United Way 2-1-1 Report

Champaign County
October - December 2019
Submitted by: Susan Williams, Database Manager, PATH, Inc.

### Total 2-1-1 Calls By Month For All Counties

- **October**: 3754
- **November**: 3172
- **December**: 3157

### Champaign County

- **October**: 220
- **November**: 200
- **December**: 180

### Age of Caller

- **Adult**: 390
- **Unknown**: 144
- **Senior**: 65
- **Youth**: 1

### Gender

- **Female**: 477
- **Male**: 116
- **Unknown**: 7

### Contact Person Type

- **Individual**: 530
- **Third Party**: 39
- **Agency**: 25
- **School**: 1
- **Police/Sheriff**: 1
- **Church**: 1
- **Doctor/Hospital**: 3

### Follow-Up Calls

- **Number Performed**: 56
- **Received Assistance**: 15
- **Did Not Receive Assistance**: 9
- **Attempted; no answer; number did not work; referral not contacted**: 32

### Referred By

- **Self-Referral**: 514
- **Agency**: 49
- **United Way**: 8
- **Family/Friend**: 7
- **Doctor/Hospital/Clinic**: 4
- **Business**: 2
- **Case Worker**: 8
- **Clergy/Church**: 1
- **Internet**: 3
- **Police/Fire**: 2
- **School**: 1
- **Advertisement**: 1

### Top Reasons for Contact

- **Rent Assistance**: 138
- **Homeless Shelter/Services**: 104
- **Utility Assistance**: 72
- **Food Pantry/Food Services**: 48
- **Information & Referral**: 35
- **Transportation**: 33
- **Low Income/Subsidized Rentals/Housing Needs**: 31
- **Mental Health Counseling**: 19
- **Temporary Financial Asst.**: 19
- **Holiday Programs**: 22
- **Domestic Violence Shelter**: 14
- **Clothing**: 13
- **Home Repair**: 12

### Top Ten Caller Zip Codes

- **61821**: 170
- **61802**: 119
- **61820**: 127
- **61801**: 103
- **61866**: 71
- **61822**: 43
- **61853**: 10
- **61874**: 6
- **61878**: 5
- **61880**: 4

---

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 212
Salvation Army of Champaign County 173
City of Champaign Township 49
empty tomb, Inc. 36
Cunningham Township 33
Restoration Urban Ministries 28
Faith United Methodist Church 23
Austin’s Place Emergency Shelter for Women 21
C-U at Home 18
Champaign-Urbana Public Health District 17
Champaign Church of the Brethren 15

**Top Ten Unmet Needs**

Rent Assistance 15
Utility Assistance 11
Homeless Shelter/Motel Vouchers 8
Transportation Services 6
Holiday Programs 5
Furniture 5
Clothing/Household goods 4
Home Maintenance/Minor Repair 4
Low Income/Subsidized Rental Housing 2
Medical Expense Assistance 2

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

---

**All 211 Calls**

10-01-2019 through 12-31-2019

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>10,083</td>
<td>00:06:12</td>
<td>1,774</td>
<td>00:00:52</td>
<td>14.96 %</td>
<td>00:01:11</td>
<td>76.30</td>
</tr>
</tbody>
</table>