United Way 2-1-1 Report

Champaign County

April - June 2016

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

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

- April: 5570
- May: 5877
- June: 5277

**Champaign County**

- June: 254
- May: 193
- April: 181

**Top Ten Reasons for Contact**

- Transportation: 33
- Mental Illness: 41
- Temporary Financial Assistance: 42
- Homeless Housing & Shelter: 55
- Food: 55
- Information & Referral: 60
- Housing: 68
- Homeless: 70
- Utility Assistance: 107
- Rent Assistance: 110

n=857
Top Ten Reasons for Contact
– there can be more than one reason per call

Top Ten Referrals
– calls with resulting referrals usually receive more than one referral

Abandoned Calls
– calls that reach the center but are not answered.

Escape Calls
– occur when a call center specialist accidentally begins to log a call but cancels the log.

Non-Transaction Calls
– hang-ups or wrong numbers.

### Champaign County

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<th>Abandoned Calls</th>
<th>Escape Calls</th>
<th>Non-Transaction Calls</th>
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<td>2</td>
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1. Top Ten Reasons for Contact – there can be more than one reason per call
2. Top Ten Referrals – calls with resulting referrals usually receive more than one referral
3. Abandoned Calls are calls that reach the center but are not answered.
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.