**Age of Caller**

- Adult: 417
- Senior: 53
- Unknown: 131
- Youth: 3

**Gender**

- Female: 442
- Male: 158
- Unknown: 3
- Not Recorded: 2

**Contact Person Type**

- Individual: 533
- Third Party: 28
- Agency: 18
- Church: 0
- Police/Sheriff: 2
- Business: 0
- School: 0
- Hospital/Doctor/Clinic: 0

**Call Time Frequency**

- 12am-4am: 7
- 4am-8am: 59
- 8am-12pm: 280
- 12pm-4pm: 198
- 4pm-8pm: 39
- 8pm-12am: 21

**For more detailed information on "Reasons for Contact", see enclosed "IRS Problem Needs and Referral County report."**

**Referred By**

- Self-Referral: 533
- Agency: 18
- Unknown: 25
- Third Party: 28
- Family/Friend: 0
- Clergy/Church: 0
- Police/Fire: 2
- Hospital/Doctor/Clinic: 0
- United Way: 0
- Business: 0
- Internet: 0
- Newspaper/Magazine: 0

**Follow-Up Calls**

- Number Performed: 92
- Received Assistance: 26
- Did Not Receive Assistance: 14
- Unable to Contact: 45
- Other: 7

**Contact Type**

- 2-1-1 Call: 604
- Online Chat: 2

**Top Reasons for Contact**

- Rent Assistance: 141
- Utility Assistance: 121
- Homeless Shelter: 88
- Transitional Housing: 33
- Food Pantries: 32
- Temporary Financial Aid: 24
- Information: 23
- General Relief: 21
- Low Income/Subsidized Housing: 19
- Homeless Drop In Centers: 16

**Day Call Frequency**

- Sunday: 83
- Monday: 124
- Tuesday: 111
- Wednesday: 112
- Thursday: 117
- Friday: 82
- Saturday: 145

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

- April: 3717
- May: 3522
- June: 3533

**Champaign County**

- June: 212
- May: 165
- April: 172
Top Ten Referrals
- Champaign Co Regional Planning Commission
- No Referral Given
- Salvation Army of Champaign County
- empty tomb, Inc
- Restoration Urban Ministries
- Austin's Place Emergency Shelter for Women
- Housing Authority of Champaign County
- Rosecrance Champaign-Urbana
- Courage Connection
- Faith United Methodist Church - Men's Shelter

Top Ten Unmet Needs
- Rent Payment Assistance
- Utility Assistance
- Homeless Shelter
- At risk/homeless assistance program
- Homeless Motel Voucher
- Air conditioners - health related
- Domestic Violence Shelter
- Emergency/Homeless Shelter
- Emergency Food/Food Pantries
- Transitional Housing

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

Champaign County
<table>
<thead>
<tr>
<th>Abandoned Calls(^3)</th>
<th>Escape Calls(^4)</th>
<th>Non-Transaction Calls(^5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>0</td>
<td>3</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 accidently begins to log a call but cancels the log.
5. Non-Transaction Calls are hang-ups or wrong numbers.