



# United Way 2-1-1 Report

## *Champaign County*

April 1 – June 30, 2021

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

### **TEXTING**

Text your zip code to 898211 or this easy-to-remember number – TXT211. Live texting is available Monday through Friday, 8:30 am - 4:30 pm. Second quarter texts for all counties was 54.

### **211 COUNTS**

<https://uwaypath.211counts.org/>

If you need guidance on using the dashboard, please feel free to call me for help: 309-834-0513.

The statistics listed below are some of the data elements that 211 Counts does not collect. I will not be showing any “0” values under Contact Person Type or Referral Source.

#### **Follow-Ups**

Number Performed	112
Received Assistance	18
Did Not Receive Assistance	15
Attempted: no answer, number did not work, referral not contacted	79

#### **Call Time**

8:00 am – 5:00 pm	470
6:00 pm – 11:00 pm	93
Midnight – 7:00 am	36

#### **Contact Person Type**

Individual	545
Third Party	37
Agency	12
Police/Sheriff	4
Church	1

#### **Referral Source**

Self-Referral	450
Agency	113
Family/Friend	18
Caseworker	4
Doctor/Hospital/Clinic	4
Other Advertisement	2
Police/Fire	2
United Way	2
Television	1
Business	1
Internet	1
Clergy/Church	1

## **COVID-19 Contacts**

Out of the 599 total contacts for Champaign County, 80 were directly related to COVID-19.

## **Top Agency Referrals**

Champaign County Regional Planning Commission	151
Salvation Army of Champaign County	68
City of Champaign Township	49
Cunningham Township	49
Illinois Department of Commerce & Economic Opportunity	47
C-U at Home	39
Austin's Place Emergency Shelter for Women	30
Rosecrance Central Illinois	18
Land of Lincoln Legal Aid	17
Housing Authority of Champaign County	17
Champaign-Urbana Public Health District	16
Cunningham Children's Home	15

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### ***All 211 Calls – Data from ACD – InContact 04-01-2021 through 06-30-2021***

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

<b>SKILL NAME</b>	<b>TOTAL CALLS</b>	<b>AVG HANDLE TIME</b>	<b>ABAN-DONS</b>	<b>AVG INQUEUE TIME</b>	<b>ABAN-DONS</b>	<b>AVG ABANDON TIME</b>	<b>SERV. LEVEL</b>
United Way 211	9,177	00:07:24	1,193	00:00:55	11.49%	00:01:31	79.24%