



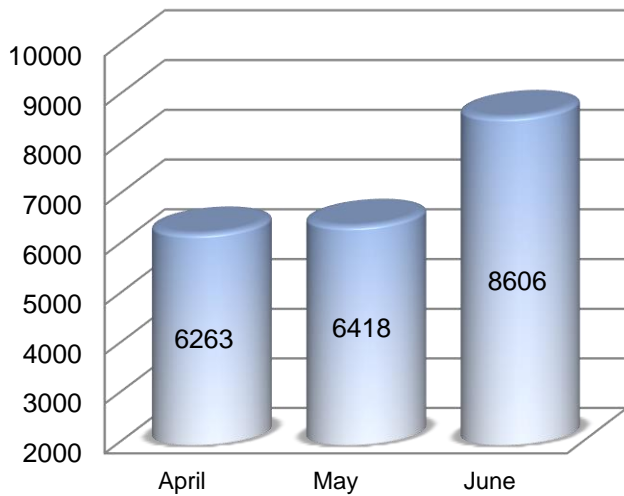
# United Way 2-1-1 Report

**Champaign County**

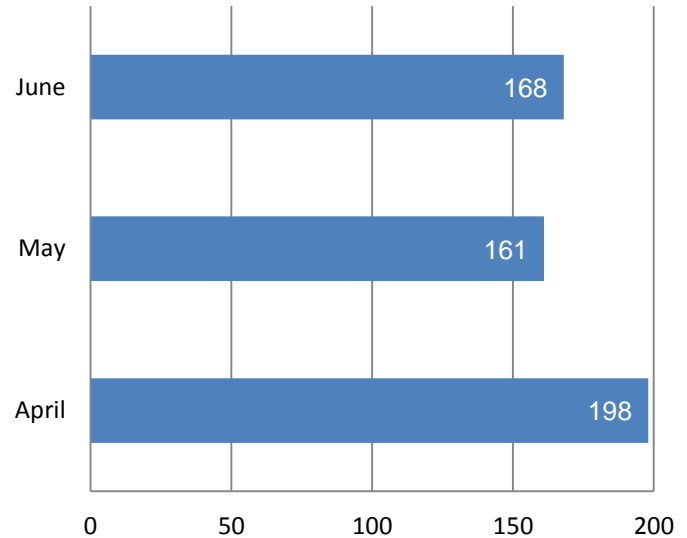
April - June 2015

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

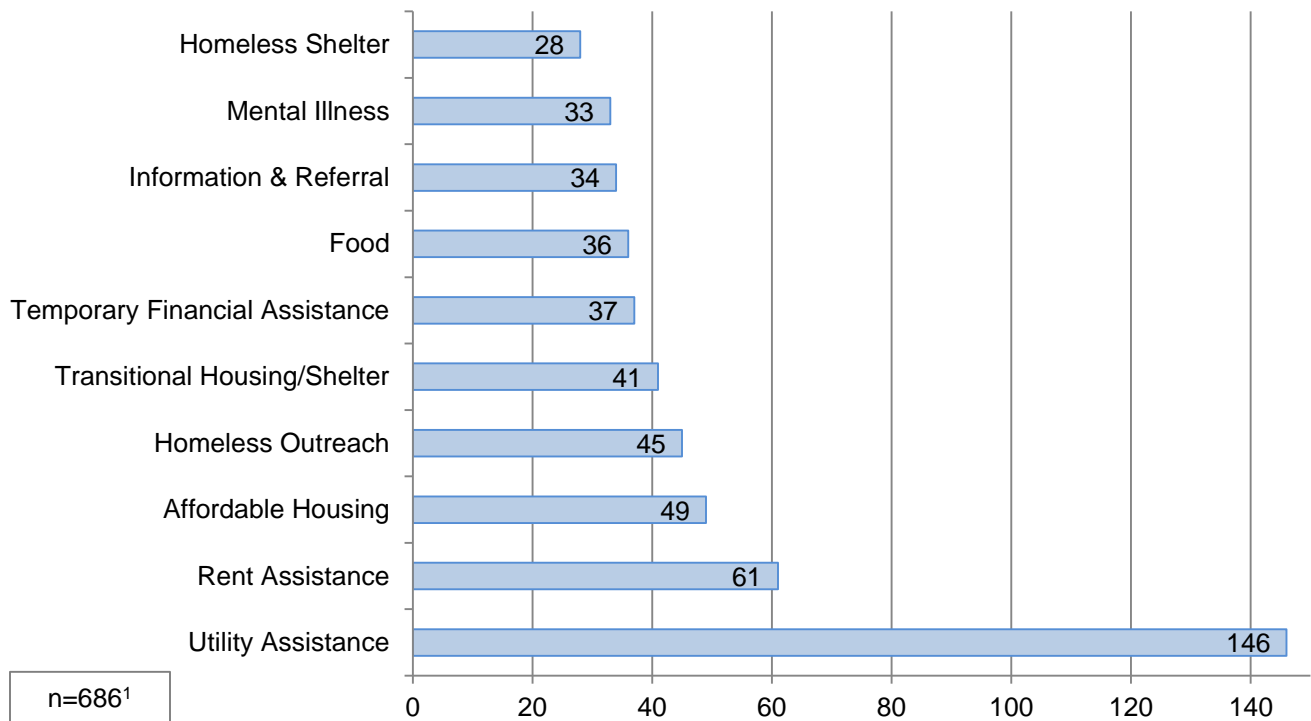
**Total 2-1-1 Calls By Month For All Counties**



