### Champaign County
#### October – December 2018
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

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#### Total Calls 4th Quarter Calendar Year 2018
- **October**: 4270
- **November**: 3989
- **December**: 3624

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#### 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

#### Contact Person Type
- **Individual**: 531
- **Third Party**: 36
- **Agency**: 10
- **School**: 2
- **Doctor/Hospital**: 1
- **Police/Sheriff**: 1

#### 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

#### Call Time Frequency
- **8-5 pm**: 502
- **6-11 pm**: 54
- **Midnight-7am**: 25

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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.
**Top Ten Agency Referrals**

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

**Top Ten Unmet Needs**

<table>
<thead>
<tr>
<th>Need</th>
<th>Needs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homeless Shelter/Services</td>
<td>17</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>12</td>
</tr>
<tr>
<td>Rent Assistance</td>
<td>10</td>
</tr>
<tr>
<td>Holiday Programs/Assistance</td>
<td>5</td>
</tr>
<tr>
<td>Other Housing Services</td>
<td>5</td>
</tr>
<tr>
<td>Transportation/Automotive Repair and Maintenance</td>
<td>4</td>
</tr>
<tr>
<td>Food</td>
<td>3</td>
</tr>
<tr>
<td>Extreme Cold Warming/Extreme Weather Shelter</td>
<td>4</td>
</tr>
<tr>
<td>General Relief</td>
<td>2</td>
</tr>
<tr>
<td>Temporary Financial Assistance</td>
<td>2</td>
</tr>
</tbody>
</table>

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

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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%.

<table>
<thead>
<tr>
<th>Calls Offered</th>
<th>Handled</th>
<th>Average Handle Time</th>
<th>Abandons</th>
<th>Avg Time In Queue</th>
<th>% Abandons</th>
<th>Avg Abandon Time</th>
<th>Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>12,451</td>
<td>11,883</td>
<td>6:41</td>
<td>2,357</td>
<td>:52</td>
<td>16.52</td>
<td>1:11</td>
<td>74.32</td>
</tr>
</tbody>
</table>

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