	9,536	4.0%
Disaster Services	1,987	0.8%
Education	961	0.4%
Employment	2,903	1.2%
Food/Meals	9,765	4.1%
Health Care	11,749	5.0%
Housing/Utilities	79,207	33.6%
Electric Service Payment Assistance	36,097	15%
Housing/Shelter	18,195	8%
Rent Payment Assistance	14,529	6%
Gas Service Payment Assistance	10,386	4%
Income Support/Assistance	6,296	2.7%
Individual, Family and Community S	10,637	4.5%
Information Services	8,023	3.4%
Legal, Consumer and Public Safety S	4,177	1.8%
Mental Health/Addictions	4,060	1.7%
Other Government/Economic Service	486	0.2%
Transportation	3,704	1.6%
Volunteers/Donations	1,587	0.7%
Total	235,597	100%

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Electric Service Payment Assistance	6,995	14%
Rent Payment Assistance	5,954	12%
Rental Deposit Assistance	1,246	3%
All Other Unmet Services	34,859	71%
Total Needs/Requests Unmet	49,054	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		
Society of Saint Vincent de Paul	35,268	18.4%
Salvation Army	30,397	15.9%
Urban League	10,069	5.3%
Community Action Agency	9,090	4.7%
Joint Neighborhood Ministry	3,390	1.8%
Other Referrals	103,341	53.9%
Total Referrals	191,555	100%

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

Contact Types		
Referral	106,342	86.4%
Information Only	4,250	3.5%
Call Back (no answer/no need)	4,683	3.8%
Hang-Up	5,822	4.7%
Inappropriate	1,216	1.0%
Crisis	400	0.3%
Advocacy	295	0.2%
Test Call	44	0.0%
Total	123,052	100%

Disaster Calls by City - Top 10		
Saint Louis	1,603	67.0%
Hazelwood	253	10.6%
Florissant	192	8.0%
Saint Charles	146	6.1%
De Soto	62	2.6%
Pulaski	45	1.9%
Bridgeton	28	1.2%
Saint Ann	15	0.6%
East Saint Louis	10	0.4%
Saint Peters	10	0.4%
Other Cities	29	1.2%
Total	2,393	100%

Top Disaster Needs		
Food Pantries	714	44.3%
Disaster Related Debris Removal	221	13.7%
Disaster Relief Services	182	11.3%
Disaster Volunteer Opportunities	167	10.4%
Electric Service Payment Assistance	57	3.5%
Disaster Related Clothing/Supplies	48	3.0%
Disaster Relief/ Organizations	45	2.8%
Disaster Specific Rent Assistance	44	2.7%
Mass Care Shelters	40	2.5%
Food Stamps/SNAP	25	1.6%
Other Needs	67	4.2%
Total	1,610	100%

Top Referred Disaster Agencies		
American Red Cross	255	18.4%
Americorps	228	16.5%
Urban League	183	13.2%
Salvation Army	153	11.0%
PAKT Community Resource Center	144	10.4%
United Way of Greater St. Louis	138	10.0%
Society of Saint Vincent De Paul	141	10.2%
St. Louis Adventist Community Service	53	3.8%
Emergency Assistance Ministry	46	3.3%
American Red Cross	25	1.8%
Other Agencies	20	1.4%
Total	1,386	100%

Disasters Included		
5/31/13 Storms, 4/10 Storms, May Tornadoes, April-May Flooding, Central Missouri Flooding		

Top 10 Inbound Contact Searches by County		
Saint Louis	37,319	30.3%
Saint Louis City	31,252	25.4%
Saint Clair	4,442	3.6%
Saint Charles	3,581	2.9%
Greene	3,157	2.6%
Madison	2,864	2.3%
Jefferson	3,010	2.4%
Franklin	1,526	1.2%
Boone	1,541	1.3%
Other Counties	18,198	14.8%
Not Recorded	16,162	13.1%
Total	123,052	100.0%

Top 10 Inbound Contact Searches by Zip Code		
63136	5,332	4.3%
63118	3,116	2.5%
63115	2,740	2.2%
63111	2,611	2.1%
63116	2,512	2.0%
63121	2,072	1.7%
63137	1,474	1.2%
63136	1,119	0.9%
63135	1,065	0.9%
Other Zip	85,203	69.2%
Not Recorded	15,808	12.8%
Total	123,052	100.0%

Searches by Age		
17 and under	554	0.5%
18 - 39	41,467	33.7%
40 - 59	35,673	29.0%
60 and over	11,133	9.0%
Not Recorded	34,225	27.8%
Total Searches w/ Ages	123,052	100.0%

Resource Searches by Gender		
Female	81,310	66%
Male	23,226	19%
Not recorded	18,516	15%
Total	123,052	100%

How Callers Heard About 2-1-1		
Agency	23,246	19%
Friend/Relative	5,515	4%
Other	9,602	8%
Utility Company	4,483	4%
Media - TV, Radio, Social, etc	1,336	1%
Website	1,242	1%
Promotional Materials	1,080	1%
UW Workplace Campaign	301	0%
Landlord	113	0%
Refused	163	0%
St. Louis City - Mayor Wellness C	49	0%
Not Recorded/Previous Caller	75,922	62%
Total	123,052	100%

Note: Not Recorded/Previous Calls represent 1st three quarters only