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 292
Salvation Army of Champaign County 273
City of Champaign Township 74
empty tomb, Inc. 74
Cunningham Township 43
Restoration Urban Ministries 27
C-U at Home 24
St. Vincent de Paul Food Pantry-Urbana 24
Rosecrance Champaign/Urbana 16
Champaign Church of the Brethren 20

Top Ten Unmet Needs

Utility Assistance 49
Rent Assistance 35
Homeless Shelter/Services/Motel Vouchers 28
Transportation Services 12
Clothing/Household goods 5
Mortgage Payment Assistance 4
Outreach Programs 4
Low Income/Subsidized Rental Housing 2
Medical Equipment/Medical Expense Assistance 2
Support Groups 2

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

All 211 Calls
07-01-2019 through 09-30-2019

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>11,435</td>
<td>00:05:55</td>
<td>2,104</td>
<td>00:00:56</td>
<td>15.52 %</td>
<td>00:01:09</td>
<td>72.84</td>
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</tbody>
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