United Way 2-1-1 Report

Champaign County
April – June 2018
Submitted by: Susan Williams, Call Center Director, PATH, Inc.

Age of Caller
- Adult: 400
- Senior: 57
- Unknown: 83
- Youth: 0

Gender
- Female: 393
- Male: 145
- Unknown: 2

Contact Person Type
- Individual: 483
- Third Party: 25
- Agency: 12
- Doctor/Hospital/Clinic: 3
- Police/Sheriff: 2
- School: 1
- Church: 1

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

Follow-Up Calls
- Number Performed: 73
- Received Assistance: 14
- Did Not Receive Assistance: 14

Contact Type
- 2-1-1: 540
- Chat: 0

Referred By
- Self-Referral: 466
- United Way: 28
- Agency: 14
- Case Worker: 5
- Family/Friend: 4
- Business: 3
- Media/Advertisement: 2
- School: 2
- Clergy/Church: 1
- Police/Fire: 1

Top Reasons for Contact
- Utility Assistance: 111
- Rent Assistance: 106
- Homeless Shelter & Services: 102
- Food Pantries: 37
- General Information: 34
- Temporary Financial: 20
- Township General Asst: 15
- Low Income Housing: 14
- Transportation Expense Assistance: 13
- Emotional Support: 10

Call Time Frequency
- 8-5 pm: 462
- 6-11 pm: 60
- Midnight-7am: 18

Thank you for making this service available in your community.
Top Ten Referrals

- Champaign Co Regional Planning Commission: 135
- Salvation Army of Champaign County: 66
- empty tomb, Inc: 34
- Champaign Township: 23
- Restoration Urban Ministries: 19
- Housing Authority of Champaign County: 17
- St. Vincent de Paul Food Pantry: 23
- C-U at Home: 16
- Champaign Church of the Brethren: 18
- University Place Christian Church: 12

Top Ten Unmet Needs

- Rent Assistance: 32
- Utility Assistance: 28
- Homeless Shelter: 22
- Food Pantries: 11
- Homeless Motel Vouchers: 9
- Household Goods: 2
- Transportation Passes: 2
- Transportation-Out of Town: 2
- Car-Gas Money: 1
- Ex-Offender Reentry Programs: 1

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