United Way 2-1-1 Report

Champaign County
October - December 2015
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

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

- October: 7441
- November: 6974
- December: 8602

**Champaign County**

- December: 231
- November: 225
- October: 205

**Top Ten Reasons for Contact**

1. Rent Assistance: 145
2. Homeless: 112
3. Food: 68
4. Utility Assistance: 105
5. Homeless Shelter: 63
6. Transportation: 43
7. Information & Referral: 39
8. Mental Illness: 27
9. Holiday Programs: 23
10. n=966

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Abandoned Calls\(^3\) | Escape Calls\(^4\) | Non-Transaction Calls\(^5\)
---|---|---
1 | 0 | 4

\(^1\) 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.