



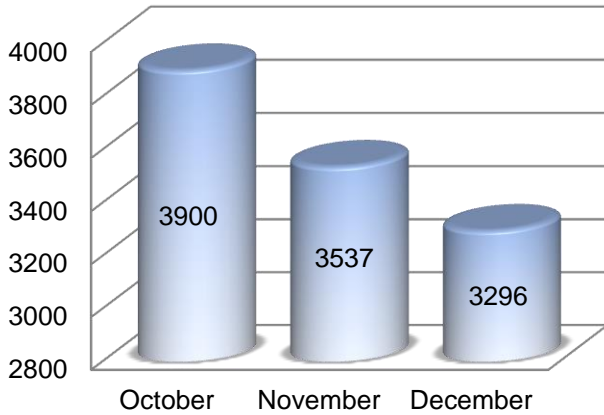
United Way 2-1-1 Report

Champaign County

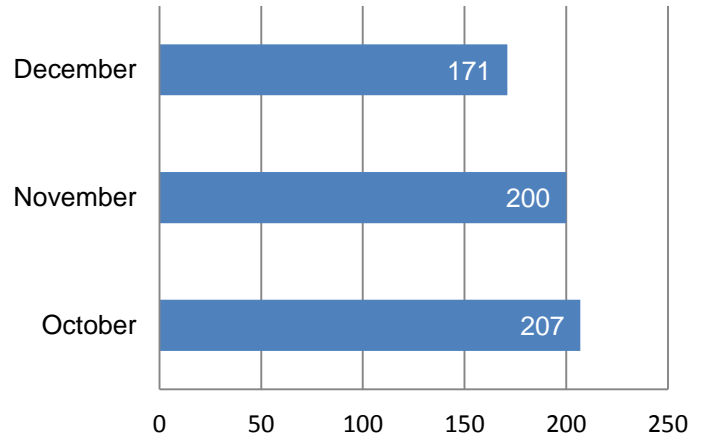
October - December 2017

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

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



Champaign County



Age of Caller

Adult	414
Senior	49
Unknown	114
Youth	1

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

Contact Type

2-1-1 Call	578
Online Chat	0

Gender

Female	428
Male	145
Unknown	5

Referred By

Self-Referral	459
Agency	35
United Way	7
Family/Friend	4
School	4
Case Worker	3
Business	2
Clergy/Church	1
Doctor/Hospital/Clinic	1
Advertisement	1

Top Reasons for Contact

Rent Assistance	101
Utility Assistance	95
Homeless Shelter	74
Food Pantries	39
Holiday Programs	22
Transportation Expense	17
Low Income Housing	14
General Legal Aid	13
Undesignated Financial Assistance	13
Clothing	11
Housing Authorities	13

