

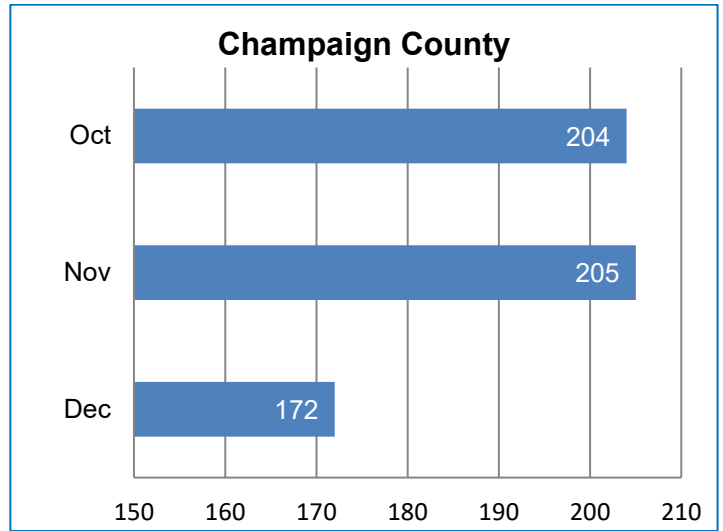
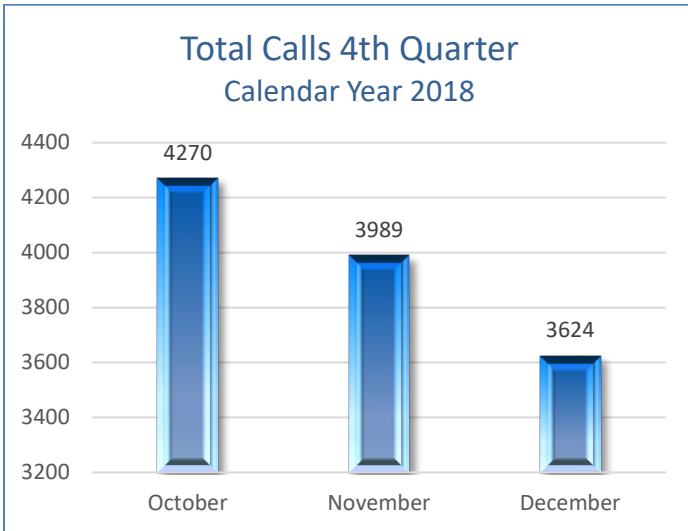


United Way 2-1-1 Report

Champaign County

October – December 2018

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



Age of Caller

Adult	413
Unknown	109
Senior	57
Youth	2

Follow-Up Calls

Number Performed	82
Received Assistance	11
Did Not Receive Assistance	16
Attempted; no answer; number did not work; referral not contacted	55

Contact Type

2-1-1	581
Chat	0

Gender

Female	420
Male	157
Unknown	4

Referred By

Self-Referral	518
Agency	31
United Way	18
Family/Friend	3
Doctor/Hospital/Clinic	2
Business	1
Case Worker	3
Clergy/Church	2
Internet	1
Police/Fire	1
School	1

Top Reasons for Contact

Homeless Shelter/Services	138
Rent Assistance	134
Utility Assistance	79
Food Pantry/Food Services	59
Low Income/Subsidized Housing	34
Holiday Programs	31
Information & Referral	28
Temporary Financial Asst.	27
Transportation	26
Support Only	22
General Relief (Township)	11

Contact Person Type

Individual	531
Third Party	36
Agency	10
School	2
Doctor/Hospital	1
Police/Sheriff	1

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

Call Time Frequency

8-5 pm	502
6-11 pm	54
Midnight-7am	25

Thank you for making this service available in your community.

Top Ten Agency Referrals

Salvation Army of Champaign County	189
Champaign County Regional Planning Commission	144
empty tomb, Inc.	40
Restoration Urban Ministries	31
Autstin's Place	23
St. Vincent de Paul Food Pantry – Urbana	21
Faith United Methodist Church	19
Housing Authority of Champaign County	19
C-U at Home	18
Champaign-Urbana Public Health District	16

Top Ten Unmet Needs

Homeless Shelter/Services	17
Utility Assistance	12
Rent Assistance	10
Holiday Programs/Assistance	5
Other Housing Services	5
Transportation/Automotive Repair and Maintenance	4
Food	3
Extreme Cold Warming/Extreme Weather Shelter	4
General Relief	2
Temporary Financial Assistance	2

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

10/1/2018 – 12/31/2018

All 211 Calls

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

Calls Offered	Handled	Average Handle Time	Abandons	Avg Time In Queue	% Abandons	Avg Abandon Time	Service Level	
12,451	11,883	6:41	2,357	:52	16.52	1:11	74.32	

We are still working on Zip Code Reports and hope to have this section available soon.