



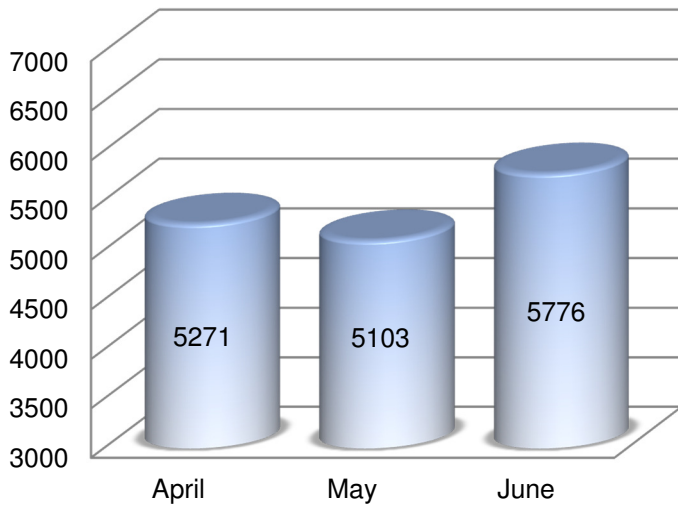
United Way 2-1-1 Report

Champaign County

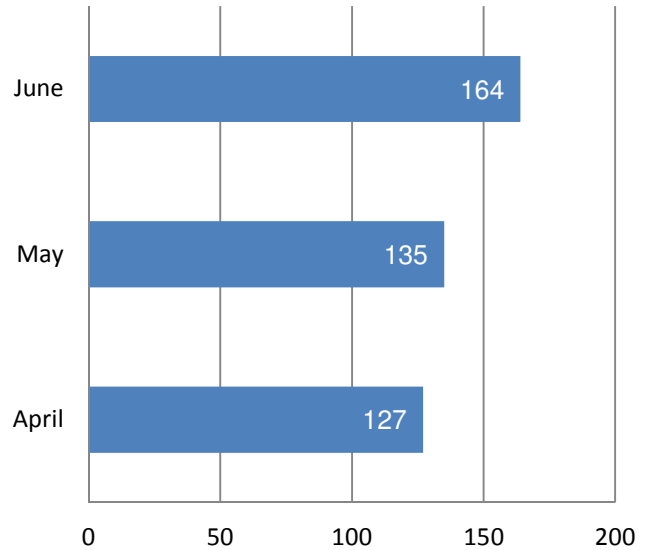
April-June 2014

Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

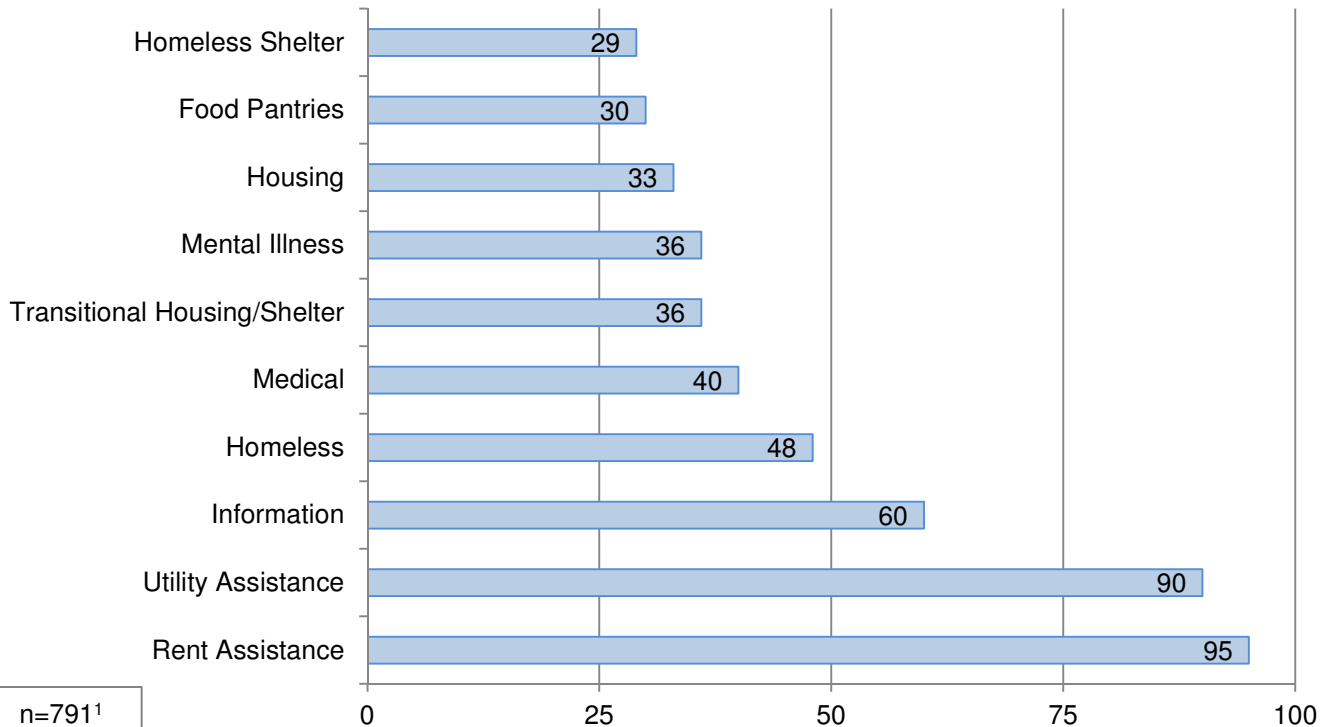
Total 2-1-1 Calls By Month For All Counties



