



## 2-1-1 Missouri / Southwest Illinois 4th Quarter Snapshot October - December, 2014



### Total Calls/Contacts

Total Calls Presented (Received)	40,782	
Total Calls Handled (Answered)	35,033	86%
Total Contacts Logged	33,647	96%

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	37	0.1%
Clothing/Personal/Household Needs	3,395	6.6%
Disaster Services	249	0.5%
Education	99	0.2%
Employment	507	1.0%
Food/Meals	3,151	6.2%
Health Care	3,671	7.2%
Housing/Utilities	25,436	49.7%
Income Support/Assistance	2,015	3.9%
Individual, Family and Community S	5,822	11.4%
Information Services	2,755	5.4%
Legal, Consumer and Public Safety S	1,323	2.6%
Mental Health/Addictions	1,272	2.5%
Other Government/Economic Service	219	0.4%
Transportation	1,025	2.0%
Volunteers/Donations	214	0.4%
<b>Total</b>	<b>51,190</b>	<b>100.0%</b>

Note: Total needs may differ from total calls handled

### Top 3 Needs/Requests

Electric Service Payment Assistance	8,845	16.7%
Gas Service Payment Assistance	4,605	8.7%
Rent Payment Assistance	4,147	7.8%
All Other Needs	35,251	66.7%
<b>Total Needs/Requests Unmet</b>	<b>52,848</b>	<b>100%</b>

### Top 3 Unmet Needs/Requests

Rent Payment Assistance	2,828	15.5%
Electric Service Payment Assistance	2,405	13.2%
Rental Deposit Assistance	861	4.7%
All Other Unmet Services	12,170	66.6%
<b>Total Needs/Requests Unmet</b>	<b>18,264</b>	<b>100%</b>

### 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

Community Action Agency	3,887	8.1%
Urban League Community Outreach	2,601	5.4%
Salvation Army Temple Corps	1,377	2.9%
St. Clair County Intergovernmental Gra	774	1.6%
Catholic Charities Housing Resource C	704	1.5%
Other Referrals	38,903	80.6%
<b>Total Referrals</b>	<b>48,246</b>	<b>100%</b>

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

### Contact Types

Referral	29,551	87.8%
Information Only	1,617	4.8%
Hang-up	1,059	3.1%
Call Back (no answer/no need)	903	2.7%
Inappropriate	489	1.45%
Advocacy	10	0.03%
Crisis	18	0.05%
<b>Total</b>	<b>33,647</b>	<b>100%</b>

### Web Site Traffic

7,715 Unique Visitors

Resource Profiles have been viewed 7,282 times

### Willingness to answer follow-up survey

Data not available

### Contacting referrals provided by 211

Data not available

### Receiving assistance from 211 referral

Data not available

### Satisfaction with United Way 211

Data not available

### Recommend United Way 211 to family and friends

Data not available

### Reasons Agencies Couldn't Assist

Data not available

### Top 10 Inbound Contact Searches by County

Saint Louis, MO	11,571	34.4%
Saint Louis City, MO	8,097	24.1%
Saint Clair, IL	1,742	5.2%
Greene, MO	1,055	3.1%
Saint Charles, MO	894	2.7%
Madison, IL	825	2.5%
Jefferson, MO	671	2.0%
Franklin, MO	445	1.3%
Boone, MO	319	0.9%
Jasper, MO	259	0.8%
Other Counties	7,769	23.1%
<b>Total</b>	<b>33,647</b>	<b>100%</b>

### Top 10 Inbound Contact Searches by Zip Code

63136	2,540	7.5%
63135	1,271	3.8%
63118	983	2.9%
63116	846	2.5%
63121	808	2.4%
63111	773	2.3%
63115	765	2.3%
63137	687	2.0%
63114	632	1.9%
63112	619	1.8%
Other Zip	23,723	70.5%
<b>Total</b>	<b>33,647</b>	<b>100%</b>

### Searches by Age

17 and under	117	0.3%
18 - 39	12,101	36.0%
40 - 59	9,848	29.3%
60 and over	3,044	9.0%
Not captured	8,537	25.4%
<b>Total Searches w/ Ages</b>	<b>33,647</b>	<b>100%</b>

### Resource Searches by Gender

Female	24,559	73%
Male	6,219	18%
Not captured	2,869	9%
<b>Total</b>	<b>33,647</b>	<b>100%</b>