

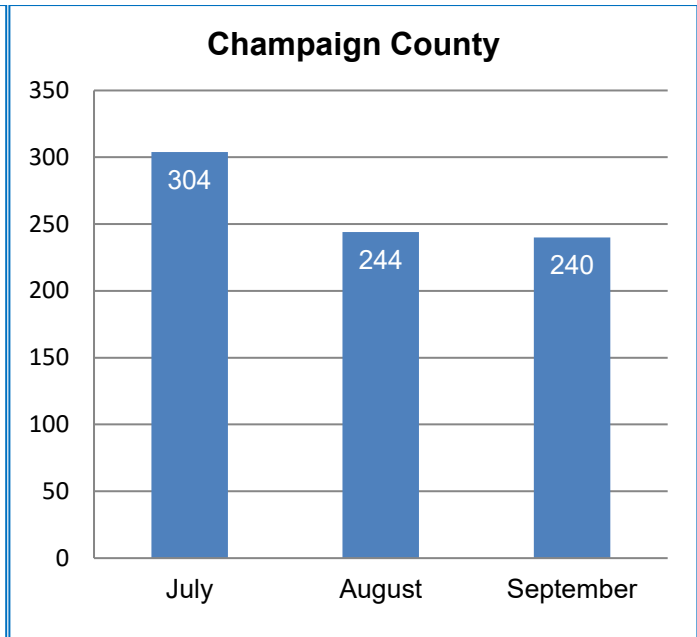
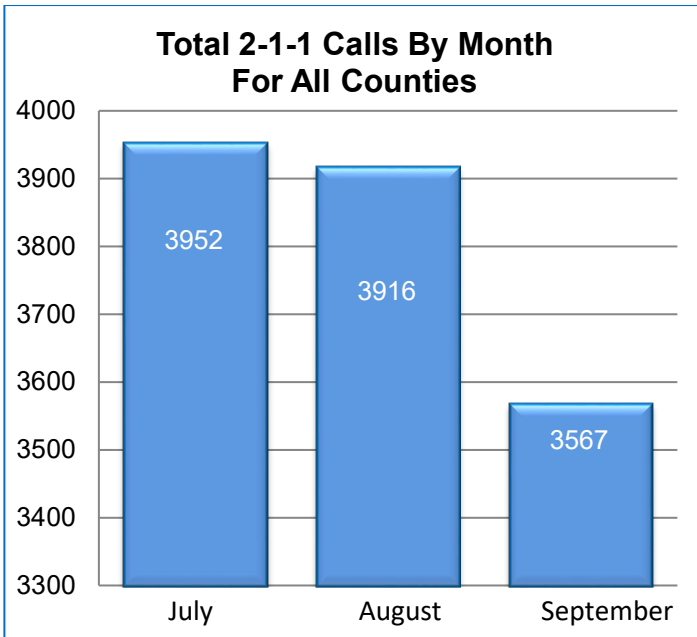


United Way 2-1-1 Report

Champaign County

July – September 2019

Submitted by: Susan Williams, Database Manager, PATH, Inc.



Age of Caller

Adult	601
Unknown	111
Senior	72
Youth	4

Follow-Up Calls

Number Performed	91
Received Assistance	9
Did Not Receive Assistance	17
Attempted; no answer; number did not work; referral not contacted	65

Top Reasons for Contact

Rent Assistance	209
Utility Assistance	130
Homeless Shelter/Services	162
Food Pantry/Food Services	83
Low Income/Subsidized Rentals/Housing Needs	55
Transportation	45
Information & Referral	32
Temporary Financial Asst.	60
Emotional Support Only	25
General Asst./Relief	15
Legal Aid	15
Crisis Intervention/Suicide	15

Gender

Female	613
Male	166
Unknown	9

Referred By

Self-Referral	718
Agency	35
United Way	10
Family/Friend	5
Doctor/Hospital/Clinic	2
Business	0
Case Worker	5
Clergy/Church	4
Internet	4
Police/Fire	1
School	4
Advertisement	0

Contact Person Type

Individual	722
Third Party	44
Agency	16
School	4
Police/Sheriff	0
Doctor/Hospital	2

Top Ten Caller Zip Codes

61821 - 194
61802 - 169
61820 - 151
61801 - 99
61866 - 77
61822 - 59
61853 - 18
61874 - 8
61880 - 7
61815 - 5

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

Call Time Frequency

8 am-5 pm	699
6-11 pm	58
Midnight-7 am	31

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%.

SKILL NAME	TOTAL CALLS	AVG HANDLE TIME	ABAN-DONS	AVG INQUEUE TIME	% ABAN-DONS	AVG ABANDON TIME	SERV. LEVEL %
United Way 211	11,435	00:05:55	2,104	00:00:56	15.52 %	00:01:09	72.84