



2009 Service Snapshot

Special Thanks To United Way 2-1-1 Funders

Ewing Marion Kauffman Foundation, Hall Family Foundation, Miller Nichols Charitable Foundation, H&R Block Foundation, Health Care Foundation of Greater Kansas City, John W. & Effie E. Speas Memorial Trust/Bank of America Trustee, and Kansas City Power & Light

Total Calls Received	176,657
Total Calls - Local 2-1-1	136,313 77%
Total Calls - Contract	40,344 23%

Top Needs/Requests		
Electric Utility	30,890	26.1%
Gas Utility	16,294	13.8%
Rent Payment Assistance	13,689	11.6%
Water Utility	5,955	5.0%
Food Pantry	5,551	4.7%
Christmas Gifts	1,916	1.6%
Homeless Shelter	1,829	1.5%
Rent Deposit Assistance	1,816	1.5%
Prescription Assistance	1,277	1.1%
Tax Preparation	1,207	1.0%
Total Needs	118,487	

Top Unmet Needs/Requests		
Electric Utility	2,427	20.6%
Gas Utility	1,553	13.2%
Rent Payment Assistance	1,553	13.2%
Rent Deposit Assistance	950	8.0%
Water Utility	789	6.7%
Travelers Assistance	460	3.9%
Bus Passes/Gas Money	339	2.9%
Automobiles/Auto Repair	226	1.9%
Furniture	223	1.9%
Christmas Gifts	219	1.9%
Total Unmet Needs	11,809	
% Total Needs Unmet	10.0%	

Top Program Referrals		
United Services - Main Office	16,974	8.1%
Metro Luth. Ministry - Jackson	11,025	5.3%
Redemptorist Social Services	7,739	3.7%
Bishop Sullivan Center	6,454	3.1%
Housing Information Center	5,908	2.8%
Catholic Charities - KCK	5,587	2.7%
Salvation Army - Blue Valley	4,993	2.4%
Salvation Army - Westport	4,920	2.3%
Saint James Social Services	4,881	2.3%
Catholic Charities - KCSJ	4,596	2.2%
Total Referrals	209,587	

Call Types		
Information & Referral	91,538	77.3%
Information Only	15,636	13.2%
Hang Up	5,473	4.6%
Failed Return	2,421	2.0%
Immediate Transfer	1,152	1.0%
Inappropriate	962	0.8%
Voicemail - Issue Resolved	904	0.8%
Advocacy	35	0.0%

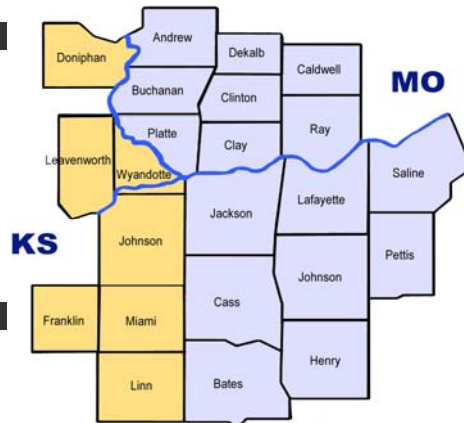
Method of Contact		
Phone	116,455	98.3%
Email	249	0.2%
Mail	6	0.0%
Unknown	1,775	1.5%

Website Statistics	
Visitor Hits	54,092
Web Hits	60,017
Taxonomy Searches	66,995

Top Website Taxonomy Searches	
Utility Assistance	6,423
Food Pantries	5,631
Rent Assistance	2,989
Subsidized Housing	982
Transitional Housing	756
Clothing	699
Transportation	514
Homeless Shelters	454
Temporary Financial Assist.	430
Rent Deposit Assistance	342

Top Website Zip Code Searches	
64130	599
64133	457
64132	398
64111	361
64127	327
66102	233
64109	222
64124	222
64118	213
64110	206

Top Website City Searches	
Kansas City,MO(Jackson)	5,328
Kansas City,KS(Wyandotte)	1,172
Kansas City,MO(Clay)	706
Independence,MO(Jackson)	527
Overland Park	428
Olathe	338
Lee's Summit	254
Kansas City,MO(Platte)	240
Belton	239
Shawnee Mission	120



Callers by County		
Jackson, MO	71,672	60.5%
Wyandotte	8,776	7.4%
Clay	7,948	6.7%
Johnson, KS	5,647	4.8%
Platte	2,145	1.8%
Cass	1,741	1.5%
Buchanan	533	0.4%
Johnson, MO	449	0.4%
Lafayette	308	0.3%
Pettis	292	0.2%
Calls from Unknown Area	16,575	14.0%

KS Counties - Call Source	40 Counties
MO Counties - Call Source	96 Counties
Out of Service Area Calls	687 0.6%
Out of State Calls	117 0.1%

