



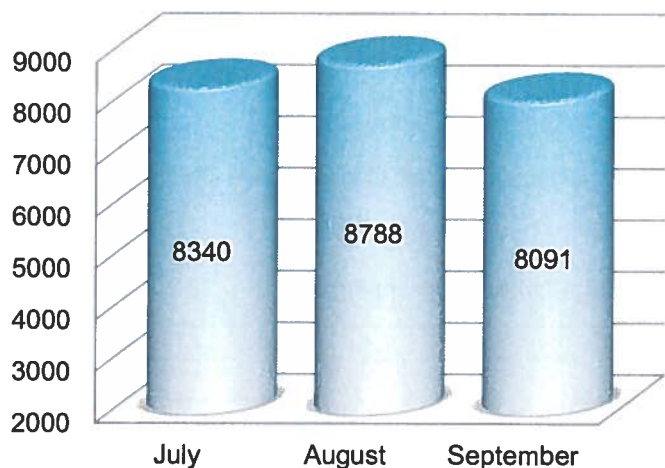
United Way 2-1-1 Report

Champaign County

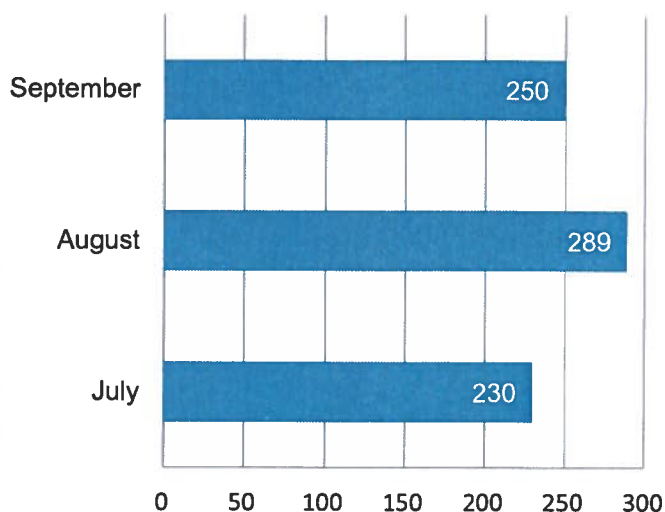
July - September 2016

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

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



Champaign County



Age of Caller

Adult	571
Senior	49
Unknown	150
Youth	4

Gender

Female	544
Male	194
Unknown	32

Contact Person Type

Individual	686
Third Party	40
Agency	14
Church	6
Police/Sheriff	5
Business	2
School	1
Hospital/Doctor/Clinic	1

Call Time Frequency

12am-4am	7
4am-8am	25
8am-12pm	174
12pm-4pm	160
4pm-8pm	65
8pm-12am	20

Follow-Up Calls

Number Performed	102
Received Assistance	87
Did Not Receive Assistance	15

Referred By

Self-Referral	641
Agency	54
Unknown	16
Family/Friend	12
Case Worker	5
Clergy/Church	5
Police/Fire	5
Hospital/Doctor/Clinic	3
United Way	2
Business	1
Internet	1
Newspaper/Magazine	1

Contact Type

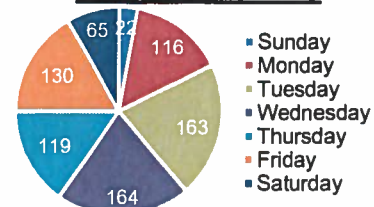
2-1-1 Call	706
Agency We Answer For	4
Online Chat	2

