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

Champaign County Regional Planning Commission 202  
Salvation Army of Champaign County 156  
City of Champaign Township 41  
Austin's Place Emergency Shelter for Women 33  
Cunningham Township 29  
empty tomb, Inc. 29  
C-U at Home 19  
Rosecrance Champaign/Urbana 18  
Restoration Urban Ministries 16  
Family Service of Champaign County 15

**Top Ten Unmet Needs**

Rent Assistance 39  
Utility Assistance 22  
Homeless Shelter/Services 20  
Homeless Motel Vouchers 8  
Other Housing Needs 8  
Support Groups 5  
Transportation Services/Auto Repair 5  
Medical Equipment/Medical Expense Assistance 3  
Job Search/Placement 3

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

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**All 211 Calls**

**04-01-2019 through 06-30-2019**

Service Level % = Percentage of calls answered within 90 seconds. Our goal is 80%. Our goal for abandoned calls is 9%.

<table>
<thead>
<tr>
<th>SKILL NAME</th>
<th>TOTAL CALLS</th>
<th>AVG HANDLE TIME</th>
<th>ABANDONS</th>
<th>AVG INQUEUE TIME</th>
<th>% ABANDONS</th>
<th>AVG ABANDON TIME</th>
<th>SERV. LEVEL %</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Way 211</td>
<td>12,136</td>
<td>00:05:53</td>
<td>1,802</td>
<td>00:00:43</td>
<td>12.92 %</td>
<td>00:01:05</td>
<td>79.90</td>
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</tbody>
</table>