

2-1-1 Missouri / Southwest Illinois 2nd Quarter Report April - June, 2012

Total Calls/Contacts		
Total Calls Presented (Received)	28,464	
Total Calls Handled (Answered)	24,959	88%
Total Contacts Logged	25,644	

Need/Request Categories (Reason for Contact)		
Arts, Culture and Recreation	147	0.3%
Basic Needs	28,718	61.7%
Electric Bill Assistance	6,466	22.5%
Rent Payment Assistance	3,611	12.6%
Gas Service Payment Assistance	1,913	6.7%
Other Housing/Utility Needs	6,411	22.3%
Clothing/Pers./Household Needs	2,319	8.1%
Shelter	2,680	9.3%
Food/Emergency/Other	2,170	7.6%
Income Support	2,158	7.5%
Transportation Assistance	990	3.4%
Disaster Services	263	0.6%
Education	147	0.3%
Employment	1,277	2.7%
Information Services	5,782	12.4%
Individual/Family Support	2,497	5.4%
Health Care	2,462	5.3%
Mental Health/Counseling	1,421	3.1%
Legal Services	1,107	2.4%
Other Government/Economic Services	179	0.4%
Volunteers/Donations (Non-Disaster)	317	0.7%
Calls without Needs*	2,204	4.7%
Total Needs/Requests Logged	46,521	100%

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

Top 3 Unmet Needs/Requests		
Rent Payment Assistance	1,962	14.8%
Electric Service Payment Assistance	1,924	14.6%
Rental Deposit Assistance	719	5.4%
All Other Unmet Services	8,618	65.2%
Total Needs/Requests Unmet	13,223	100%

Top 3 Reasons Needs are Unmet		
No Resources for Specified Need in Geographic Area		
Client Doesn't Meet Requirements/Refused Referral		
Agency Informed Client It Was Out Of Funds		

Top 5 Agency Referrals		
Society of St. Vincent DePaul	5,974	10.5%
Salvation Army	4,862	8.6%
CAASTL	4,332	7.6%
Urban League of Metro. St. Louis	2,500	4.4%
Catholic Charities	2,031	3.6%
Other Referrals/Not Recorded	36,992	65.3%
Total Referrals	56,691	100%

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

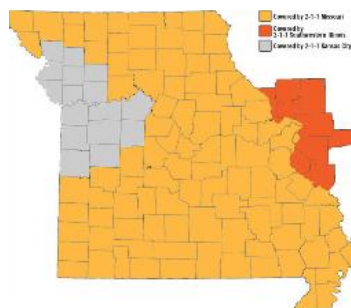
Contact Types		
2-1-1	23,208	90.5%
Hang Up/Disconnect	1,760	6.9%
Information Only/Not Recorded	444	1.7%
Disaster	9	0.0%
Outbound	119	0.5%
Crisis	104	0.4%

Total Contact Types	25,644	100%
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Top 2 Website Searches by Category		
Basic Needs	664	
Housing/Shelter	245	
Food	131	
Health Care	6,262	
Health Support Services	2,297	
Screening/Diagnostic	899	
Individual and Family Life	539	
Support Services	314	
Leisure Activities	172	
Org/Comm/Int. Services	439	
Information Services	124	
Donations	75	
Other Searches	40,028	
Total Category Searches	47,932	

Top 5 Website Searches by Zip Code		
63117	1,813	
65463	349	
63116	332	
63118	312	
63136	307	
Zip Code Not Provided	35,937	
All Other Zip Codes	18,079	
Total Zip Code Searches	57,129	

Top 5 Website Searches by City		
St. Louis/St. Louis City	13,342	
Springfield, MO	7,952	
Joplin, MO	784	
Eldridge, MO	349	
St. Charles, MO	239	
All Other Cities	6,200	
City Not Provided	28,263	
Total Zip Code Searches	57,129	



Top 10 Inbound Contact Searches by County		
St. Louis County, MO	8,033	31.3%
St. Louis City, MO	6,938	27.1%
St. Clair County, IL	854	3.3%
St. Charles, MO	762	3.0%
Madison County, IL	650	2.5%
Greene County, MO	644	2.5%
Jefferson County, MO	593	2.3%
Boone County, MO	425	1.7%
Franklin County, MO	348	1.4%
Jackson County, MO	336	1.3%
All other county searches	5,910	23.0%
Total Contact Searches	25,493	99.4%
No County Search Done	151	0.6%
Total Contacts Logged	25,644	100%

Top 10 Inbound Contact Searches by Zip Code		
63136	1,568	6.1%
63118	869	3.4%
63115	770	3.0%
63111	608	2.4%
63121	603	2.4%
63116	549	2.1%
63137	548	2.1%
63138	508	2.0%
63112	478	1.9%
63033	469	1.8%
Other Zip Code Searches	16,261	63.4%
Total Contacts with ZIP Codes	23,231	90.6%
No Zip Code Search Done	2,413	9.4%
Total Contacts Logged	25,644	100%

Searches by Age		
17 and under	208	0.8%
18 - 39	8,586	33.5%
40 - 59	7,029	27.4%
60 and over	2,225	8.7%
Total Searches w/ Ages Provided	18,048	70%
No Age Given	7,300	28.5%
Refused Demo. Info. Collection	296	1.2%
Total Contacts Logged	25,644	100%

Resource Searches by Gender		
Female	15,848	61.8%
Male	4,190	16.3%
Total Callers by Gender	20,038	78.1%
Not Captured	5,310	21%
Refused Demo. Info. Collection	296	1.2%
Total Contacts Logged	25,644	100%

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	9,972	38.9%
Health & Human Svcs. Agency	5,416	21.1%
Family/Friend/Neighbor/Landlord	1,360	5.3%
Utility Company	1,235	4.8%
Television	313	1.2%
Internet/Phonebook	284	1.1%
Promotional Items	232	0.9%
United Way	100	0.4%
No Response Given/Other	6,732	26.3%
Total Contacts Logged	25,644	100%

