

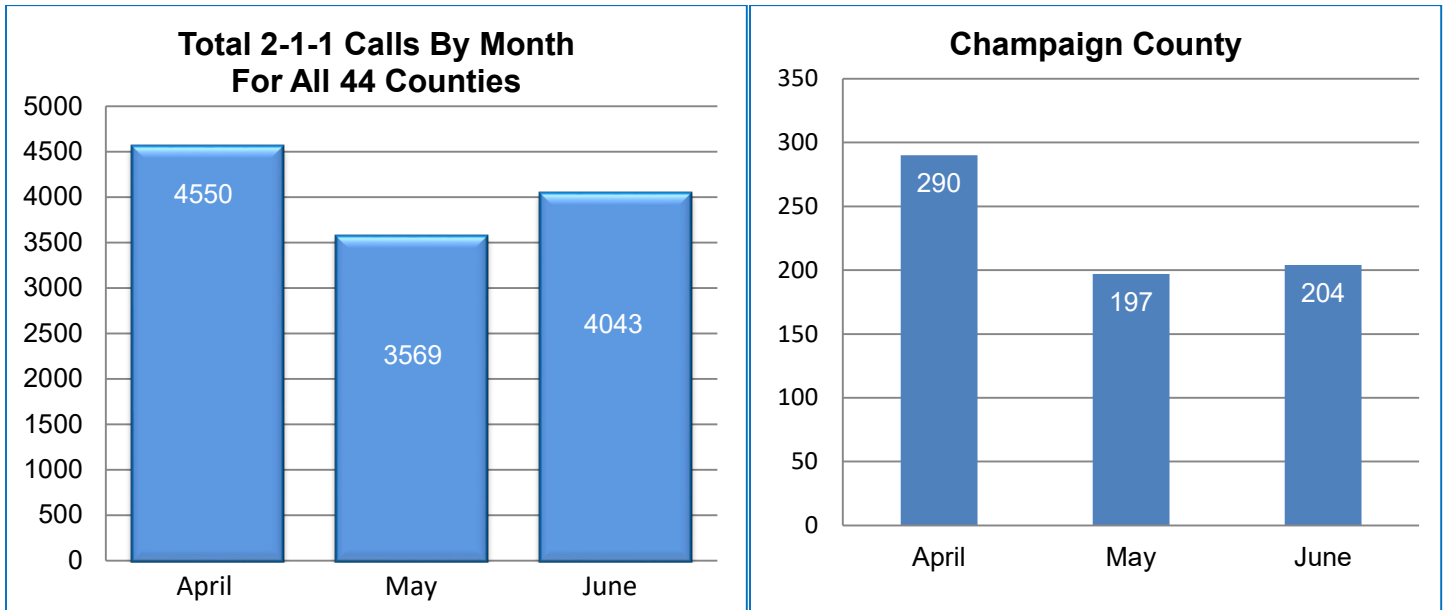


United Way 2-1-1 Report

Champaign County

April - June 2020

Submitted by: Susan Williams, Database Manager, PATH, Inc.



<u>Age of Caller</u>	
Adult	507
Unknown	109
Senior	74
Youth	1

<u>Gender</u>	
Female	483
Male	196
Unknown	12

<u>Contact Person Type</u>	
Individual	648
Third Party	21
Agency	18
Doctor/Hospital/Clinic	3
Business	1
School	0
Church	0
Police/Sheriff	0

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

<u>Follow-Up Calls</u>	
Number Performed	132
Received Assistance	17
Did Not Receive Assistance	17
Attempted; no answer; number did not work; referral not contacted	98

<u>Referred By</u>	
Self-Referral	471
Agency	116
Family/Friend	30
United Way	9
Internet	24
Doctor/Hospital/Clinic	5
Business	16
Case Worker	6
Clergy/Church	1
Police/Fire	1
School	0
Radio	2
TV	7
Other Advertisement	3

<u>Call Time Frequency</u>	
8 am-5 pm	596
6-11 pm	65
Midnight-7 am	30

<u>Top Reasons for Contact</u>	
Rent Assistance	263
Utility Assistance	113
Homeless Shelter/Services	124
Food Pantry/Food Services	85
COVID-19 (Coronavirus)	74
Low Income/Subsidized Rentals/Housing Needs	48
Information & Referral	38
Emotional Support Only	16
Crisis Intervention/Suicide	14
Transportation	13
Unemployment Insurance	11
Mental Health/Counseling	7

<u>Top Ten Caller Zip Codes</u>	
61821 - 168	
61820 - 132	
61802 - 128	
61801 - 86	
61866 - 66	
61822 - 44	
61853 - 12	
61843 - 4	
61873 - 4	
61874 - 4	

COVID-19 Contacts

Out of the 691 total contacts for Champaign County, 314 were directly related to COVID-19.

Top Agency Referrals also showing COVID-19 as the Reason for Referral

Champaign County Regional Planning Commission	317
Covid-19 related -	174
Salvation Army of Champaign County	262
Covid-19 related -	149
City of Champaign Township	88
Covid-19 related -	61
Cunningham Township	54
Covid-19 related -	31
Austin's Place Emergency Shelter for Women	46
Covid-19 related -	12
Restoration Urban Ministries	39
Covid-19 related -	23
Champaign Church of the Brethren	29
Covid-19 related -	18
Champaign-Urbana Public Health District	26
Covid-19 related -	14
Grace Lutheran Church Food Pantry	24
Covid-19 related -	12
St. Vincent de Paul Food Pantry – Urbana	24
Covid-19 related -	12
Stone Creek Church Food Pantry	22
Covid-19 related -	13
COVID-19 (Coronavirus)	21*

*We created an agency in the database called "COVID-19 (Coronavirus)" to track calls related to people's questions about the pandemic when the pandemic first started (middle of March). The "COVID-19 agency" contains the Illinois Department of Public Health's Coronavirus Hotline and their website, the CDC's website and phone number, and other pertinent info.

Top Unmet Needs

Homeless Motel Vouchers	16
Homeless Shelter	12
Utility Assistance	6
Temporary Financial Assistance	5
Rent Assistance	4
General Legal Aid	3
Transitional Housing/Shelter	3
At Risk/Homeless Housing Related Assistance Programs	2
Home Delivered Meals	2

There were 14 more unmet needs recorded with one contact (call) logged for each of them; please see the attached Excel report on Unmet Needs to see them.

All 211 Calls

04-01-2020 through 06-30-2020

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

SKILL NAME	TOTAL CALLS	AVG HANDLE TIME	ABAN-DONS	AVG INQUEUE TIME	ABAN-DONS	AVG ABANDON TIME	SERV. LEVEL
United Way 211	12,162	00:06:18	1,923	00:00:54	13.63%	00:01:03	76.85%