

## 2-1-1 Missouri / Southwest Illinois 4th Quarter Report October-December, 2011

Total Calls/Contacts		
Total Calls Presented (Received)	36,143	
Total Calls Handled (Answered)	28,455	79%
Total Contacts Logged	28,946	

Need/Request Categories (Reason for Contact)		
<b>Arts, Culture and Recreation</b>	<b>34</b>	<b>0.1%</b>
<b>Basic Needs</b>	<b>27480</b>	<b>56.6%</b>
Electric Bill Assistance	8295	30.2%
Rent Payment Assistance	3377	12.3%
Gas Service Payment Assistance	4213	15.3%
Other Housing/Utility Needs	3490	12.7%
Clothing/Pers./Household Needs	2007	7.3%
Shelter	1630	5.9%
Food/Emergency/Other	1988	7.2%
Income Support	1625	5.9%
Transportation Assistance	855	3.1%
<b>Disaster Services</b>	<b>135</b>	<b>0.3%</b>
<b>Education</b>	<b>140</b>	<b>0.3%</b>
<b>Employment</b>	<b>1345</b>	<b>2.8%</b>
<b>Information Services</b>	<b>7609</b>	<b>15.7%</b>
<b>Individual/Family Support</b>	<b>5586</b>	<b>11.5%</b>
<b>Health Care</b>	<b>1697</b>	<b>3.5%</b>
<b>Mental Health/Counseling</b>	<b>1161</b>	<b>2.4%</b>
<b>Legal Services</b>	<b>698</b>	<b>1.4%</b>
<b>Other Government/Economic Services</b>	<b>99</b>	<b>0.2%</b>
<b>Volunteers/Donations (Non-Disaster)</b>	<b>342</b>	<b>0.7%</b>
<b>Calls without Needs*</b>	<b>2268</b>	<b>4.7%</b>
<b>Total Needs/Requests Logged</b>	<b>48560</b>	<b>100%</b>

\*hangup, practice, prank and phantom

Note: Total needs may differ from total calls handled

Top 3 Unmet Needs/Requests		
Electric Bill Assistance	2,751	17.7%
Gas/Heating Fuel Assistance	1,251	8.0%
Rent Payment Assistance	1,101	7.1%
All Other Unmet Services	10,441	67.2%
<b>Total Needs/Requests Unmet</b>	<b>15,544</b>	<b>100%</b>

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

Top 5 Agency Referrals		
Society of St. Vincent DePaul	10,511	16.6%
Urban League of Metro. St. Louis	4,747	7.5%
Salvation Army	5,419	8.6%
CAASTL	3,539	5.6%
Catholic Charities	1,727	2.7%
Other Referrals/Not Recorded	37,205	58.9%
<b>Total Referrals</b>	<b>63,148</b>	<b>100%</b>

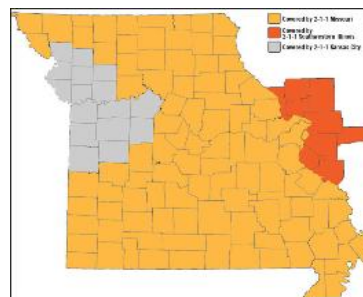
Note: Multiple Agencies may be given for each need requested.

Contact Types		
2-1-1	25,038	86.5%
Hang Up/Disconnect	1,822	6.3%
Information Only/Not Recorded	1,793	6.2%
Disaster	30	0.1%
Outbound	233	0.8%
Crisis	30	0.1%
<b>Total Contact Types</b>	<b>28,946</b>	<b>100%</b>

Top 2 Website Searches by Category		
<b>Basic Needs</b>		<b>1,689</b>
Housing/Shelter		526
Food		335
<b>Health Care</b>		<b>8,067</b>
Health Support Services		2,929
Screening/Diagnostic		1,078
<b>Individual and Family Life</b>		<b>1,210</b>
Support Services		775
Leisure Activities		330
<b>Org/Comm/Int. Services</b>		<b>1,120</b>
Information Services		354
Disaster Services		99
<b>Other Searches</b>		<b>48,058</b>
<b>Total Category Searches</b>		<b>59,576</b>

Top 5 Website Searches by Zip Code		
65463		604
63136		513
63114		502
63301		388
63376		338
Zip Code Not Provided		48,503
All Other Zip Codes		17,284
<b>Total Zip Code Searches</b>		<b>68,132</b>

Top 5 Website Searches by City		
St. Louis/St. Louis City		11,411
Joplin, MO		3,218
Springfield, MO		2,256
St. Charles, MO		711
Belleville, IL		601
All Other Cities		10,335
City Not Provided		39,600
<b>Total Zip Code Searches</b>		<b>68,132</b>



Top 10 Inbound Contact Searches by County		
St. Louis City, MO	9471	32.7%
St. Louis County, MO	9402	32.5%
St. Clair County, IL	801	2.8%
St. Charles, MO	712	2.5%
Greene County, MO	691	2.4%
Jefferson County, MO	615	2.1%
Madison County, IL	517	1.8%
Boone County, MO	413	1.4%
Franklin County, MO	342	1.2%
Jasper County, MO	308	1.1%
All other county searches	3272	11.3%
<b>Total Contact Searches</b>	<b>26544</b>	<b>90.0%</b>
No County Search Done	2402	10.0%
<b>Total Contacts Logged</b>	<b>28946</b>	<b>100%</b>

Top 10 Inbound Contact Searches by Zip Code		
63136	1757	6.1%
63118	1205	4.2%
63115	991	3.4%
63111	822	2.8%
63116	780	2.7%
63121	737	2.5%
63112	701	2.4%
63106	678	2.3%
63113	650	2.2%
63137	638	2.2%
Other Zip Code Searches	17572	60.7%
<b>Total Contacts with ZIP Codes</b>	<b>26531</b>	<b>91.7%</b>
No Zip Code Search Done	2415	8.3%
<b>Total Contacts Logged</b>	<b>28,946</b>	<b>100%</b>

Searches by Age		
17 and under	131	0.5%
18 - 39	9,950	34.4%
40 - 59	8,950	30.9%
60 and over	2,673	9.2%
<b>Total Searches w/ Ages Provided</b>	<b>21,704</b>	<b>74%</b>
No Age Given	7,154	24.7%
Refused Demo. Info. Collection	88	0.3%
<b>Total Contacts Logged</b>	<b>28,946</b>	<b>100%</b>

Resource Searches by Gender		
Female	19694	68.0%
Male	4740	16.4%
<b>Total Callers by Gender</b>	<b>24434</b>	<b>84.4%</b>
Not Captured	4424	15%
Refused Demo. Info. Collection	88	0.8%
<b>Total Contacts Logged</b>	<b>28946</b>	<b>100%</b>

How Callers Heard About 2-1-1		
Prior Knowledge/Called Before	10763	37.2%
Health & Human Svcs. Agency	5001	17.3%
Family/Friend/Neighbor/Landlord	1774	6.1%
Utility Company	1636	5.7%
Internet/Phonebook	403	1.4%
Promotional Materials	359	1.2%
Television	129	0.4%
United Way	111	0.4%
No Response Given/Other	8770	30.3%
<b>Total Contacts Logged</b>	<b>28946</b>	<b>100%</b>