



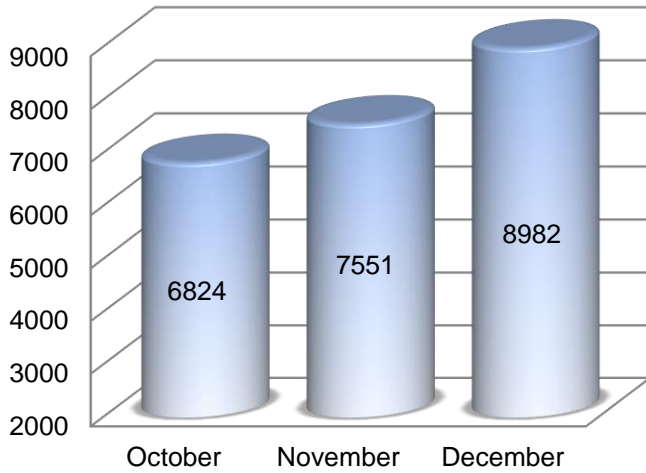
# United Way 2-1-1 Report

## Champaign County

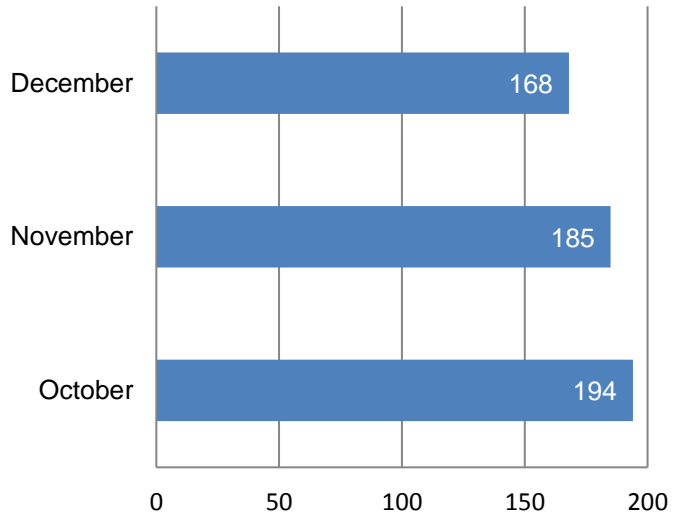
October-December 2016

Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

**Total 2-1-1 Calls By Month For All Counties**



**Champaign County**



**Age of Caller**

Adult	385
Senior	45
Unknown	118
Youth	1

**Follow-Up Calls**

Number Performed	85
Received Assistance	68
Did Not Receive Assistance	17

**Contact Type**

2-1-1 Call	537
Agency We Answer For	5
Online Chat	1

**Gender**

Female	398
Male	146
Unknown	3

**Referred By**

Self-Referral	429
Unknown	28
Agency	27
Family/Friend	11
United Way	10
Case Worker	5
Clergy/Church	5
Police/Fire	4
School	3
Business	2
Internet	2
Hospital/Doctor/Clinic	1

**Top Reasons for Contact**

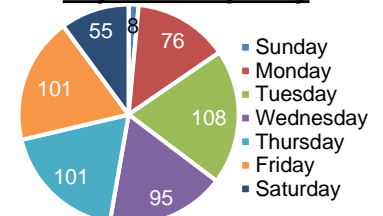
Rent Assistance	105
Homeless Shelter	74
Utility Assistance	66
Information & Referral	40
Food Pantries	36
Transitional Housing/ Shelter	27
Holiday Programs	25
Transportation Expense	22
Homeless Drop In Centers	19
Homeless Permanent Supportive Housing	18

**Call Time Frequency**

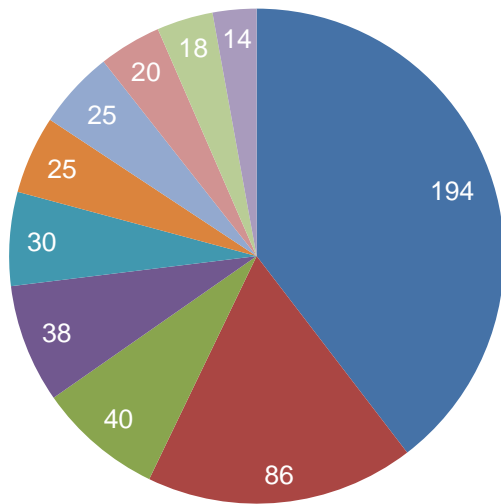
12am-4am	10
4am-8am	17
8am-12pm	209
12pm-4pm	209
4pm-8pm	78
8pm-12am	24

**For more detailed information on Reason for Contact see enclosed "AIRS Problem Needs and Referral Count" report.**

**Day Call Frequency**



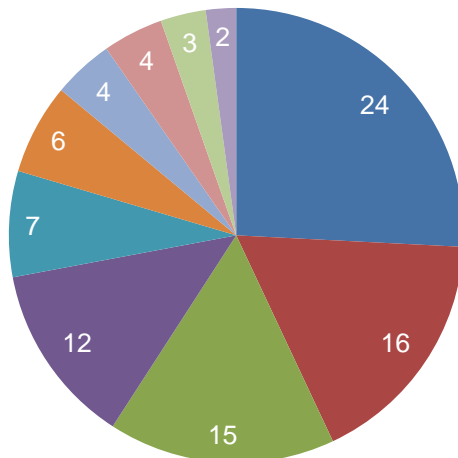
### Top Ten Referrals



- Champaign Co Regional Planning Commission
- Salvation Army
- empty tomb, Inc.
- Restoration Urban Ministries
- C-U at Home
- Homestead Corp of C-U
- Rosecrance Champaign/Urbana
- University Place Christian Church
- Austin's Place Emergency Shelter
- Champaign Church of the Brethren

n=1,025<sup>1</sup>

### Top Ten Unmet Needs



- Rent Assistance
- Homeless Shelter
- Utility Assistance
- Homeless Motel Voucher
- Transitional Housing/Shelter
- Holiday Programs
- Clothing
- Transportation
- Automotive Repair & Maintenance
- Homeless Drop In Centers

**Please see additional report for detailed information on why specific needs are unmet.**

n=120<sup>2</sup>

### Champaign County

Abandoned Calls <sup>3</sup>	Escape Calls <sup>4</sup>	Non-Transaction Calls <sup>5</sup>
0	0	4

<sup>1</sup> Top Ten Referrals – calls with resulting referrals usually receive more than one referral  
<sup>2</sup> Top Ten Unmet Needs – Callers needs were not met; programs may exist but caller may not be eligible for assistance or program may be out of funds.  
<sup>3</sup> Abandoned Calls are calls that reach the center but are not answered before the caller disconnects.  
<sup>4</sup> Escape Calls occur when a call center specialist accidentally begins to log a call but cancels the log.  
<sup>5</sup> Non-Transaction Calls are hang-ups or wrong numbers.