United Way 2-1-1 Report

Champaign County
January – March 2018
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

Age of Caller
- Adult: 330
- Senior: 52
- Unknown: 101
- Youth: 0

Gender
- Female: 352
- Male: 125
- Unknown: 6

Gender
- Female: 352
- Male: 125
- Unknown: 6

Contact Person Type
- Individual: 433
- Third Party: 23
- Agency: 8
- Doctor/Hospital/Clinic: 2
- Police/Sheriff: 1
- School: 1

Follow-Up Calls
- Number Performed: 73
- Received Assistance: 9
- Did Not Receive Assistance: 11

Referred By
- Self-Referral: 422
- Agency: 14
- Unknown: 0
- Family/Friend: 6
- United Way: 12
- Case Worker: 5
- Clergy/Church: 0
- Hospital/Doctor/Clinic: 2
- Business: 1
- Internet: 0
- Police/Fire: 1
- Radio: 0
- Television: 0

Top Reasons for Contact
- Rent Assistance: 81
- Homeless Shelter: 70
- Utility Assistance: 51
- Information & Referral: 30
- Food Pantries: 26
- Subsidized Rental Housing: 25
- General Relief: 15
- Financial Assistance: 15
- Tax Preparation: 12
- Domestic Violence Shelter: 11

Call Time Frequency
- 8-5 pm: 427
- 6-11 pm: 33
- Midnight-7am: 23

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

Thank you for making this service available in the counties.

For more detailed information on Reason for Contact see enclosed “AIRS Problem Needs and Referral Count” report.
Top Ten Referrals

- No Referral Given: 116
- Champaign County Regional Planning Commission: 21
- Champaign Township: 22
- empty tomb, Inc.: 30
- Salvation Army of Champaign County: 38
- Austin's Place Emergency Shelter for Women: 39
- Faith United Methodist Church: 72
- Housing Authority of Champaign County: 111
- Salt and Light Homestead Corporation of Champaign-Urbana: 17

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

Top Ten Unmet Needs

- Rent Payment Assistance: 17
- Homeless Motel Vouchers: 3
- Utility Assistance: 1
- Car-Gas Money: 1
- Clothing: 2
- Furniture: 2
- Rent Assistance: 2
- Winter Clothing Donation Programs: 3
- Automotive Repair and Maintenance: 3
- Bedding/Linen: 1