United Way 2-1-1 Report

Champaign County
April-June 2014
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

- **Total 2-1-1 Calls By Month For All Counties**
  - April: 5271
  - May: 5103
  - June: 5776

- **Champaign County**
  - June: 164
  - May: 135
  - April: 127

- **Top Ten Reasons for Contact**
  - Homeless Shelter: 29
  - Food Pantries: 30
  - Housing: 33
  - Mental Illness: 36
  - Transitional Housing/Shelter: 36
  - Medical: 40
  - Homeless: 48
  - Information: 60
  - Utility Assistance: 90
  - Rent Assistance: 95

n=791
Champaign County

Abandoned Calls:
0

Escape Calls:
0

Non-Transaction Calls:
7

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.