United Way 2-1-1 Report

Champaign County
January – March 2016
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

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

- January: 6927
- February: 6196
- March: 6117

Champaign County

- March: 153
- February: 152
- January: 172

Top Ten Reasons for Contact

- Rent Assistance: 84
- Utility Assistance: 54
- Homeless: 58
- Transportation: 49
- Homeless Shelter: 49
- Food: 47
- Housing: 48
- Information & Referral: 47
- Mental Illness: 40
- Medical: 20

n=709
Champaign County

Abandoned Calls
- 3

Escape Calls
- 4

Non-Transaction Calls
- 5

Top Ten Reasons for Contact
1. -
2. -
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.

Top Ten Referrals
- Champaign Co Regional Planning Commission
- Salvation Army
- empty tomb, Inc.
- Cunningham Township
- Austin's Place Emergency Shelter for Women
- C-U at Home
- Community Elements
- Restoration Urban Ministries
- Champaign Co Housing Authority
- Frances Nelson Health Center

Top Ten Unmet Needs
- Rent Assistance
- Homeless Shelter
- Utility Assistance
- Homeless Motel Voucher
- Emergency Shelter
- Transitional Housing
- Transportation
- Adolescent/Youth Counseling
- Automotive Repair
- Food Pantries

Champaign County

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<tr>
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<th>Abandoned Calls(^3)</th>
<th>Escape Calls(^4)</th>
<th>Non-Transaction Calls(^5)</th>
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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.