



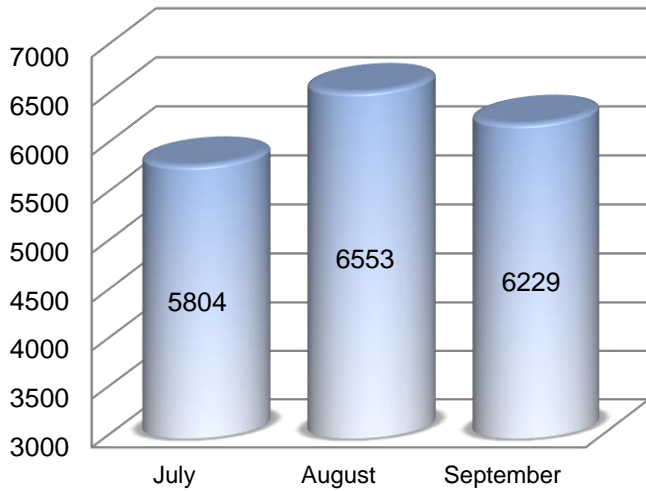
United Way 2-1-1 Report

Champaign County

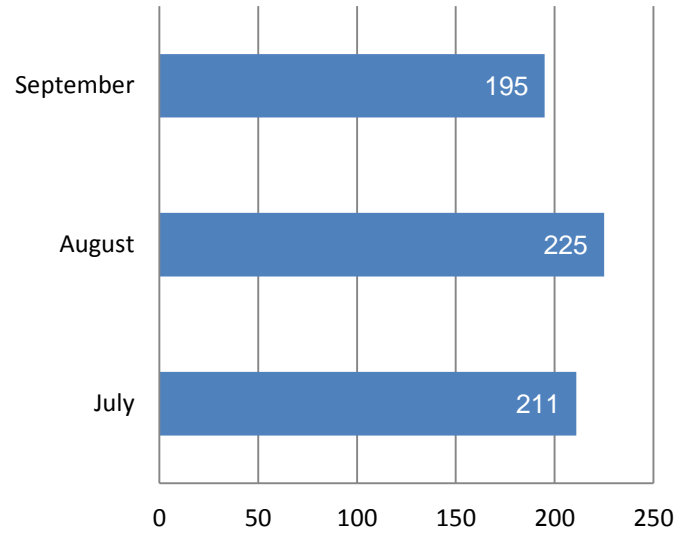
July-September 2015

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

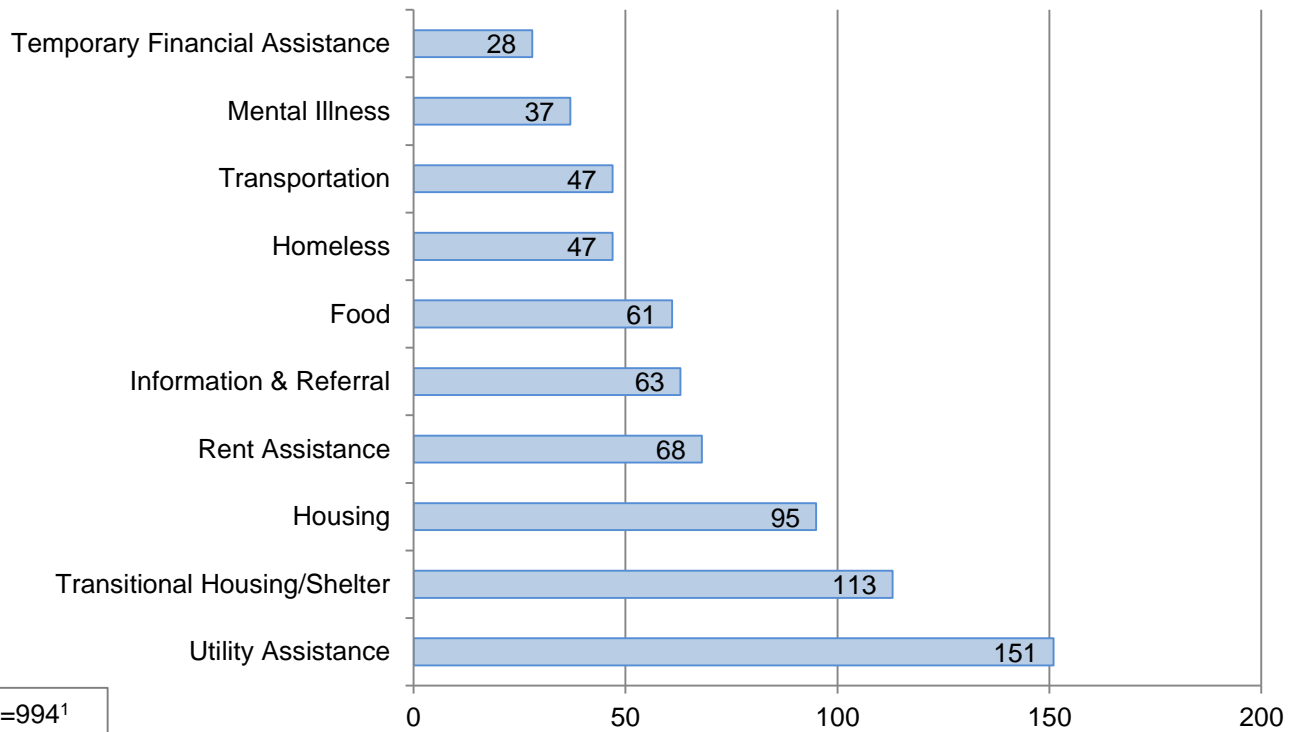
Total 2-1-1 Calls By Month For All Counties



