

## 2-1-1 Missouri / Southwest Illinois 2nd Quarter Report April - June, 2013

Total Calls/Contacts		
Total Calls Presented (Received)	43,374	
Total Calls Handled (Answered)	28,607	66%
Total Contacts Logged	29,555	

Need/Request Categories (Reason for Contact)		
<b>Arts, Culture and Recreation</b>	<b>141</b>	<b>0.4%</b>
<b>Clothing/Personal/Household Needs</b>	<b>2,389</b>	<b>5.9%</b>
<b>Disaster Services</b>	<b>1,486</b>	<b>3.7%</b>
<b>Education</b>	<b>162</b>	<b>0.4%</b>
<b>Employment</b>	<b>680</b>	<b>1.7%</b>
<b>Food/Meals</b>	<b>2,530</b>	<b>6.3%</b>
<b>Health Care</b>	<b>2,790</b>	<b>6.9%</b>
<b>Housing/Utilities</b>	<b>20,539</b>	<b>51%</b>
Electric Service Payment Assistance	8,877	47%
Housing/Shelter	3,620	19%
Rent Payment Assistance	3,360	18%
Gas Service Payment Assistance	2,630	14%
<b>Income Support/Assistance</b>	<b>1,338</b>	<b>3.3%</b>
<b>Individual, Family Support</b>	<b>1,643</b>	<b>4.1%</b>
<b>Information Services</b>	<b>2,136</b>	<b>5.3%</b>
<b>Legal Services</b>	<b>1,146</b>	<b>2.8%</b>
<b>Mental Health/Addictions</b>	<b>1,081</b>	<b>2.7%</b>
<b>Other Government/Economic Services</b>	<b>165</b>	<b>0.4%</b>
<b>Transportation</b>	<b>895</b>	<b>2.2%</b>
<b>Volunteers/Donations</b>	<b>611</b>	<b>1.5%</b>
<b>None identified</b>	<b>527</b>	<b>1.3%</b>
<b>Total</b>	<b>40,259</b>	<b>100.0%</b>

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Rent Payment Assistance	1431	12.0%
Electric Service Payment Assistance	1524	12.8%
Rental Deposit Assistance	514	4.3%
All Other Unmet Services	8463	70.9%
<b>Total Needs/Requests Unmet</b>	<b>11,932</b>	<b>100.0%</b>

Top 3 Reasons Needs are Unmet		
No Known Resource		
Service Unavailable(out of funds, waiting list too long)		
Ineligible For Service		

Top 5 Agency Site Referrals		
Salvation Army	3,587	14.3%
Community Action Agency	2,399	9.6%
Society Of St. Vincent De Paul	2,469	9.8%
Urban League of Metro St. Louis	1,621	6.5%
Joint Neighborhood Ministry	1,084	4.3%
Other Referrals	13,923	55.5%
<b>Total Referrals</b>	<b>25,083</b>	<b>100.0%</b>

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

Contact Types		
Referral	25561	86.46%
Call Back (no answer/no need)	1317	4.45%
Hang-up	1242	4.20%
Information Only	891	3.01%
Inappropriate	368	1.24%
Advocacy	130	0.44%
Crisis	46	0.156%
Test Call	10	0.034%
<b>Total</b>	<b>29565</b>	<b>100.00%</b>

Disaster Calls by County		
Saint Louis	1579	68.5%
Hazelwood	253	11.0%
Florissant	192	8.3%
Saint Charles	146	6.3%
De Soto	62	2.7%
Bridgeton	28	1.2%
Saint Ann	15	0.7%
East Saint Louis	10	0.4%
Saint Peters	10	0.4%
Belleville	9	0.4%
<b>Total</b>	<b>2304</b>	<b>100.0%</b>

Disaster Needs Requests		
Food Pantries	714	47.4%
Disaster Related Debris Removal	213	14.1%
Disaster Volunteer Opportunities	167	11.1%
Disaster Relief Services	157	10.4%
Electric Service Payment Assistance	54	3.6%
Disaster Related Clothing/Supplies	48	3.2%
Disaster Relief/ Organizations	45	3.0%
Disaster Specific Rent Assistance	44	2.9%
Mass Care Shelters	40	2.7%
Food Stamps/SNAP	25	1.7%
<b>Total Need Requests</b>	<b>1507</b>	<b>100.0%</b>

Top Disaster Referred Agencies		
American Red Cross	255	19.4%
Americorps	225	17.1%
Urban League	183	13.9%
PAKT Community Resource Center	144	11.0%
Saint Vincent de Paul Society	138	10.5%
United Way Of Greater St. Louis	115	8.8%
Salvation Army	110	8.4%
St. Louis Adventist Community Services	53	4.0%
Emergency Assistance Ministry	46	3.5%
Salvation Army	43	3.3%
<b>Total Amongst Top</b>	<b>1312</b>	<b>100.0%</b>

Note: Referrals are based on site, not Agency.

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

Top 10 Inbound Contact Searches by County		
Saint Louis	8,841	29.9%
Saint Louis City	7,148	24.2%
Not Recorded	4,080	13.8%
Saint Clair	939	3.2%
Saint Charles	909	3.1%
Jefferson	744	2.5%
Greene	801	2.7%
Madison	688	2.3%
Boone	419	1.4%
Franklin	369	1.2%
Other Counties	4617	15.6%
<b>Total</b>	<b>29,555</b>	<b>100.0%</b>

Top 10 Inbound Contact Searches by Zip Code		
Not Recorded	3958	13.4%
63136	1480	5.0%
63118	968	3.3%
63115	840	2.8%
63116	731	2.5%
63135	693	2.3%
63111	584	2.0%
63134	585	2.0%
63137	580	2.0%
63121	574	1.9%
Other Zip	18562	62.8%
<b>Total</b>	<b>29555</b>	<b>100.0%</b>

Searches by Age		
17 and under	146	0.5%
18 - 39	10152	34.3%
40 - 59	8361	28.3%
60 and over	2720	9.2%
<b>Total Searches w/ Ages</b>	<b>21,379</b>	<b>72%</b>
Not Recorded	8186	27.7%

Resource Searches by Gender		
Female	19152	65%
Male	5547	19%
Not recorded	4856	16%
<b>Total</b>	<b>29,555</b>	<b>100%</b>

How Callers Heard About 2-1-1		
Not Recorded	13923	47.1%
Agency	7599	25.7%
Previous	2040	6.9%
Friend/Relative	1905	6.4%
Utility Company	1371	4.6%
Other	1236	4.2%
Media - TV, Radio, Social, etc	516	1.7%
Promotional Materials	344	1.2%
Website	306	1.0%
UW Workplace Campaign	150	0.5%
Refused	112	0.4%
Landlord	35	0.1%
St. Louis City - Mayor Wellness C	18	0.1%
<b>Total</b>	<b>29,555</b>	<b>100.0%</b>