### Total 2-1-1 Calls By Month

- **For All Counties**
  - January: 4194
  - February: 3650
  - March: 3709

### Champaign County

- **January**: 166
- **February**: 148
- **March**: 131

### Age of Caller

- **Adult**: 298
- **Unknown**: 94
- **Senior**: 50
- **Youth**: 3

### Gender

- **Female**: 310
- **Male**: 130
- **Unknown**: 5

### Contact Person Type

- **Individual**: 400
- **Third Party**: 28
- **Agency**: 15
- **School**: 1
- **Police/Sheriff**: 1
- **Doctor/Hospital**: 0

### Follow-Up Calls

- **Number Performed**: 95
- **Received Assistance**: 16
- **Did Not Receive Assistance**: 19
- **Attempted; no answer; number did not work; referral not contacted**: 60

### Referred By

- **Self-Referral**: 396
- **Agency**: 34
- **United Way**: 5
- **Family/Friend**: 2
- **Doctor/Hospital/Clinic**: 0
- **Business**: 1
- **Case Worker**: 4
- **Clergy/Church**: 0
- **Internet**: 1
- **Police/Fire**: 1
- **School**: 1

### Call Time Frequency

- **8 am-5 pm**: 377
- **6-11 pm**: 48
- **Midnight-7 am**: 20

### Top Reasons for Contact

- **Homeless Shelter/Services**: 102
- **Rent Assistance**: 89
- **Low Income/Subsidized Housing**: 45
- **Food Pantry/Food Services**: 44
- **Transportation**: 42
- **Utility Assistance**: 38
- **Temporary Financial Asst.**: 36
- **Information & Referral**: 35
- **Emotional Support Only**: 14
- **General Legal Aid**: 14
- **Tax Preparation Asst.**: 10

### Top Ten Caller Zip Codes

- **61866 - 27**
- **61820 - 108**
- **61821 - 100**
- **61801 - 55**
- **61802 - 60**
- **61822 - 33**
- **61874 - 9**
- **61853 - 5**
- **61824 - 3**
- **61878 - 3**

---

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

Champaign County Regional Planning Commission 107  
Salvation Army of Champaign County 104  
Autstin’s Place 31  
empty tomb, Inc. 26  
Faith United Methodist Church 26  
Housing Authority of Champaign County 26  
Countrybrook Apartments 18  
Homestead Corp of Champaign-Urbana 17  
C-U at Home 16  
Restoration Urban Ministries 16  
Family Service of Champaign County 15

**Top Ten Unmet Needs**

Rent Assistance 11  
Transportation Expense Assistance & Gas Money 8  
Homeless Shelter 7  
Homeless Motel Vouchers 7  
Other Housing Needs 5  
Automotive Repair and Maintenance 3  
Medical/Prescription Expense Assistance 3  
Senior Ride Programs 2  
Utility Assistance 2  
Child Passenger Safety Seats 1

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

---

**All 211 Calls**

01-01-2019 through 03-31-2019

Service Level = Percentage of calls answered within 90 seconds. Our goal is 80%. Our goal for abandoned calls is 9%.  
NSPL = National Suicide Prevention Lifeline

<table>
<thead>
<tr>
<th>SKILL NAME</th>
<th>TOTAL CALLS</th>
<th>AVG HANDLE TIME</th>
<th>ABANDONS</th>
<th>AVG INQUEUE TIME</th>
<th>% ABANDONS</th>
<th>AVG ABANDON TIME</th>
<th>SERV. LEVEL%</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSPL</td>
<td>433</td>
<td>16:54</td>
<td>62</td>
<td>00:32</td>
<td>12.50 %</td>
<td>00:01:00</td>
<td>86.51</td>
</tr>
<tr>
<td>United Way 211</td>
<td>11,120</td>
<td>06:25</td>
<td>1,861</td>
<td>00:46</td>
<td>14.33 %</td>
<td>00:01:06</td>
<td>78.54</td>
</tr>
</tbody>
</table>