



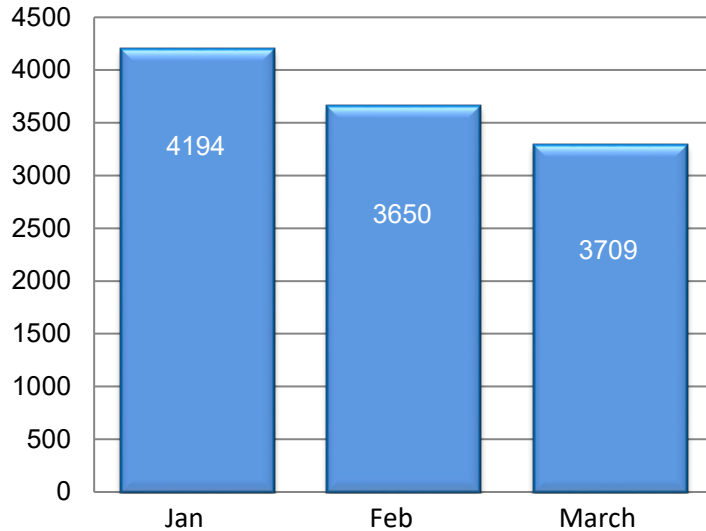
# United Way 2-1-1 Report

## Champaign County

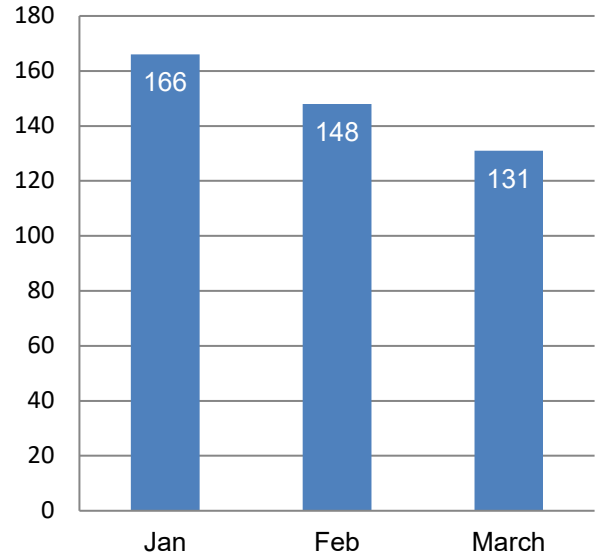
January – March 2019

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

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



**Champaign County**



**Age of Caller**

Adult	298
Unknown	94
Senior	50
Youth	3

**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

**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

**Gender**

Female	310
Male	130
Unknown	5

**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

**Contact Person Type**

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

**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.**

**Call Time Frequency**

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

## **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

SKILL NAME	TOTAL CALLS	AVG HANDLE TIME	ABAN-DONS	AVG INQUEUE TIME	% ABAN-DONS	AVG ABANDON TIME	SERV. LEVEL%
NSPL	433	16:54	62	00:32	12.50 %	00:01:00	86.51
United Way 211	11,120	06:25	1,861	00:46	14.33 %	00:01:06	78.54