United Way 2-1-1 Report
Champaign County
January – March 2020
Submitted by: Susan Williams, Database Manager, PATH, Inc.

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

**Age of Caller**
- Adult: 370
- Unknown: 172
- Senior: 52
- Youth: 0

**Gender**
- Female: 446
- Male: 145
- Unknown: 3

**Contact Person Type**
- Individual: 555
- Third Party: 25
- Agency: 7
- Doctor/Hospital/Clinic: 4
- School: 2
- Church: 1
- Police/Sheriff: 0

**Follow-Up Calls**
- Number Performed: 77
- Received Assistance: 19
- Did Not Receive Assistance: 10
- Attempted; no answer; number did not work; referral not contacted: 48

**Referred By**
- Self-Referral: 465
- Agency: 68
- Family/Friend: 18
- United Way: 10
- Internet: 10
- Doctor/Hospital/Clinic: 5
- Business: 4
- Case Worker: 4
- Clergy/Church: 2
- Police/Fire: 1
- School: 2
- Advertisement: 5

**Call Time Frequency**
- 8 am-5 pm: 512
- 6-11 pm: 45
- Midnight-7 am: 37

**Top Reasons for Contact**
- Rent Assistance: 185
- Homeless Shelter/Services: 107
- Food Pantry/Food Service: 84
- Utility Assistance: 59
- COVID-19 (Coronavirus): 58
- Information & Referral: 31
- Transportation: 25
- Low Income/Subsidized Rentals/Housing Needs: 25
- Mental Health/Counseling: 14
- Crisis Intervention: 10
- Domestic Violence Shelter: 12
- General Legal Aid: 9
- Tax Preparation Assist.: 8
- Unemployment Insurance: 8

**Top Ten Caller Zip Codes**
- 61821 - 189
- 61820 - 138
- 61801 - 111
- 61802 - 108
- 61866 - 64
- 61822 - 36
- 61853 - 23
- 61874 - 8
- 61847 - 5
- 61843 - 4
**Top Agency Referrals**

Champaign County Regional Planning Commission 220  
Salvation Army of Champaign County 170  
City of Champaign Township 50  
Cunningham Township 33  
Austin’s Place Emergency Shelter for Women 29  
Champaign Church of the Brethren 29  
Restoration Urban Ministries 26  
Champaign-Urbana Public Health District 25  
Grace Lutheran Church Food Pantry 23  
Wesley Evening Food Pantry 23  
COVID-19 (Coronavirus)* 22

*We created an agency in the database called “COVID-19 (Coronavirus)” to track calls related to people’s questions about the pandemic when all this first started (middle of March). The “COVID-19 agency” contained the Illinois Department of Public Health’s Coronavirus Hotline and their website, the CDC’s website and phone number, and other pertinent info. There were 22 referrals made to this “agency” from callers in Champaign County.

**Top Unmet Needs**

Homeless Shelter/Motel Vouchers 14  
Rent Assistance 8  
Utility Assistance 4  
General Legal Aid 2  
Substance Use Disorder Treatment Programs 2

There were 21 more unmet needs recorded with one contact (call) logged for each of them; please see the attached Excel report on Unmet Needs to see them.

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**All 211 Calls**

**01-01-2020 through 03-31-2020**

Service Level % = Percentage of calls answered within 90 seconds. Our goal is 80%. Our goal for abandoned calls is 9%.

<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>United Way 211</td>
<td>11,865</td>
<td>00:05:37</td>
<td>2,340</td>
<td>00:00:51</td>
<td>16.45 %</td>
<td>00:00:54</td>
<td>75.74</td>
</tr>
</tbody>
</table>