



2-1-1 Missouri / Southwest Illinois 3rd Quarter Snapshot July - September, 2014



Total Calls/Contacts

| | | |
|----------------------------------|--------|------|
| Total Calls Presented (Received) | 50,693 | |
| Total Calls Handled (Answered) | 35,786 | 71% |
| Total Contacts Logged | 35,917 | 100% |

Note: Total Contacts Logged includes calls, emails, and correspondence transacted. Includes after-hours calls handled by Kansas City call center.

Need/Request Categories (Reason for Contact)

| | | |
|-------------------------------------|---------------|---------------|
| Arts, Culture and Recreation | 44 | 0.1% |
| Clothing/Personal/Household Needs | 2,769 | 5.6% |
| Disaster Services | 384 | 0.8% |
| Education | 465 | 0.9% |
| Employment | 488 | 1.0% |
| Food/Meals | 3,166 | 6.4% |
| Health Care | 3,254 | 6.5% |
| Housing/Utilities | 30,554 | 61.4% |
| Income Support/Assistance | 1,321 | 2.7% |
| Individual, Family and Community S | 2,110 | 4.2% |
| Information Services | 1,986 | 4.0% |
| Legal, Consumer and Public Safety S | 1,086 | 2.2% |
| Mental Health/Addictions | 979 | 2.0% |
| Other Government/Economic Service | 139 | 0.3% |
| Transportation | 841 | 1.7% |
| Volunteers/Donations | 170 | 0.3% |
| Total | 49,756 | 100.0% |

Note: Total needs may differ from total calls handled

Top 3 Needs/Requests

| | | |
|-------------------------------------|---------------|-------------|
| Electric Service Payment Assistance | 14,797 | 29.7% |
| Gas Service Payment Assistance | 4,585 | 9.2% |
| Rent Payment Assistance | 4,154 | 8.3% |
| All Other Needs | 26,220 | 52.7% |
| Total Needs/Requests Unmet | 49,756 | 100% |

Top 3 Unmet Needs/Requests

| | | |
|-------------------------------------|---------------|-------------|
| Electric Service Payment Assistance | 5,225 | 27.7% |
| Rent Payment Assistance | 2,740 | 14.5% |
| Gas Service Payment Assistance | 1,823 | 9.7% |
| All Other Unmet Services | 9,095 | 48.2% |
| Total Needs/Requests Unmet | 18,883 | 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 Site Referrals

| | | |
|-----------------------------|---------------|-------------|
| Salvation Army Family Haven | 3,267 | 6.9% |
| Salvation Army Temple Corps | 1,961 | 4.1% |
| Heat Up/Cool Down St. Louis | 1,184 | 2.5% |
| Community Action Agency | 1,066 | 2.2% |
| Franciscan Connection | 776 | 1.6% |
| Other Referrals | 39,153 | 82.6% |
| Total Referrals | 47,407 | 100% |

Note: Multiple agency referrals may be given for each need requested.

Contact Types

| | | |
|-------------------------------|---------------|-------------|
| Referral | 31,784 | 88.5% |
| Information Only | 1,307 | 3.6% |
| Hang-up | 1,363 | 3.8% |
| Call Back (no answer/no need) | 1,020 | 2.8% |
| Inappropriate | 336 | 0.94% |
| Advocacy | 17 | 0.05% |
| Crisis | 90 | 0.25% |
| Total | 35,917 | 100% |

Web Site Traffic

3,813 Unique Visitors

Resource Profiles have been viewed 10,538 times

Ferguson Intakes

1,390

Services at Ferguson/Dellwood Drop-In Center

30 individuals received counseling
2,150 hot meals were distributed
597 households received utility, rental, and mortgage assistance
269 children participated in respite activities
120 individuals received legal counsel
100+ people were treated by medical personnel
5 semi-trucks of food and household products were distributed
174 volunteers provided 860 hours of service

Calls from Ferguson Response Area

211 has received 10,235 calls from the Ferguson area with 15,470 needs identified

Drop-In Center Agency Partners

American Red Cross
Catholic Charities
Salvation Army
Urban League
Community Action Agency of Saint Louis County

Top 10 Inbound Contact Searches by County

| | | |
|----------------------|---------------|-------------|
| Saint Louis, MO | 13,752 | 38.3% |
| Saint Louis City, MO | 8,529 | 23.7% |
| Saint Clair, IL | 1,641 | 4.6% |
| Saint Charles, MO | 968 | 2.7% |
| Greene, MO | 820 | 2.3% |
| Jefferson, MO | 788 | 2.2% |
| Madison, IL | 774 | 2.2% |
| Franklin, MO | 392 | 1.1% |
| Jackson, MO | 293 | 0.8% |
| Saint Francois, MO | 306 | 0.9% |
| Other Counties | 7,654 | 21.3% |
| Total | 35,917 | 100% |

Top 10 Inbound Contact Searches by Zip Code

| | | |
|--------------|---------------|-------------|
| 63136 | 3,385 | 9.4% |
| 63135 | 1,555 | 4.3% |
| 63118 | 995 | 2.8% |
| 63121 | 957 | 2.7% |
| 63137 | 875 | 2.4% |
| 63111 | 825 | 2.3% |
| 63115 | 819 | 2.3% |
| 63116 | 804 | 2.2% |
| 63114 | 761 | 2.1% |
| 63106 | 729 | 2.0% |
| Other Zip | 24,212 | 67.4% |
| Total | 35,917 | 100% |

Searches by Age

| | | |
|-------------------------------|---------------|-------------|
| 17 and under | 160 | 0.4% |
| 18 - 39 | 14,080 | 39.2% |
| 40 - 59 | 10,957 | 30.5% |
| 60 and over | 3,400 | 9.5% |
| Not captured | 7,320 | 20.4% |
| Total Searches w/ Ages | 35,917 | 100% |

Resource Searches by Gender

| | | |
|--------------|---------------|-------------|
| Female | 26,410 | 74% |
| Male | 5,917 | 16% |
| Not captured | 3,590 | 10% |
| Total | 35,917 | 100% |