United Way 2-1-1 Report

Champaign County

October-December 2016
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

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

- **October:** 6824
- **November:** 7551
- **December:** 8982

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### Contact Type

- **2-1-1 Call:** 537
- **Agency We Answer For:** 5
- **Online Chat:** 1

### Top Reasons for Contact

- **Rent Assistance:** 105
- **Homeless Shelter:** 74
- **Utility Assistance:** 66
- **Information & Referral:** 40
- **Food Pantries:** 36
- **Transitional Housing/Shelter:** 27
- **Holiday Programs:** 25
- **Transportation Expense:** 22
- **Homeless Drop In Centers:** 19
- **Homeless Permanent Supportive Housing:** 18

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### Age of Caller

- **Adult:** 385
- **Senior:** 45
- **Unknown:** 118
- **Youth:** 1

### Gender

- **Female:** 398
- **Male:** 146
- **Unknown:** 3

### Contact Person Type

- **Individual:** 475
- **Third Party:** 29
- **Agency:** 14
- **Police/Sheriff:** 4
- **School:** 2
- **Business:** 1
- **Church:** 1

### Call Time Frequency

- **12am-4am:** 10
- **4am-8am:** 17
- **8am-12pm:** 209
- **12pm-4pm:** 209
- **4pm-8pm:** 78
- **8pm-12am:** 24

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### Follow-Up Calls

- **Number Performed:** 85
- **Received Assistance:** 68
- **Did Not Receive Assistance:** 17

### Referred By

- **Self-Referral:** 429
- **Unknown:** 28
- **Agency:** 27
- **Family/Friend:** 11
- **United Way:** 10
- **Case Worker:** 5
- **Clergy/Church:** 5
- **Police/Fire:** 4
- **School:** 3
- **Business:** 2
- **Internet:** 2
- **Hospital/Doctor/Clinic:** 1

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

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Day Call Frequency

- **Sunday:** 95
- **Monday:** 101
- **Tuesday:** 108
- **Wednesday:** 101
- **Thursday:** 55
- **Friday:** 76
- **Saturday:** 76
Top Ten Referrals

- Champaign Co Regional Planning Commission
- Salvation Army
- Empty tomb, Inc.
- Restoration Urban Ministries
- C-U at Home
- Homestead Corp of C-U
- Rosecrance Champaign/Urbana
- University Place Christian Church
- Austin’s Place Emergency Shelter
- Champaign Church of the Brethren

n=1,025

Top Ten Unmet Needs

- Rent Assistance
- Homeless Shelter
- Utility Assistance
- Homeless Motel Voucher
- Transitional Housing/Shelter
- Holiday Programs
- Clothing
- Transportation
- Automotive Repair & Maintenance
- Homeless Drop In Centers

n=120

Champaign County

<table>
<thead>
<tr>
<th>Abandoned Calls(^3)</th>
<th>Escape Calls(^4)</th>
<th>Non-Transaction Calls(^5)</th>
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<tbody>
<tr>
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<td>0</td>
<td>4</td>
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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 accidently begins to log a call but cancels the log.
5 Non-Transaction Calls are hang-ups or wrong numbers.