



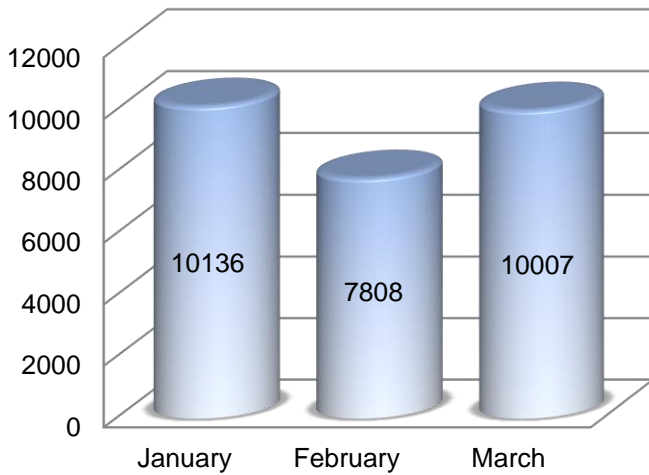
United Way 2-1-1 Report

Champaign County

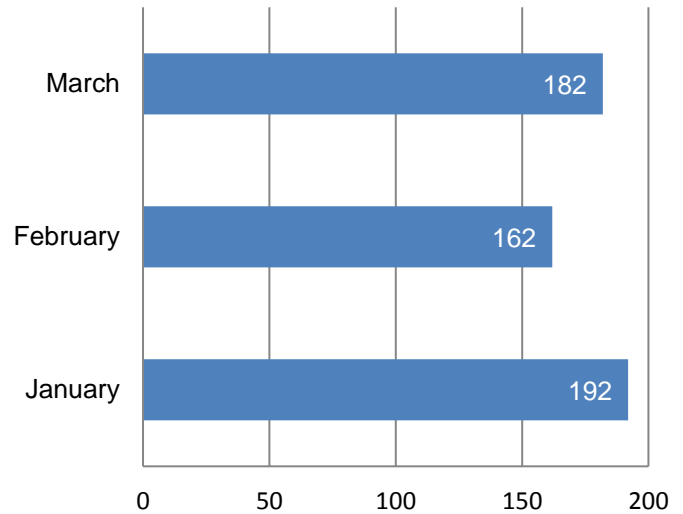
January – March 2017

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

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



Champaign County



Age of Caller

Adult	372
Senior	49
Unknown	117
Youth	0

Follow-Up Calls

Number Performed	78
Received Assistance	66
Did Not Receive Assistance	12

Contact Type

2-1-1 Call	531
Agency We Answer For	4
Online Chat	1

Gender

Female	367
Male	166
Unknown	4

Referred By

Self-Referral	417
Agency	30
Unknown	26
Family/Friend	18
United Way	17
Case Worker	2
Clergy/Church	2
Hospital/Doctor/Clinic	2
Business	2
Internet	2
Police/Fire	1
Radio	1
Television	1

Top Reasons for Contact

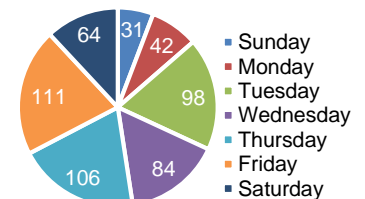
Rent Assistance	122
Homeless Shelter	59
Utility Assistance	57
Information & Referral	39
Food Pantries	26
Subsidized Rental Housing	19
Transportation Expense	18
Homeless	14
Comprehensive Job Assistance	9
Food Stamps/SNAP	9

Call Time Frequency

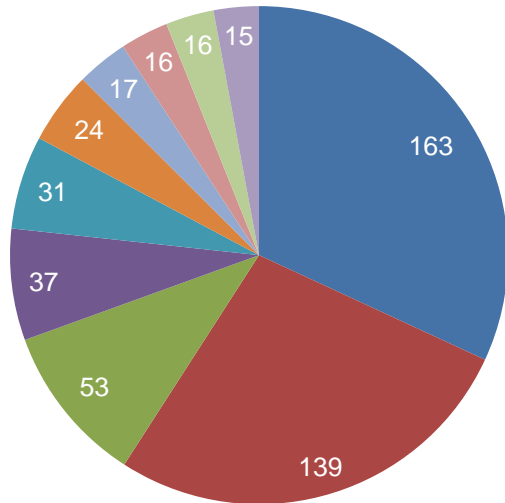
12am-4am	8
4am-8am	17
8am-12pm	222
12pm-4pm	200
4pm-8pm	68
8pm-12am	21

For more detailed information on Reason for Contact see enclosed "AIRS Problem Needs and Referral Count" report.

Day Call Frequency



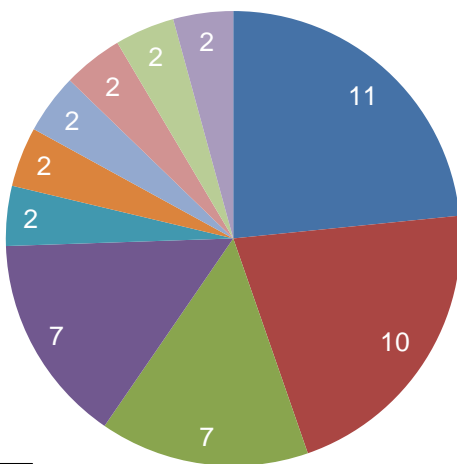
Top Ten Referrals



- Champaign Co Regional Planning Commission
- No Referral Given
- Salvation Army of Champaign County
- empty tomb, Inc
- Faith United Methodist Church - Men's Shelter
- Austin's Place Emergency Shelter for Women
- Housing Authority of Champaign County
- Department of Human Services (DHS)
- Champaign County Health Care Consumers
- Restoration Urban Ministries

n=907¹

Top Ten Unmet Needs



- Rent Payment Assistance
- Homeless Assistance
- Utility Assistance
- Transportation Expense Assistance
- Burial/Cremation Expense Assistance
- General Legal Aid
- Prescription Expense Assistance
- Family Crisis Intervention/Counseling
- Emergency Food/Food Pantries
- Adolescent/Youth Counseling

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

n=53²

Champaign County

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
0	0	1

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.