Age of Caller
- Adult: 414
- Senior: 49
- Unknown: 114
- Youth: 1

Gender
- Female: 428
- Male: 145
- Unknown: 5

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

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

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

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

Contact Type
- 2-1-1 Call: 578
- Online Chat: 0

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

Day Call Frequency
- Sunday: 96
- Monday: 112
- Tuesday: 105
- Wednesday: 106
- Thursday: 111
- Friday: 105
- Saturday: 220
Top Ten Referrals
- Champaign Co Regional Planning Commission
- Salvation Army of Champaign County
- empty tomb, Inc
- Champaign Township
- Restoration Urban Ministries
- Housing Authority of Champaign County
- Rosecrance Champaign-Urbana
- Austin's Place Emergency Shelter
- Homestead Corporation of Champaign-Urbana
- C-U at Home

Top Ten Unmet Needs
- Rent Payment Assistance
- Homeless Shelter
- Utility Assistance
- Transportation Expense Assistance
- Furniture
- Holiday Programs
- Animal Control
- At Risk/Homeless Housing Assistance
- Automotive Repair
- Bed Bug Control

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

<table>
<thead>
<tr>
<th>Champaign County</th>
<th>AbandonedCalls(^3)</th>
<th>Escape Calls(^4)</th>
<th>Non-Transaction Calls(^5)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

\(^1\) 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.