



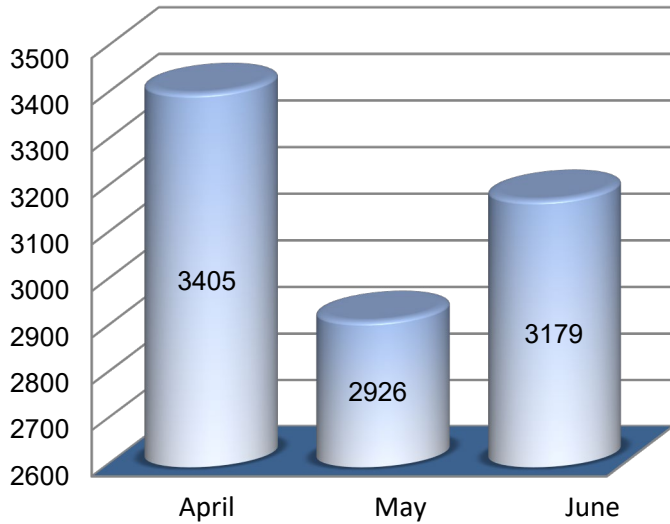
United Way 2-1-1 Report

Champaign County

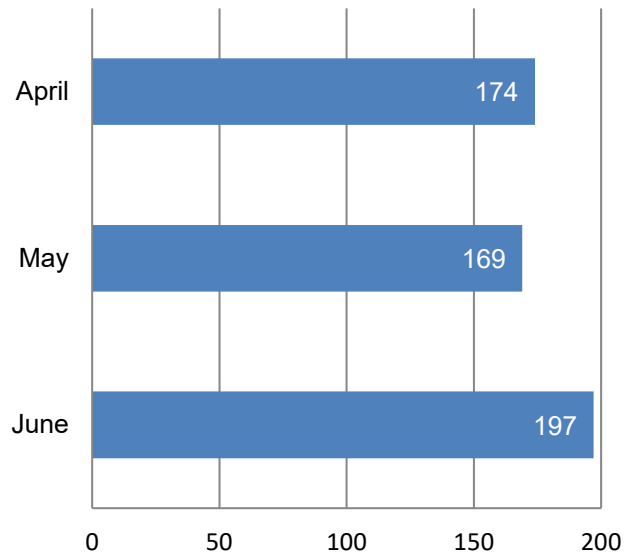
April – June 2018

Submitted by: Susan Williams, Call Center Director, PATH, Inc.

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



Champaign County



Age of Caller

Adult	400
Senior	57
Unknown	83
Youth	0

Follow-Up Calls

Number Performed	73
Received Assistance	14
Did Not Receive Assistance	14

Contact Type

2-1-1	540
Chat	0

Gender

Female	393
Male	145
Unknown	2

Referred By

Self-Referral	466
United Way	28
Agency	14
Case Worker	5
Family/Friend	4
Business	3
Media/Advertisement	2
School	2
Clergy/Church	1
Police/Fire	1

Top Reasons for Contact

Utility Assistance	111
Rent Assistance	106
Homeless Shelter & Homeless Services	102
Food Pantries	37
General Information	34
Temporary Financial	20
Township General Asst	15
Low Income Housing	14
Transportation Expense Assistance	13
Emotional Support	10

Contact Person Type

Individual	483
Third Party	25
Agency	12
Doctor/Hospital/Clinic	3
Police/Sheriff	2
School	1
Church	1

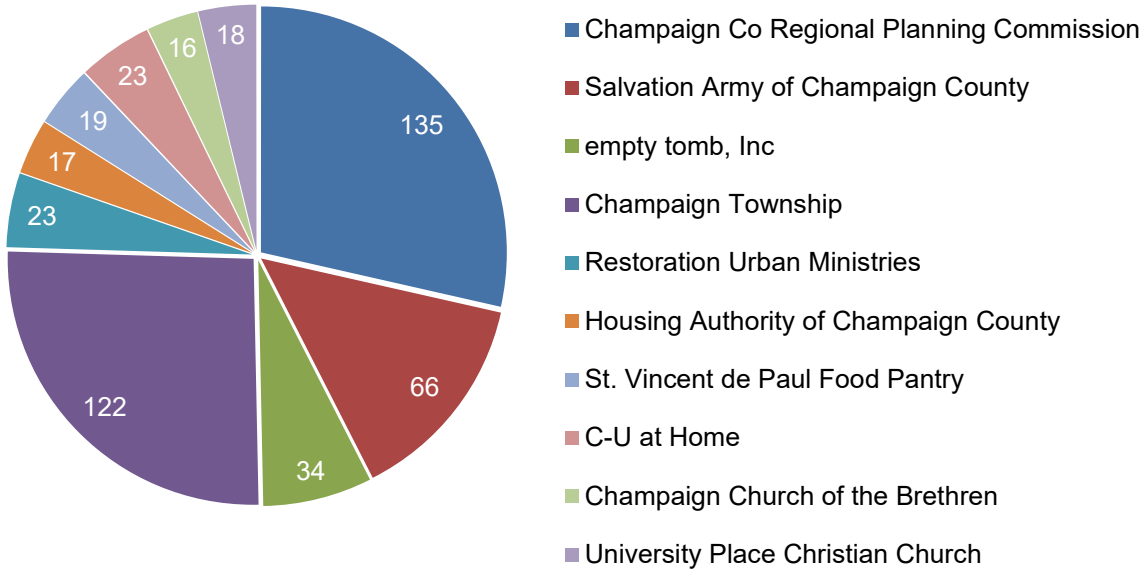
Call Time Frequency

8-5 pm	462
6-11 pm	60
Midnight-7am	18

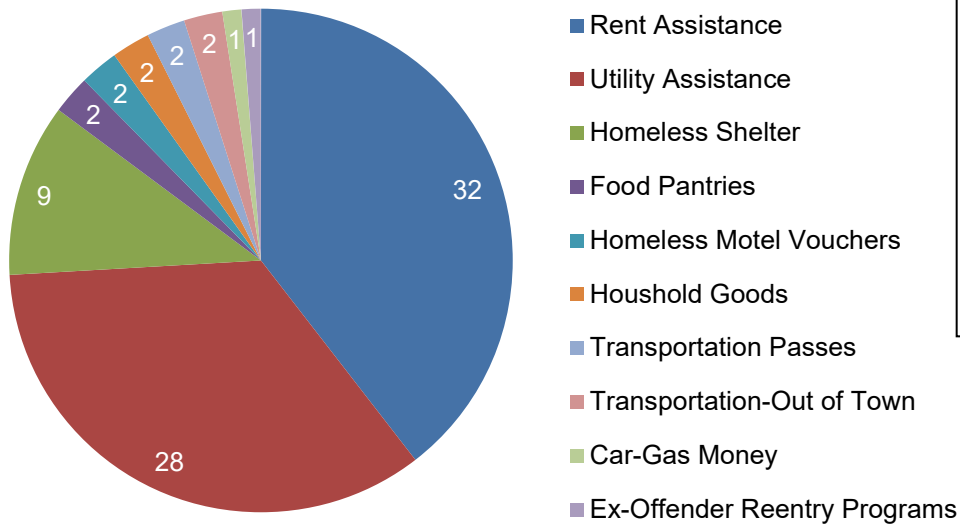
For more detailed information on Reason for Contact see enclosed "AIRS Problem Needs and Referral Count" report.

Thank you for making this service available in your community.

Top Ten Referrals



Top Ten Unmet Needs



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