Champaign County

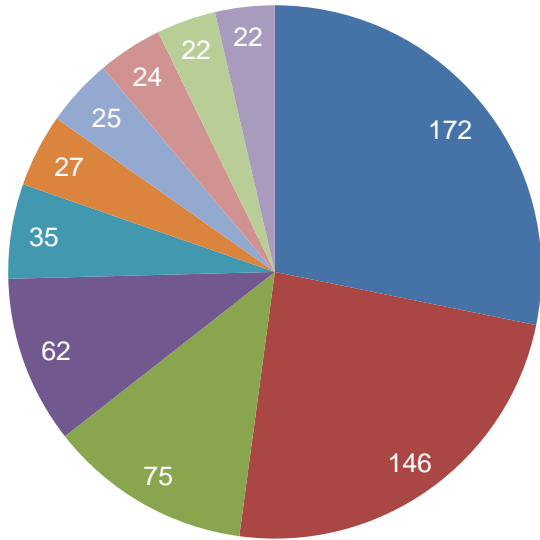


Top Ten Reasons for Contact



n=994¹

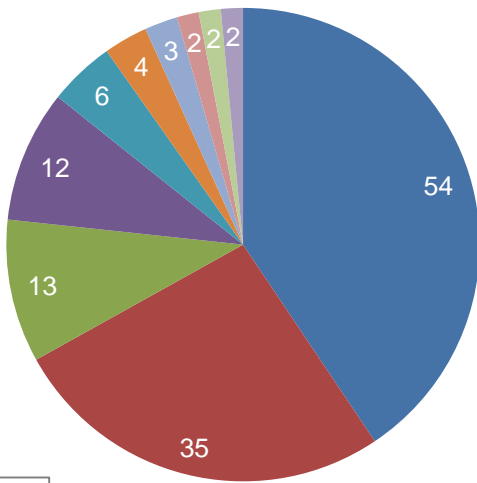
Top Ten Referrals



- Salvation Army
- Champaign Co Regional Planning Commission
- Restoration Urban Ministries
- empty tomb, Inc.
- Courage Connection
- C-U at Home
- Homestead Corporation
- St. Vincent dePaul Food Pantry
- Champaign County Housing Authority
- City of Urbana Grants Mgmt Division

n=1,389²

Top Ten Unmet Needs



- Utility Assistance
- Rent Assistance
- Homeless Shelter
- Homeless Motel Voucher
- Family Crisis Shelter
- Transportation
- Free School Supplies
- Family Permanent Supportive Housing
- Housing Counseling
- Automobile Repair

n=160³

Champaign County

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
2	1	1

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.