United Way 2-1-1 Report

Champaign County
January – March 2015
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

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

- January: 5357
- February: 4260
- March: 5740

### Champaign County

- January: 183
- February: 140
- March: 171

### Top Ten Reasons for Contact

- Transportation: 30
- Mental Illness: 35
- Homeless Shelter: 36
- Medical Assistance: 40
- Housing: 41
- Temporary Financial Assistance: 41
- Information & Referral: 49
- Rent Assistance: 59
- Homeless Shelter: 60
- Utility Assistance: 62

n=691
**Top Ten Referrals**

- Regional Planning Commission
- Salvation Army
- empty tomb, Inc.
- Austin's Place Emergency Shelter for Women
- Restoration Urban Ministries
- Champaign County Housing Authority
- Department of Human Services
- Community Elements
- Homestead Corporation of Champaign-Urbana
- Courage Connection

n=917

**Top Ten Unmet Needs**

- Rent Assistance
- Homeless Motel Vouchers
- Homeless Shelter
- Utility Assistance
- Temporary Financial Assistance
- Transportation Expense
- Medical Assistance
- Representative Payee Services
- Suicide Counseling
- Affordable Housing

n=75

<table>
<thead>
<tr>
<th>Champaign County</th>
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<tbody>
<tr>
<td>Abandoned Calls³</td>
<td>0</td>
</tr>
<tr>
<td>Escape Calls⁴</td>
<td>0</td>
</tr>
<tr>
<td>Non-Transaction Calls⁵</td>
<td>5</td>
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</tbody>
</table>

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.