



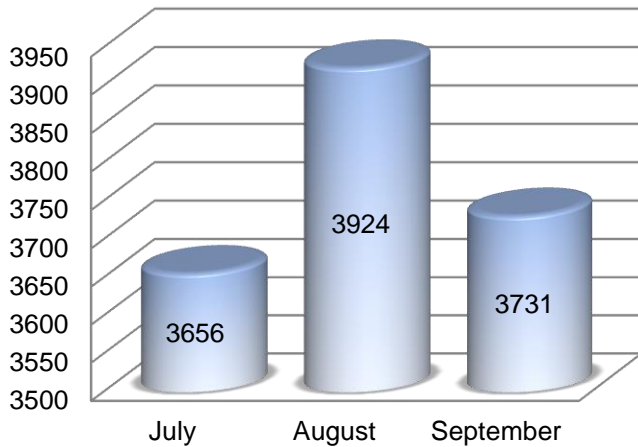
# United Way 2-1-1 Report

## Champaign County

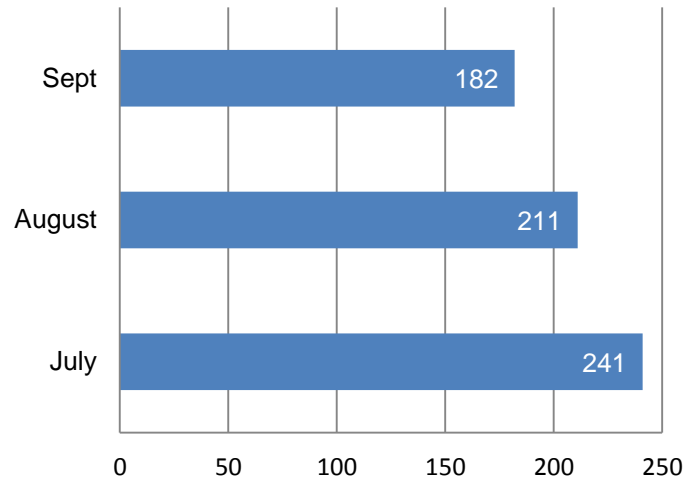
July – September 2017

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

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



**Champaign County**



**Age of Caller**

Adult	189
Senior	21
Unknown	424
Youth	0

**Gender**

Female	458
Male	170
Unknown	6

**Contact Person Type**

Individual	566
Third Party	31
Agency	15
Church	1
Police/Sheriff	0
Business	0
School	2
Hospital/Doctor/Clinic	3

**Call Time Frequency**

8:00 am – 5:00 pm	568
6:00 pm – 11:00 pm	40
12:00 am – 7:00 am	26

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

**Referred By**

Self-Referral	531
Agency	45
United Way	25
Family/Friend	4
Business	2
Media (news, TV, radio, web)	2
Hospital/Doctor/Clinic	1
Police/Fire	1
Case Worker	1

**Follow-Up Calls**

Number Scheduled	99
Received Assistance	16
Did Not Receive Assistance	19
Unable to Contact	38
Other	26

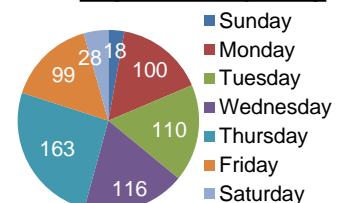
**Contact Type**

2-1-1 Call	632
Online Chat	2

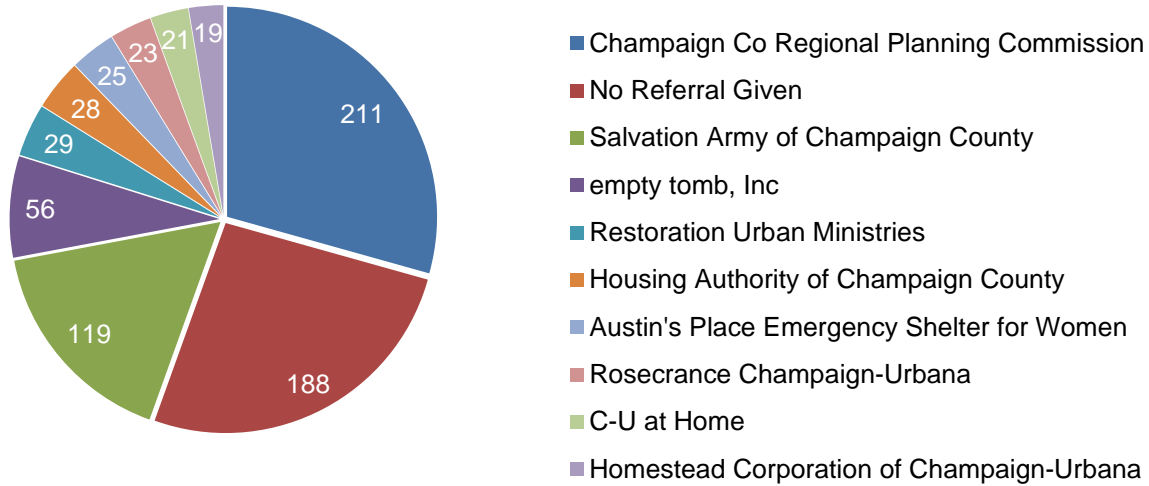
**Top Reasons for Contact**

Utility Assistance	143
Rent Assistance	118
Homeless Shelter	84
General Relief	34
Undesignated Financial Assistance	34
Food Pantries	30
Low Income Housing	28
Information	25
Transitional Housing	25
Homeless	16

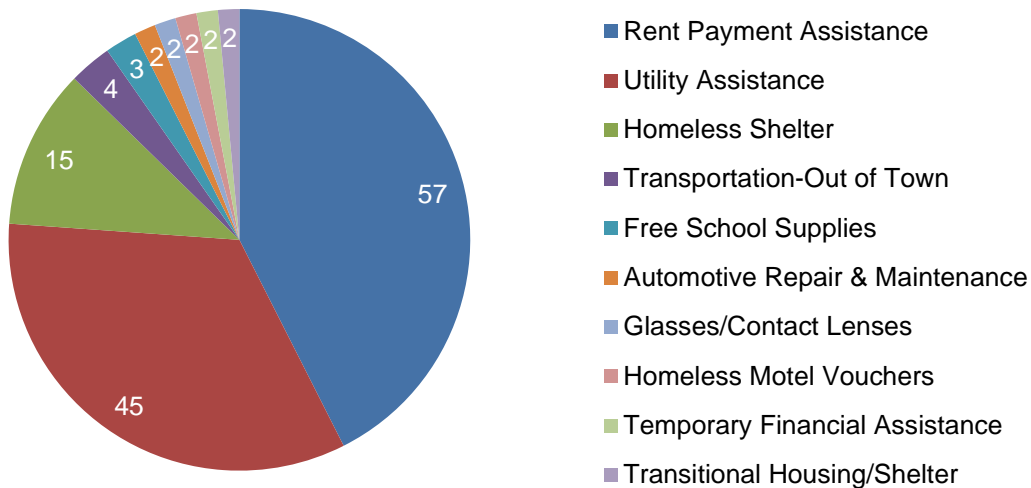
**Day Call Frequency**



### Top Ten Referrals



### Top Ten Unmet Needs



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

Champaign County		
Abandoned Calls <sup>3</sup>	Escape Calls <sup>4</sup>	Non-Transaction Calls <sup>5</sup>
0	0	2

<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.