Top Reasons for Contact

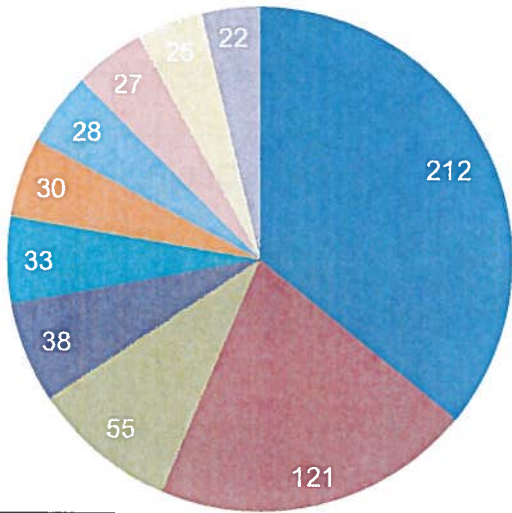
Utility Assistance	148
Rent Assistance	127
Homeless Shelter	74 ✓
Information & Referral	63
Food Pantries	39
Homeless	39 ✓
Housing	31 ✓
Transitional Housing/ Shelter	29 ✓
Low Income/Subsidized Housing	27 ✓
Homeless Drop In Centers	23 ✓

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

Day Call Frequency



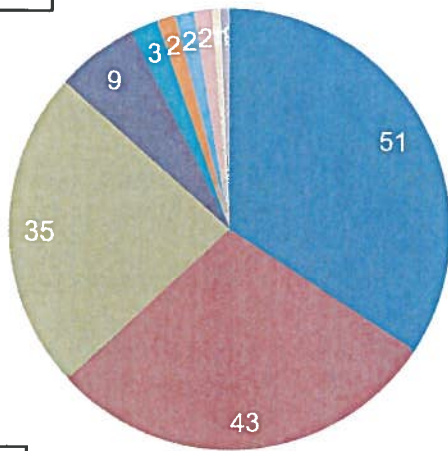
Top Ten Referrals



- Champaign Co Regional Planning Commission
- Salvation Army
- empty tomb, Inc.
- C-U at Home
- Homestead Corp of Champaign-Urbana
- Restoration Urban Ministries
- Housing Authority of Champaign Co
- University Place Christian Church-Open Door Program
- Rosecrance Champaign/Urbana
- Champaign-Urbana Tenant Union

n=1,401¹

Top Ten Unmet Needs



- Rent Assistance
- Utility Assistance
- Homeless Shelter
- Homeless Motel Voucher
- Food Pantries
- Case/Care Management
- Temporary Financial Assistance
- Transitional Housing/Shelter
- Domestic Violence Shelters
- Family Crisis Shelters

n=192¹

n=158²

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

Champaign County

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
2	0	2

¹ Top Ten Referrals – calls with resulting referrals usually receive more than one referral
² Top Ten Unmet Needs – Callers needs were not met; programs may exist but caller may not be eligible for assistance or program may be out of funds.
³ Abandoned Calls are calls that reach the center but are not answered before the caller disconnects.
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.

5	6.944%	Information and Referral
5	6.944%	Outreach Programs
1	1.389%	Directory/Resource List Publication
1	1.389%	Information Lines
12	TOTAL Referral Count	
58	7.542%	Food/Meals
141	243.103%	Food Pantries
4	6.897%	Food Stamps/SNAP
3	5.172%	Home Delivered Meals
3	5.172%	Soup Kitchens
2	3.448%	Food Banks/Food Distribution Warehouses
2	3.448%	WIC
1	1.724%	Grocery Ordering/Delivery
1	1.724%	Sack Lunches/Dinners
157	TOTAL Referral Count	
50	6.502%	Individual, Family and Community Support
9	18%	Case/Care Management
9	18%	Home Maintenance and Minor Repair Services
6	12%	Child Abuse Reporting/Emergency Response
3	6%	In Home Assistance
3	6%	Senior Centers
2	4%	Child Care Provider Referrals
2	4%	Support Groups
1	2%	Adult Protective Intervention/Investigation
1	2%	Charities/Grantmaking Organizations
1	2%	Expectant/New Parent Assistance
1	2%	State Units on Aging
38	TOTAL Referral Count	
46	5.982%	Legal, Consumer and Public Safety Services
21	45.652%	General Legal Aid
4	8.696%	Child Passenger Safety Seats
4	8.696%	Municipal Police
3	6.522%	Lawyer Referral Services
3	6.522%	Veteran Benefits Assistance
2	4.348%	Ex-Offender Reentry Programs

