

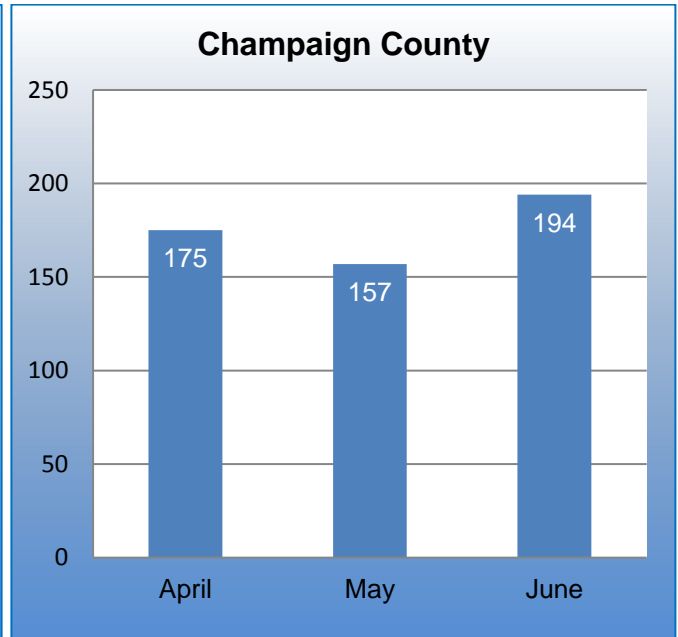
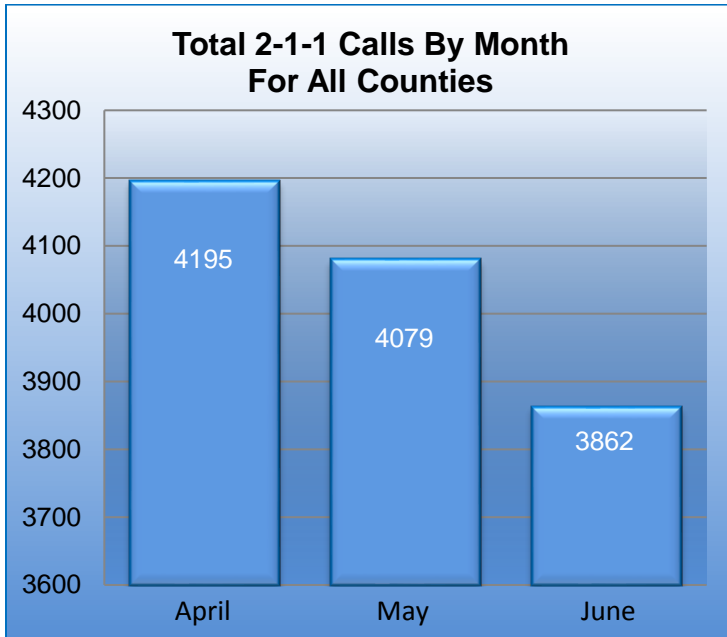


United Way 2-1-1 Report

Champaign County

April - June 2019

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



Age of Caller

| | |
|---------|-----|
| Adult | 419 |
| Unknown | 66 |
| Senior | 38 |
| Youth | 3 |

Follow-Up Calls

| | |
|---|----|
| Number Performed | 58 |
| Received Assistance | 12 |
| Did Not Receive Assistance | 11 |
| Attempted; no answer; number did not work; referral not contacted | 35 |

Top Reasons for Contact

| | |
|---|-----|
| Rent Assistance | 130 |
| Homeless Shelter/Services | 130 |
| Utility Assistance | 69 |
| Low Income/Subsidized Rentals/Housing Needs | 38 |
| Food Pantry/Food Services | 36 |
| Information & Referral | 30 |
| Transportation | 22 |
| Temporary Financial Asst. | 16 |
| Emotional Support Only | 16 |
| General Asst./Relief | 10 |
| Counseling Services | 9 |

Gender

| | |
|---------|-----|
| Female | 384 |
| Male | 134 |
| Unknown | 8 |

Referred By

| | |
|------------------------|-----|
| Self-Referral | 486 |
| Agency | 14 |
| United Way | 7 |
| Family/Friend | 5 |
| Doctor/Hospital/Clinic | 4 |
| Business | 1 |
| Case Worker | 0 |
| Clergy/Church | 3 |
| Internet | 1 |
| Police/Fire | 1 |
| School | 2 |
| Advertisement | 2 |

Top Ten Caller Zip Codes

| |
|-------------|
| 61866 - 31 |
| 61820 - 93 |
| 61821 - 125 |
| 61801 - 68 |
| 61802 - 108 |
| 61822 - 40 |
| 61874 - 6 |
| 61853 - 7 |
| 61803 - 6 |
| 61880 - 6 |

Contact Person Type

| | |
|------------------------|-----|
| Individual | 487 |
| Third Party | 23 |
| Agency | 9 |
| Doctor/Hospital/Clinic | |
| School | 2 |
| Police/Sheriff | 0 |
| Doctor/Hospital | 5 |

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

Call Time Frequency

| | |
|---------------|-----|
| 8 am-5 pm | 468 |
| 6-11 pm | 37 |
| Midnight-7 am | 21 |

Top Ten Agency Referrals

| | |
|---|-----|
| Champaign County Regional Planning Commission | 202 |
| Salvation Army of Champaign County | 156 |
| City of Champaign Township | 41 |
| Austin's Place Emergency Shelter for Women | 33 |
| Cunningham Township | 29 |
| empty tomb, Inc. | 29 |
| C-U at Home | 19 |
| Rosecrance Champaign/Urbana | 18 |
| Restoration Urban Ministries | 16 |
| Family Service of Champaign County | 15 |

Top Ten Unmet Needs

| | |
|--|----|
| Rent Assistance | 39 |
| Utility Assistance | 22 |
| Homeless Shelter/Services | 20 |
| Homeless Motel Vouchers | 8 |
| Other Housing Needs | 8 |
| Support Groups | 5 |
| Transportation Services/Auto Repair | 5 |
| Medical Equipment/Medical Expense Assistance | 3 |
| Job Search/Placement | 3 |

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

All 211 Calls

04-01-2019 through 06-30-2019

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 | ABANDONS | AVG INQUEUE TIME | % ABANDONS | AVG ABANDON TIME | SERV. LEVEL % |
|----------------|-------------|-----------------|----------|------------------|------------|------------------|---------------|
| United Way 211 | 12,136 | 00:05:53 | 1,802 | 00:00:43 | 12.92 % | 00:01:05 | 79.90 |