



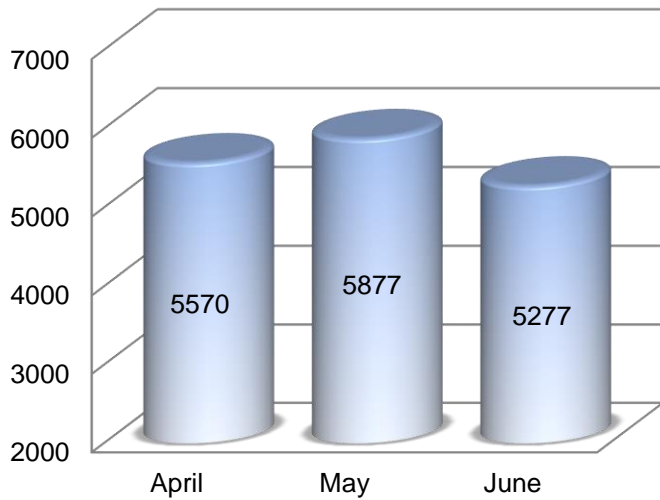
# United Way 2-1-1 Report

## Champaign County

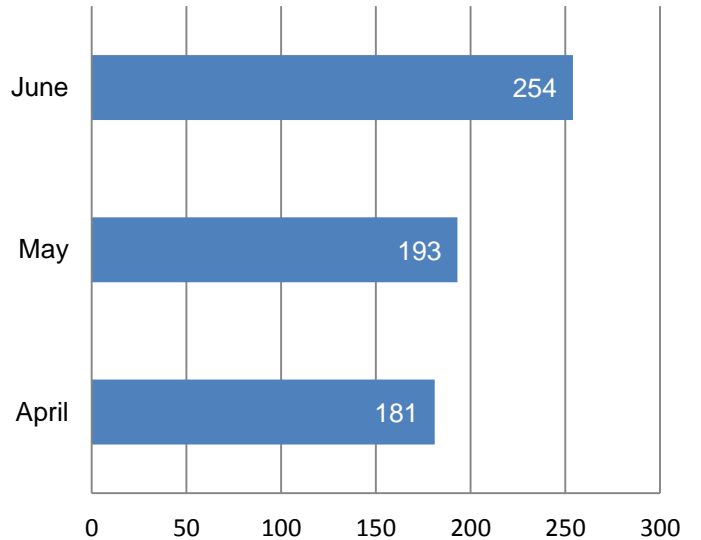
April - June 2016

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

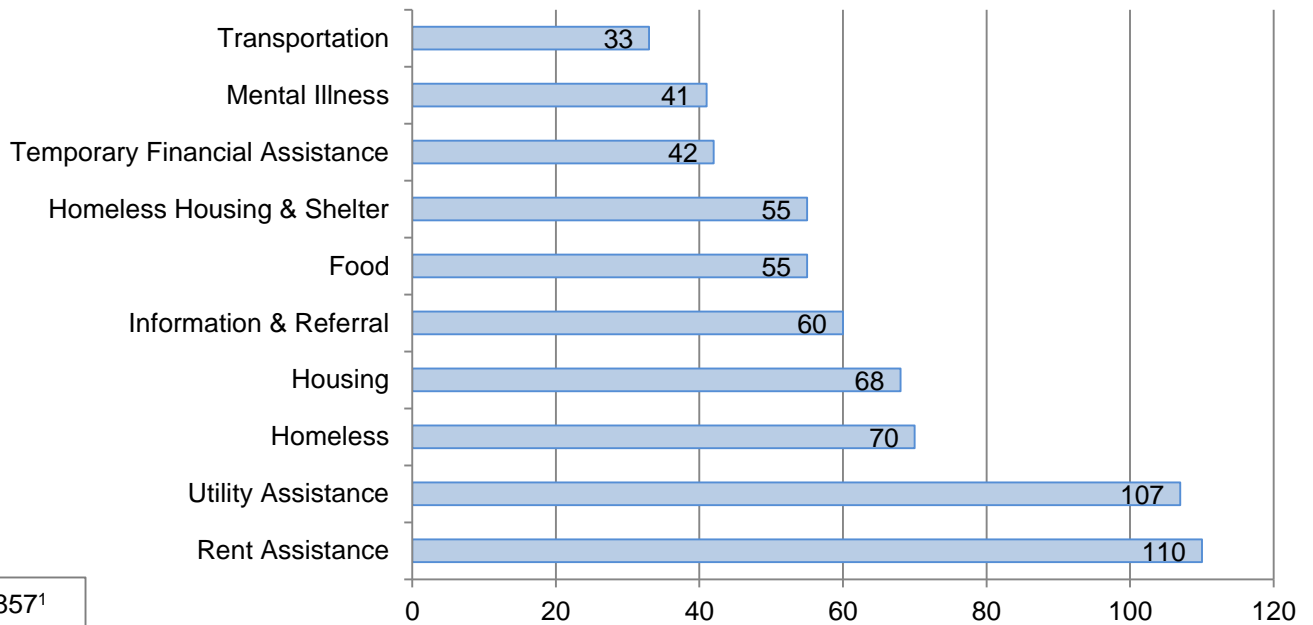
**Total 2-1-1 Calls By Month For All Counties**