Contact Person Type

Individual	465
Third Party	36
Agency	15
School	4
Hospital/Doctor/Clinic	2

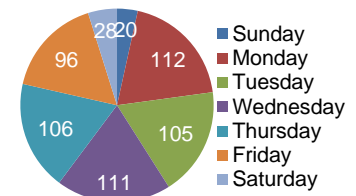
Call Time Frequency

8:00 am – 5:00 pm	514
6:00 pm – 11:00 pm	38
12:00 am – 7:00 am	26

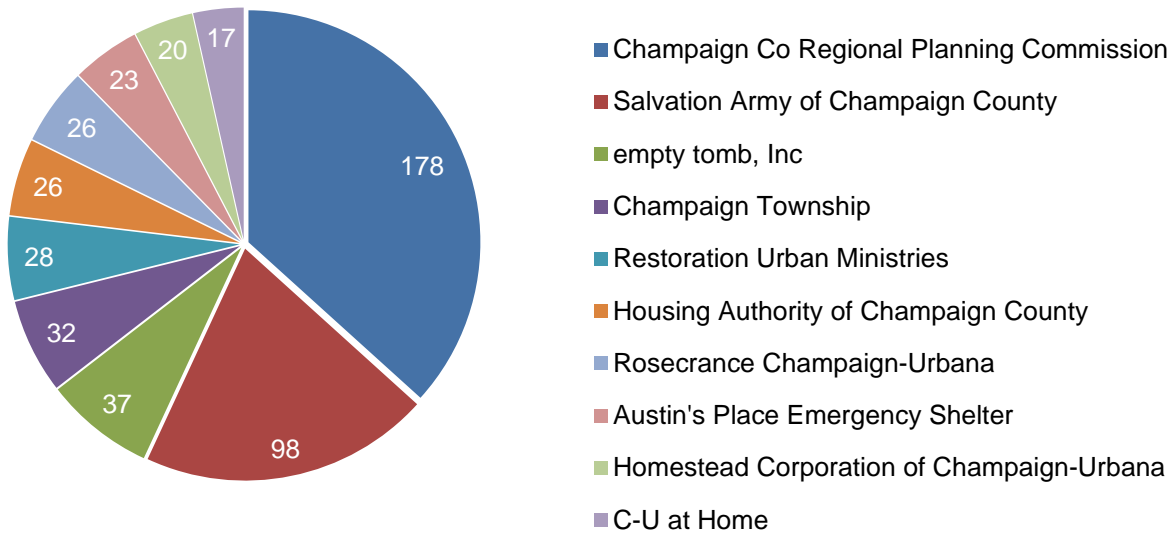
Follow-Up Calls

Number Scheduled	92
Received Assistance	23
Did Not Receive Assistance	24
Unable to Contact/Abandoned	41
Referral(s) given not contacted	4

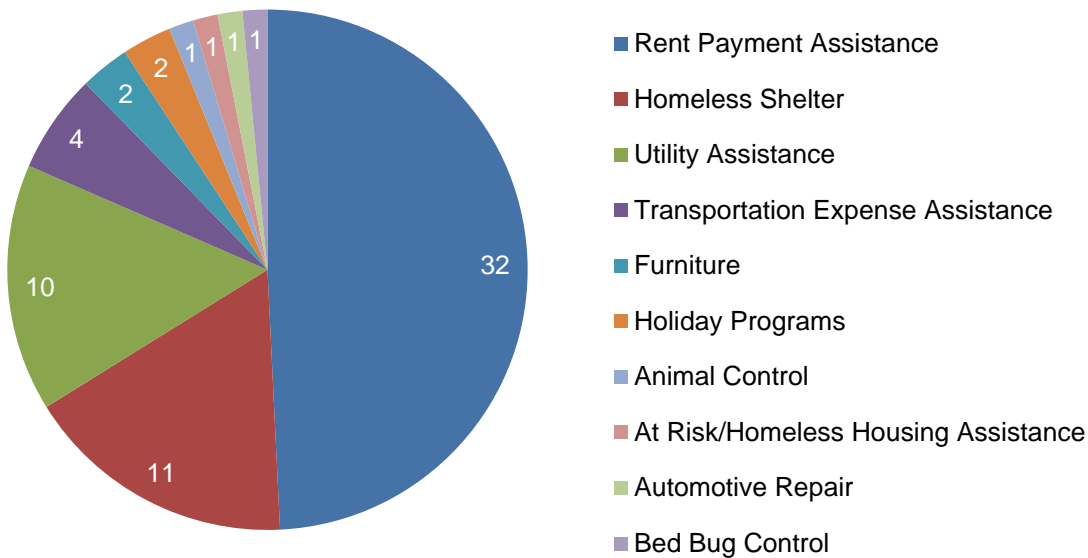
Day Call Frequency



Top Ten Referrals



Top Ten Unmet Needs



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

Champaign County		
Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
0	0	1

¹ Top Ten Referrals – Calls with resulting referrals usually receive more than one referral
² 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.
³ Abandoned Calls are calls that reach the center but are not answered before the caller disconnects.
⁴ Escape Calls occur when a call center specialist accidentally begins to log a call but cancels the log.
⁵ Non-Transaction Calls are hang-ups or wrong numbers.