1	2.174%	Babysitting Instruction
1	2.174%	Ex-Offender Halfway Houses
1	2.174%	Juvenile Probation
1	2.174%	Long Term Care Ombudsman Programs
1	2.174%	Offender Registration/Community Notification
1	2.174%	Parole
1	2.174%	Reduced Cost Motor Vehicle Registration
1	2.174%	State's Attorney
45	TOTAL Referral Count	
43	5.592%	Income Support/Assistance
21	48.837%	Temporary Financial Assistance
8	18.605%	General Relief
4	9.302%	TANF
2	4.651%	Financial Management Workshops
1	2.326%	Child Care Expense Assistance
1	2.326%	Social Security Disability Insurance
1	2.326%	Social Security Survivors Insurance
1	2.326%	SSI
39	TOTAL Referral Count	
42	5.462%	Transportation
47	111.905%	Transportation Expense Assistance
5	11.905%	Long Distance Bus Services
5	11.905%	Transportation Passes
1	2.381%	Air Transportation
1	2.381%	Medical Appointments Transportation
1	2.381%	Train Stations
60	TOTAL Referral Count	
41	5.332%	Not Recorded
2	4.878%	Cold Weather Shelters/Warming Centers
1	2.439%	Grocery Ordering/Delivery
3	TOTAL Referral Count	
39	5.072%	Mental Health/Addictions
30	76.923%	General Counseling Services
10	25.641%	Crisis Intervention
5	12.821%	Substance Use Disorder Treatment Programs

2	5.128%	Adolescent/Youth Counseling
2	5.128%	Psychiatric Day Treatment
1	2.564%	Adult Residential Treatment Facilities
1	2.564%	Caregiver Counseling
1	2.564%	Children's/Adolescent Residential Treatment Facilities
1	2.564%	Community Mental Health Agencies
1	2.564%	Detoxification
1	2.564%	Domestic Violence Hotlines
1	2.564%	General Mental Health Information/Education
1	2.564%	General Psychiatry
1	2.564%	Opioid Detoxification
1	2.564%	Runaway/Homeless Youth Counseling

59 TOTAL Referral Count

31 4.031% Health Care

7	22.581%	Prescription Expense Assistance
6	19.355%	Glasses/Contact Lenses
4	12.903%	Medical Equipment/Supplies
3	9.677%	Dental Care
2	6.452%	Nursing Facilities
2	6.452%	Pregnancy Counseling
1	3.226%	Bed Bug Control
1	3.226%	Centers for Independent Living
1	3.226%	Community Clinics
1	3.226%	Eye Care
1	3.226%	Hospitals
1	3.226%	Maternity Homes
1	3.226%	Public Health Information/Inspection/Remediation
1	3.226%	Urgent Care Centers
1	3.226%	Wheelchairs/Wheeled Mobility

33 TOTAL Referral Count

21 2.731%

Clothing/Personal/Household Needs
22 104.762% Clothing
5 23.81% Furniture
4 19.048% Thrift Shops
2 9.524% Diapers

21	2.731%	2	9.524%	Personal/Grooming Supplies
		35 TOTAL Referral Count		
		Education		
		23	109.524%	Free School Supplies
		11	52.381%	Low Cost School Supplies
		1	4.762%	Homeless School Transition Programs
		35 TOTAL Referral Count		
18	2.341%	Volunteers/Donations		
		4	22.222%	Household Goods Donation Programs
		2	11.111%	Volunteer Opportunities
		1	5.556%	Cell Phone Donation Programs
		7 TOTAL Referral Count		
8	1.04%	Employment		
		5	62.5%	Comprehensive Job Assistance Centers
		1	12.5%	Ex-Offender Employment Programs
		6 TOTAL Referral Count		
4	0.52%	Disaster Services		
		4	100%	Extreme Heat Cooling Centers
		1	25%	Disaster Relief Services
		5 TOTAL Referral Count		
4	0.52%	Other Government/Economic Services		
		1	25%	County Departments/Offices
		1	25%	Housing Development
		1	25%	Legal Associations
		1	25%	Recycling
		4 TOTAL Referral Count		

