



United Way 2-1-1 Report

Champaign County

October - December 2020

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211 COUNTS

PATH has joined many other 211's in offering the 211 Counts Data Dashboard. You now have the ability to see real-time call data for all counties PATH provides 211 services to.

Please follow this link to see last quarter's data specifically for Champaign County:
<http://uwaypath.211counts.org/dashBoard/socialShare/ff80808176b4174f0176f85c7ffa0087>

Following are some general instructions on using 211 Counts once you are on their site. To see the choices you can pull data from, click on the "ALL" drop down box located under "Choose data to display." There are seven different geographical searches for you to choose from. You can also choose a specific date range.

Some of the data is not prominently displayed, such as age and gender, but if you click on the "people" icon (it looks like this 👤) that sits in between the 'TOP REQUEST CATEGORIES' and 'PERCENT/COUNT' numbers, it will pull up a separate box that displays age and gender *specific to that category*.

This tool allows you to search data nationally, as well. Go to the 211 Counts Home Page by clicking on their logo at the top left of the page. There, you can compare data from other states with Illinois'. You may also want to click on "About us" and "About the data" located on the bottom left to see additional explanations.

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	116
Received Assistance	28
Did Not Receive Assistance	21
Attempted/no answer/number did not work/referral not contacted	67

Call Time

8:00 am – 5:00 pm	531
6:00 pm – 11:00 pm	66
Midnight – 7:00 am	31

Contact Person Type

Individual	582
Agency	8
Third Party	32
Police/Sheriff	2
Hospital/Doctor	3
School	1

Referral Source

Self-Referral	462
Agency	120
Case Worker	7
Doctor/Hospital/Clinic	2

Clergy/Church	1
Family/Friend	16
Police/Fire	5
Business	5
Internet	5
Newspaper/Magazine	1
Television	1
United Way	3

COVID-19 Contacts

Out of the 628 total contacts for Champaign County, 168 were directly related to COVID-19.

Top Agency Referrals

Champaign County Regional Planning Commission	235
Salvation Army of Champaign County	165
Illinois Department of Commerce & Economic Opportunity	85
City of Champaign Township	47
Cunningham Township	47
Austin's Place Emergency Shelter for Women	33
C-U at Home	33
Countrybrook Apartments	19
Restoration Urban Ministries	17
Homestead Corporation of Champaign-Urbana	16
Stone Creek Church Food Pantry	15

All 211 Calls

10-01-2020 through 12-31-2020

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	11,242	00:06:25	1,644	00:01:06	12.75%	00:01:21	71.00%