Champaign County

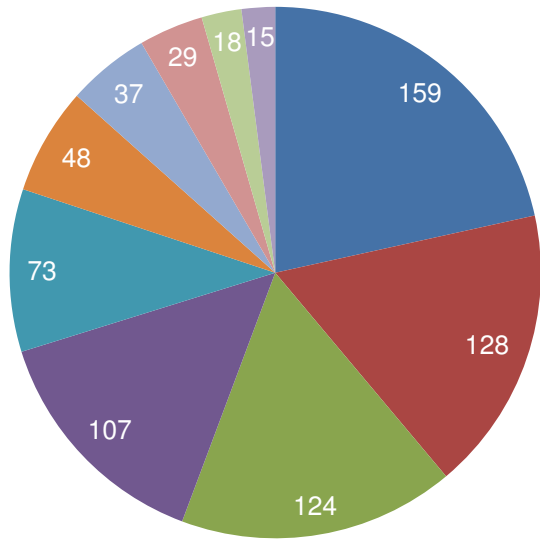


Top Ten Reasons for Contact



n=791¹

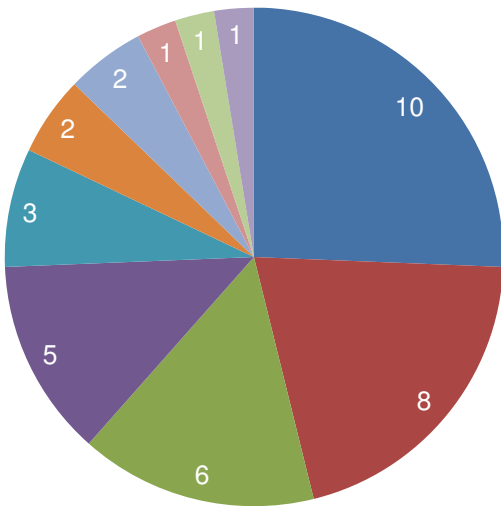
Top Ten Referrals



- University Place Christian Church
- Salvation Army
- Family Service of Champaign County
- Regional Planning Commission
- Salt and Light
- empty tomb, Inc.
- Restoration Urban Ministries
- Community Elements
- The Center for Women in Transition
- Austin's Place Emergency Shelter for Women

n=1,362²

Top Ten Unmet Needs



- Homeless Motel Vouchers
- Homeless Shelter
- Utility Assistance
- Transportation Expense
- Household Goods
- Social Advocacy Groups
- Rent Assistance
- Building Code Enforcement/Appelas
- Comprehensive Job Assistance Centers
- Detoxification

n=50

Champaign County

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
0	0	7

¹ Top Ten Reasons for Contact – there can be more than one reason per call

² Top Ten Referrals – calls with resulting referrals usually receive more than one referral

³ Abandoned Calls are calls that reach the center but are not answered.

⁴ Escape Calls occur when a call center specialist accidentally begins to log a call but cancels the log.

⁵ Non-Transaction Calls are hang-ups or wrong numbers.