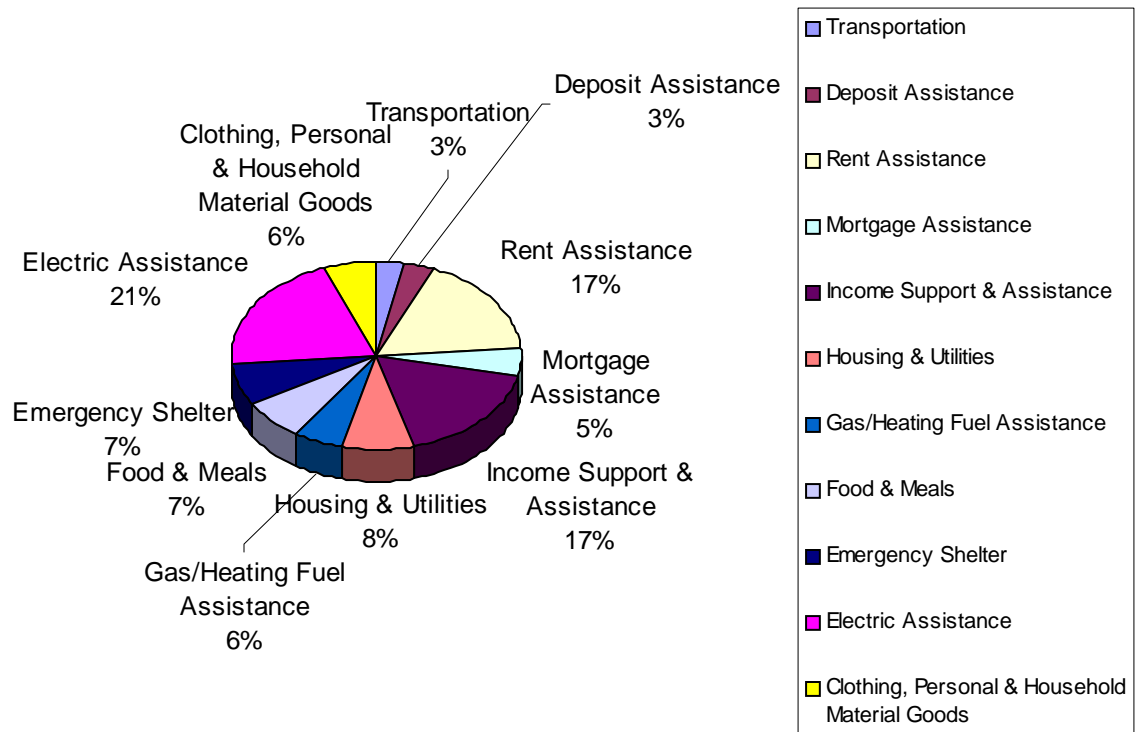




2-1-1 Missouri-Illinois

2010 Q1 Needs Comparison



**1st Quarter
2010
Snapshot**

**22,059
Total Calls
Handled**

Top 2 Unmet Needs as a % of calls handled

| | |
|---------------------------|-----------|
| Rent Assistance | 6% |
| Electric / Gas Assistance | 5% |

38,385 of Referrals Made to 2909 Agencies

Top 2 Referred Agencies by Service Area

St. Louis County: Community Action & Urban League of Metro STL

St. Louis City: Urban League of Metro STL & Society of St. Vincent DePaul

Illinois: St. Clair Co. Intergovernmental Grants & Urban League of Metro STL

Tri Counties: Salvation Army & Northeast Community Action

Jefferson-Franklin: Catholic Charities & Salvation Army

Areas from which most calls received in Q1

| County / Service Area | # of Calls |
|---------------------------|------------|
| St. Louis County | 6763 |
| St. Louis City | 5268 |
| Illinois Counties | 1338 |
| Tri-County | 830 |
| Jefferson-Franklin County | 819 |
| All Other Counties | 7041 |

