**Age of Caller**
- Adult: 436
- Unknown: 109
- Senior: 57
- Youth: 2

**Follow-Up Calls**
- Number Performed: 61
- Received Assistance: 9
- Did Not Receive Assistance: 11
- Attempted; no answer; number did not work; referral not contacted: 41

**Contact Type**
- 2-1-1: 602
- Chat: 2

**Gender**
- Female: 451
- Male: 150
- Unknown: 3

**Referred By**
- Self-Referral: 513
- Agency: 25
- United Way: 25
- Family/Friend: 8
- Doctor/Hospital/Clinic: 4
- Business: 2
- Case Worker: 2
- Clergy/Church: 1
- Internet: 1
- Police/Fire: 1
- School: 1

**Top Reasons for Contact**
- Homeless Shelter/Services: 157
- Utility Assistance: 150
- Rent Assistance: 88
- Temporary Financial Asst.: 59
- Food Pantry, Food Services: 61
- Information & Referral: 30
- General Relief (Township): 23
- Support Only: 17
- Low Income/Subsidized Rental Housing: 12
- Housing Authority: 9
- Clothing: 10

**Call Time Frequency**
- 8-5 pm: 506
- 6-11 pm: 60
- Midnight-7am: 38

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

Thank you for making this service available in your community.

Submitted by: Karen Zangerle, Executive Director, PATH, Inc.
Top Ten Referrals
- Salvation Army of Champaign County
- Champaign Co Regional Planning Commission
- empty tomb, Inc
- Restoration Urban Ministries
- Champaign Church of the Brethren
- C-U at Home
- Housing Authority of Champaign County
- St. Vincent de Paul Food Pantry
- Champaign-Urbana Public Health District
- Homestead Corporation of Champaign-Urbana

Top Ten Unmet Needs
- Rent Assistance
- Utility Assistance
- Homeless Shelter/Services
- Car-Gas Money
- Transportation
- Home Maintenance/Minor Repair
- General Relief
- Respite Care
- Temporary Financial Assistance
- Case/Care Management

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