**Champaign County**

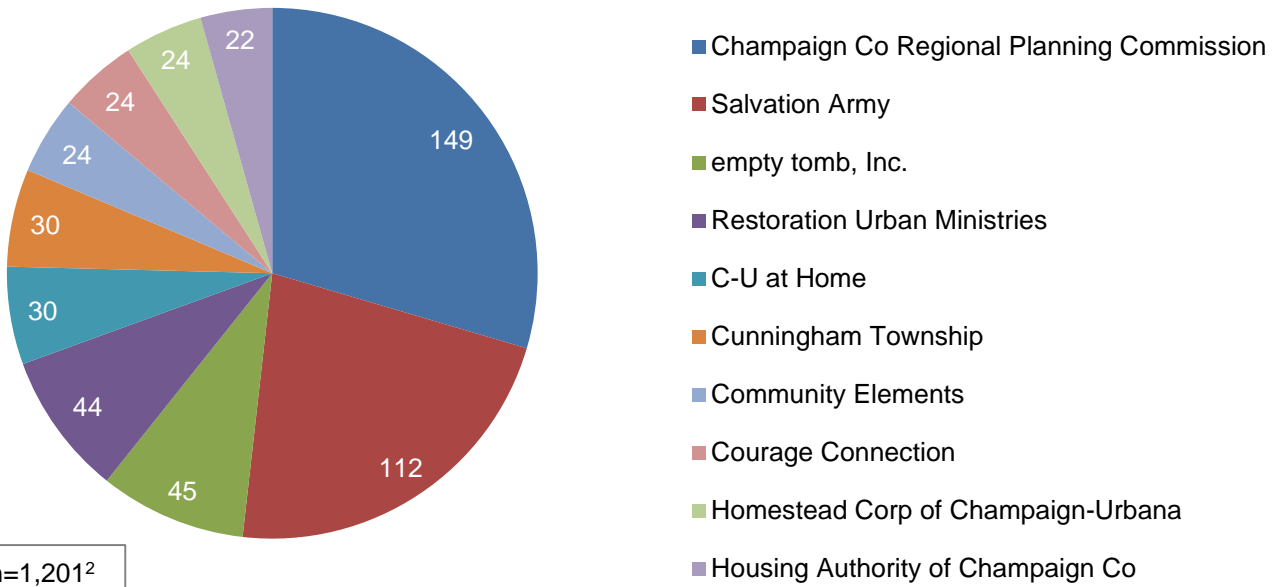


**Top Ten Reasons for Contact**

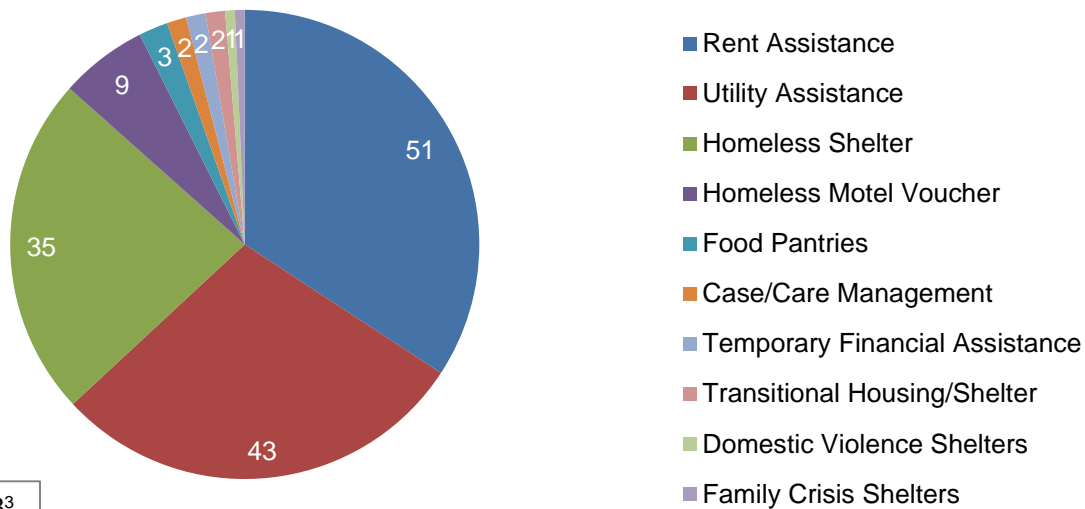


n=857<sup>1</sup>

### Top Ten Referrals



### Top Ten Unmet Needs



### Champaign County

Abandoned Calls <sup>3</sup>	Escape Calls <sup>4</sup>	Non-Transaction Calls <sup>5</sup>
2	0	8

<sup>1</sup> Top Ten Reasons for Contact – there can be more than one reason per call

<sup>2</sup> Top Ten Referrals – calls with resulting referrals usually receive more than one referral

<sup>3</sup> Abandoned Calls are calls that reach the center but are not answered.

<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.