



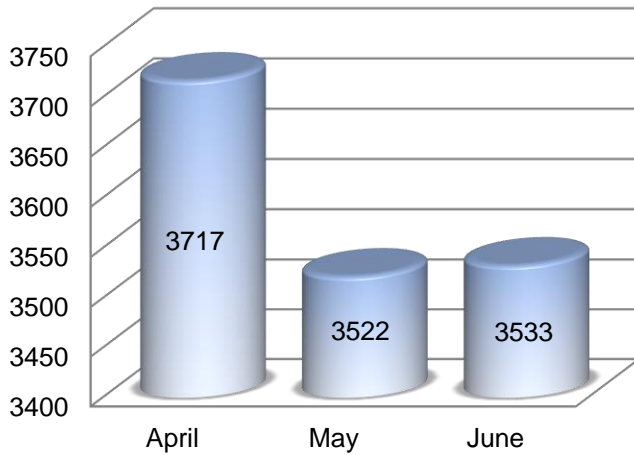
United Way 2-1-1 Report

Champaign County

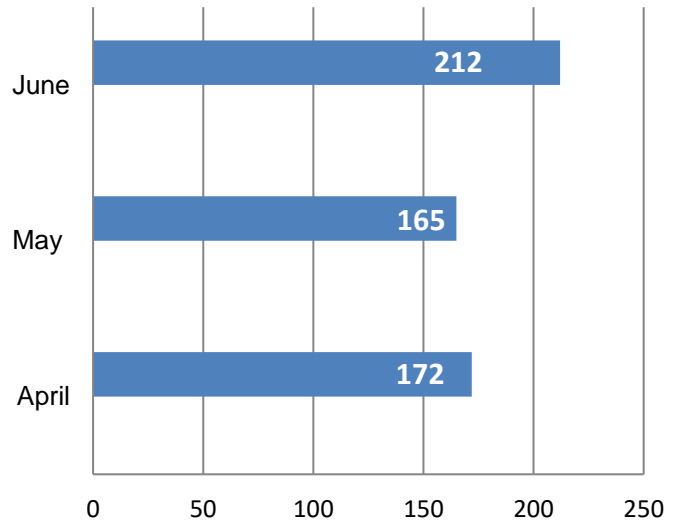
April – June 2017

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

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



Champaign County



Age of Caller

Adult	417
Senior	53
Unknown	131
Youth	3

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

Contact Type

2-1-1 Call	604
Online Chat	2

Gender

Female	442
Male	158
Unknown	3
Not Recorded	2

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

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

Contact Person Type

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

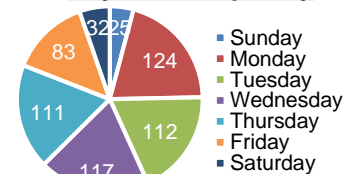
Follow-Up Calls

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

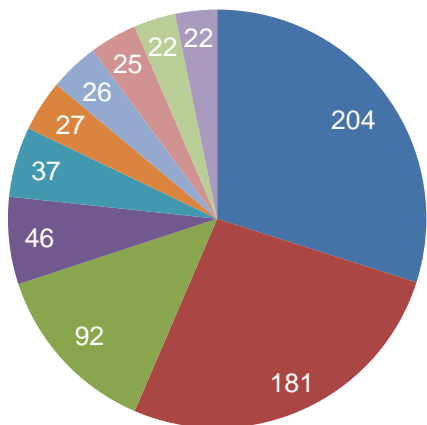
Call Time Frequency

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

Day Call Frequency

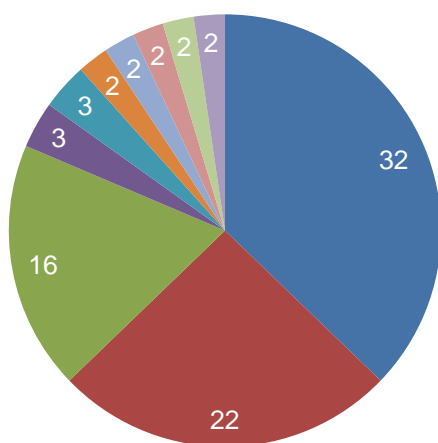


Top Ten Referrals



- 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

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
2	0	3

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.