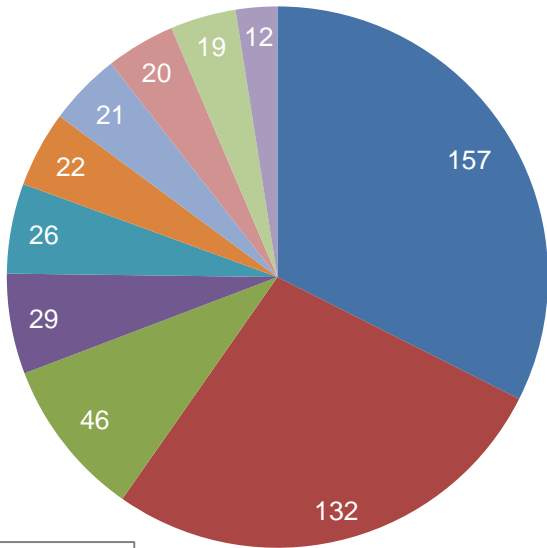
**Champaign County**



**Top Ten Reasons for Contact**



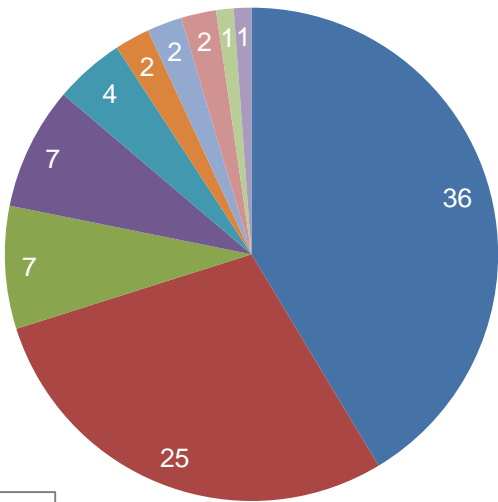
### Top Ten Referrals



- Champaign County Regional Planning Commission
- Salvation Army
- empty tomb, Inc.
- Restoration Urban Ministries
- Ameren Illinois
- Courage Connection
- Champaign County Housing Authority
- Community Elements
- Homestead Corporation
- Department of Human Services

n=997<sup>2</sup>

### Top Ten Unmet Needs



- Utility Assistance
- Rent Assistance
- Homeless Motel Vouchers
- Homeless Shelter
- Transportation Expense
- Furniture
- Medical Care Expense Assistance
- Transitional Housing
- Family Crisis Shelter
- Fans

n=102<sup>3</sup>

### Champaign County

Abandoned Calls <sup>4</sup>	Escape Calls <sup>5</sup>	Non-Transaction Calls <sup>6</sup>
0	0	2

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

<sup>2</sup> Top Ten Referrals – calls with resulting referrals usually receive more than one referral

<sup>3</sup> Unmet Needs - Callers needs were not met; programs may exist but caller may not be eligible for assistance or programs may be out of funds.

<sup>4</sup> Abandoned Calls are calls that reach the center but are not answered.

<sup>5</sup> Escape Calls occur when a call center specialist accidentally begins to log a call but cancels the log.

<sup>6</sup> Non-Transaction Calls are hang-ups or wrong numbers.