

2-1-1 Missouri / Southwest Illinois 2010 Quarterly Report April - June, 2010

| Total Calls/Contacts | | |
|----------------------------------|--------|-----|
| Total Calls Presented (Received) | 28,028 | |
| Total Calls Handled (Answered) | 27,012 | 96% |
| Total Contacts Logged | 28,779 | |

| Need/Request Categories (Reason for Contact) | | |
|--|---------------|--------------|
| Basic Needs | 21,537 | 59.9% |
| Electric Bill Assistance | 5,982 | 16.6% |
| Gas/Heating Fuel Assistance | 3,319 | 9.2% |
| Rent Payment Assistance | 3,977 | 11.1% |
| Other Housing/Utility Needs | 3,029 | 8.4% |
| Clothing/Pers./Household Needs | 1,530 | 4.3% |
| Shelter | 810 | 2.3% |
| Food/Emergency/Other | 1,218 | 3.4% |
| Income Support | 1,114 | 3.1% |
| Transportation Assistance | 558 | 1.6% |
| Information Services | 5,498 | 15.3% |
| Individual/Family Support | 1,606 | 4.5% |
| Health Services | 1,285 | 3.6% |
| Mental Health/Counseling | 918 | 2.6% |
| Legal Services | 876 | 2.4% |
| All Other Needs Identified | 1,507 | 4.2% |
| Calls Handled w/o Need* | 1,102 | 3.1% |
| Outbound - Thank You/Advoc. | 1,639 | 4.6% |
| Total Needs/Requests Logged | 35,968 | 100% |

*Total needs may differ from calls received
 *hang up, practice, prank and phantom

| Top 3 Unmet Needs/Requests | | |
|-----------------------------------|--------------|-------------|
| Rent Payment Assistance | 1,569 | 20.5% |
| Electric Bill Assistance | 1,061 | 13.8% |
| Gas/Heating Fuel Assistance | 671 | 8.8% |
| All Other Needs Unmet | 4,364 | 56.9% |
| Total Needs/Requests Unmet | 7,665 | 100% |

Top 3 Reasons Needs are Unmet

- No Known Resources for Need in Geographic Area
- Programs full/Funds exhausted
- Client Does Not Meet Eligibility Requirements

| Top 5 Agency Referrals | | |
|---------------------------------|---------------|-------------|
| Society of St. Vincent DePaul | 4,133 | 8.5% |
| Urban League of Metro St. Louis | 3,025 | 6.2% |
| CAA St. Louis County | 2,690 | 5.5% |
| PAKT Community Resource Ctr. | 1,948 | 4.0% |
| Catholic Charities of St. Louis | 1,306 | 2.7% |
| All other Agencies | 35,374 | 73.0% |
| Total Referrals | 48,476 | 100% |

| Contact Types | | |
|----------------------------|---------------|-------------|
| 2-1-1 | 21,838 | 75.9% |
| Information Only | 3,256 | 11.3% |
| Hang Up/Disconnect | 2,026 | 7.0% |
| Disaster | 2 | 0.0% |
| Outbound | 1,657 | 5.8% |
| Total Contact Types | 28,779 | 100% |

| Top 2 Website Searches by Category | |
|------------------------------------|---------------|
| Basic Needs | 12,723 |
| Housing/Shelter | 4,692 |
| Temp. Financial Asst. | 2,535 |
| Health Care | 7,720 |
| Health Support Services | 2,873 |
| Screening/Diagnostic | 1,032 |
| Organizational/Comm/Int'l | 6,239 |
| Information Services | 1,819 |
| Community Services | 741 |
| Individual and Family Life | 5,665 |
| Individual/Family Support | 3,572 |
| Leisure Activities | 1,408 |
| Other Searches | 24,031 |
| Total Category Searches | 56,378 |

| Top 5 Website Searches by Zip Code | |
|------------------------------------|---------------|
| 63121 | 241 |
| 63401 | 237 |
| 63118 | 216 |
| 63136 | 216 |
| 65065 | 202 |
| Zip Code Not Provided | 50,741 |
| All Other Zip Codes | 8,965 |
| Total Zip Code Searches | 60,818 |

| Top 7 Website Searches by City | |
|--------------------------------|---------------|
| St. Louis City | 29,734 |
| Springfield | 4,775 |
| St. Louis County | 2,296 |
| Columbia | 298 |
| St. Charles | 293 |
| Hannibal | 237 |
| Florissant | 231 |
| All Other Cities | 4,533 |
| City Not Provided | 18,421 |
| Total City Searches | 60,818 |

| Top 10 Inbound Contact Searches by County | | |
|---|---------------|-------------|
| St. Louis County, MO | 8,756 | 30.3% |
| City of St. Louis, MO | 7,509 | 26.0% |
| St. Clair County, IL | 987 | 3.4% |
| St. Charles County, MO | 775 | 2.7% |
| Madison County, IL | 693 | 2.4% |
| Greene County, MO | 563 | 1.9% |
| Boone County, MO | 536 | 1.9% |
| Jefferson County, MO | 419 | 1.4% |
| Franklin County, MO | 362 | 1.3% |
| Jasper County, MO | 253 | 0.9% |
| All Other MO Counties | 7,558 | 26.1% |
| All Other IL Counties | 207 | 0.7% |
| Out of State Calls | 308 | 1.1% |
| Total Contact Searches | 28,926 | 100% |

| Top 10 Inbound Contact Searches by Zip Code | | |
|---|---------------|-------------|
| 63136 | 1,643 | 5.7% |
| 63118 | 1,072 | 3.7% |
| 63115 | 798 | 2.8% |
| 63121 | 657 | 2.3% |
| 63111 | 624 | 2.2% |
| 63116 | 618 | 2.1% |
| 63114 | 605 | 2.1% |
| 63033 | 520 | 1.8% |
| 63112 | 514 | 1.8% |
| 63138 | 513 | 1.8% |
| Total Calls With ZIP Code | 23,999 | 83.4% |
| Unknown | 4,780 | 16.6% |
| Total Contacts with ZIP Codes | 28,779 | 100% |

| Searches by Age | | |
|-----------------|--------|-------|
| 17 and under | 191 | 0.7% |
| 18 - 39 | 8,312 | 28.8% |
| 40 - 59 | 6,510 | 22.6% |
| 60 and over | 1,640 | 5.7% |
| Not Captured | 12,162 | 42.2% |

Total Searches w/ Ages Provided 28,815 100%

| Callers by Gender | | |
|--------------------------------|---------------|-------------|
| Female | 17,371 | 60.4% |
| Male | 4,882 | 17.0% |
| Not Captured | 6,526 | 22.7% |
| Total Callers by Gender | 28,779 | 100% |

| How Callers Heard About 2-1-1 | | |
|---------------------------------|---------------|-------------|
| Health & Human Services Agency | 6,641 | 23.1% |
| Prior Knowledge/Called Before | 6,615 | 23.0% |
| Unknown/Did Not Recall | 2,917 | 10.1% |
| Utility Company | 1,403 | 4.9% |
| Family/Friend/Neighbor/Landlord | 1,037 | 3.6% |
| Promotional Materials | 379 | 1.3% |
| TV/Radio/Newspaper | 237 | 0.8% |
| Internet/Phonebook | 220 | 0.8% |
| No Response Given | 9,330 | 32.4% |
| Total Contacts Logged | 28,779 | 100% |