Callers by Zip Code		
64130	8,166	6.9%
64127	5,307	4.5%
64128	4,809	4.1%
64132	4,345	3.7%
64134	3,471	2.9%
64109	3,626	3.1%
64131	3,370	2.8%
64133	2,860	2.4%
64110	2,735	2.3%
64138	2,538	2.1%

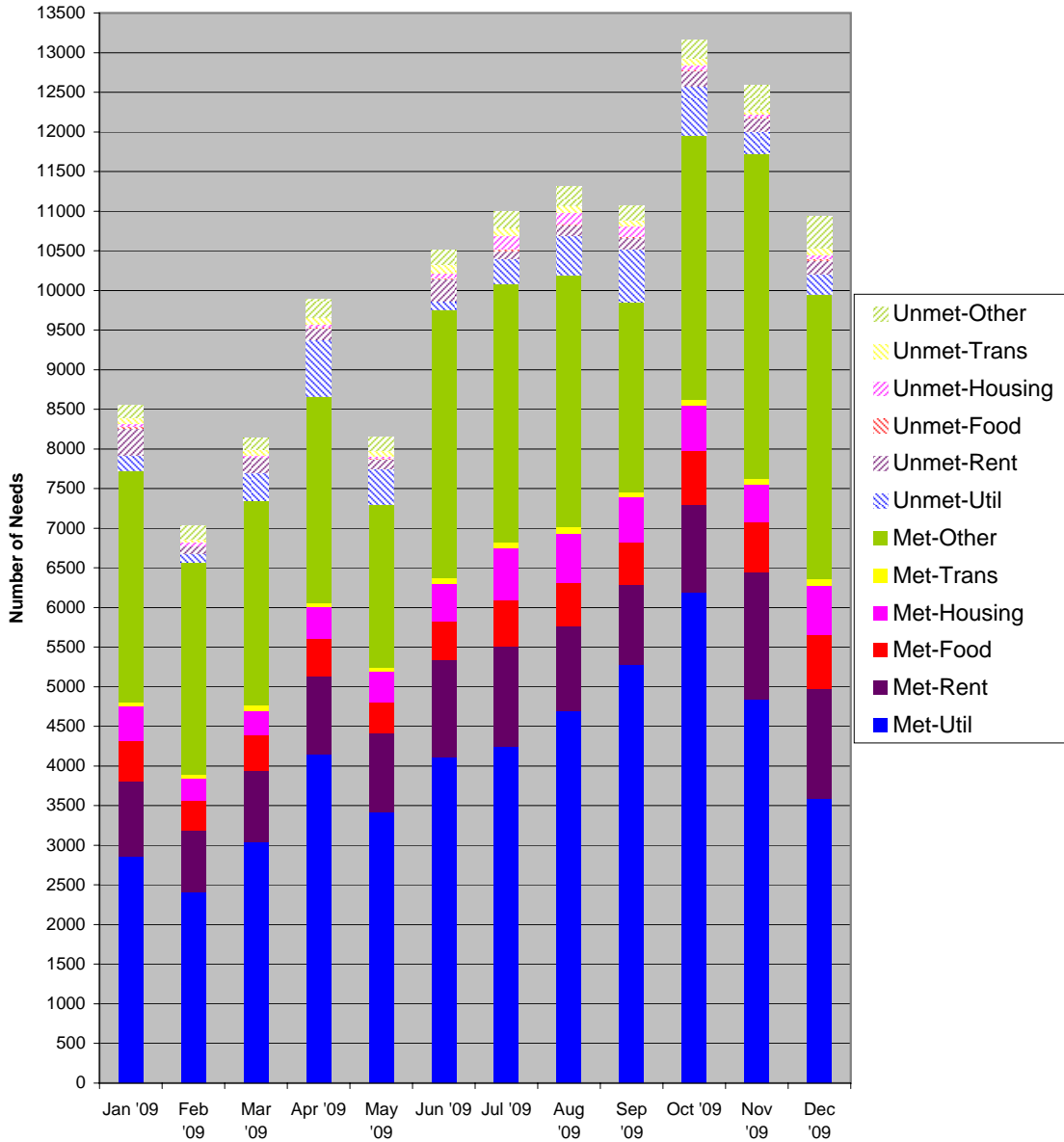
Callers by Who Contacted 2-1-1		
Self	114,538	96.7%
Friend/Relative	1,803	1.5%
Organization	2,144	1.8%

Callers by Age		
Under 17	164	0.4%
18 - 39	21912	53.3%
40-59	14776	36.0%
60 and over	4247	10.3%
Total Ages Provided	41,099	
Unknown	77,386	

Caller by Gender		
Female	84,231	71.1%
Male	23,395	19.7%
Unknown	10,859	9.2%

Caller by Language		
English	114,455	96.6%
Spanish	564	0.5%
Other	278	0.2%
Relay	29	0.0%
Unknown	3,159	2.7%

2009 Met & Unmet Needs



United Way 2-1-1 Call Volume

