United Way 2-1-1 Report

Champaign County
October-December 2014
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

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

- October: 5749
- November: 5051
- December: 5146

Champaign County

- October: 239
- November: 206
- December: 237

Top Ten Reasons for Contact

- Rent Assistance: 127
- Utility Assistance: 99
- Homeless: 78
- Housing: 63
- Information & Referral: 51
- Food Pantries: 55
- Transitional Housing/Shelter: 34
- Temporary Financial Assistance: 32
- Holiday Programs: 31
- Mental Illness: 30

n=893

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### Top Ten Referrals

- Salvation Army: 184
- Regional Planning Commission: 159
- empty tomb, Inc.: 70
- Restoration Urban Ministries: 35
- St. Vincent de Paul: 27
- Austin's Place Emergency Shelter for Women: 24
- Fraternal Order of Police: 22
- Courage Connection: 21
- Stone Creek Church Food Pantry: 20
- Grace Lutheran Church Food Pantry: 19

n=1,284

### Top Ten Unmet Needs

- Rent Assistance: 34
- Homeless Shelter: 16
- Utility Assistance: 11
- Transportation: 7
- Holiday Programs: 5
- Household Goods: 3
- Car-Gas Money: 2
- Home Maintenance & Minor Repair Services: 2
- Homeless Motel Vouchers: 2
- Job Search/Placement: 2

n=111

### Champaign County

<table>
<thead>
<tr>
<th>Abandoned Calls</th>
<th>Escape Calls</th>
<th>Non-Transaction Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>3</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 accidently begins to log a call but cancels the log.
5. Non-Transaction Calls are hang-ups or wrong numbers.