1014 TOTAL AIRS Problem Needs

769 TOTAL Search Option - County

**PATH, Inc.
 2-1-1 Statistical Report
 Champaign County: Unmet Need Count and Unmet Need Reasons
 07/01/2016 To 09/30/2016**

Total Contacts in Date Range: 12505

769	6.15%	Champaign	64	7.932%	Rent Payment Assistance
			59	86.885%	Service is out of funds
			5	8.197%	Service is unavailable
			58	TOTAL Unmet Need Reasons	
		44	5.722%	Utility Assistance	
			14	31.818%	Does not meet eligibility guidelines for program
			12	27.273%	Service is out of funds
			11	25%	Service is unavailable
			1	2.273%	Income not sufficient to stabilize household
			1	2.273%	Not in PATH 2-1-1 service area
			1	2.273%	Service is too expensive
			1	2.273%	Service is unavailable for age
			41	TOTAL Unmet Need Reasons	
		34	3.121%	Homeless Shelter	
			24	58.333%	Service is unavailable
			5	20.833%	Does not meet eligibility guidelines for program
			4	8.333%	Service referral is refused
			1	4.167%	Service is too far away/Transportation is unavailable
			34	TOTAL Unmet Need Reasons	
		21	2.211%	Homeless Motel Vouchers	
			20	94.118%	Service is unavailable
			1	5.882%	Service is out of funds
			21	TOTAL Unmet Need Reasons	
		10	1.3%	Transitional Housing/Shelter	
			3	30%	Emergency Shelter(s) Full

2	20%	Housing unavailable due to waiting lists
2	20%	Service is out of funds
2	20%	Service is unavailable
1	10%	Service referral is refused
10		TOTAL Unmet Need Reasons
4	0.52%	Temporary Financial Assistance
2	50%	Service referral is refused
1	25%	Does not meet eligibility guidelines for program
1	25%	Service is out of funds
4		TOTAL Unmet Need Reasons
5	0.39%	Burial/Cremation Expense Assistance
5	100%	Service is unavailable
5		TOTAL Unmet Need Reasons
3	0.39%	Food Pantries
1	33.333%	Does not meet eligibility guidelines for program
1	33.333%	Service is too far away/Transportation is unavailable
1	33.333%	Service is unavailable
3		TOTAL Unmet Need Reasons
3	0.39%	Formula/Baby Food
3	66.667%	Service is unavailable
3		TOTAL Unmet Need Reasons
3	0.39%	General Legal Aid
2	66.667%	Does not meet eligibility guidelines for program
1	33.333%	Service referral is refused
3		TOTAL Unmet Need Reasons
3	0.39%	Low Income/Subsidized Rental Housing
2	66.667%	Service referral is refused
2		TOTAL Unmet Need Reasons
3	0.39%	Occupation Specific Job Training
1	33.333%	Service is unavailable
1		TOTAL Unmet Need Reasons
2	0.26%	Assisted Living Facilities
1	50%	Does not meet eligibility guidelines for program
1		TOTAL Unmet Need Reasons
2	0.26%	Clothing

2	100%	Service is unavailable
2	TOTAL	Unmet Need Reasons
Household Goods Donation Programs		
1	50%	Does not meet eligibility guidelines for program
1	50%	Service is too expensive
2	TOTAL	Unmet Need Reasons
Transportation Expense Assistance		
1	50%	Does not meet eligibility guidelines for program
1	50%	Service referral is refused
2	TOTAL	Unmet Need Reasons
Adolescent/Youth Counseling		
1	100%	Service is unavailable
1	TOTAL	Unmet Need Reasons
Automotive Repair		
1	100%	Service is unavailable
1	TOTAL	Unmet Need Reasons
Community Service Work Programs		
1	100%	Service is unavailable
1	TOTAL	Unmet Need Reasons
Crisis Intervention Hotlines/Helpines		
1	100%	Service is unavailable
1	TOTAL	Unmet Need Reasons
Domestic Violence Shelters		
1	100%	Emergency Shelter(s) Full
1	TOTAL	Unmet Need Reasons
Furniture		
1	100%	Service is unavailable
1	TOTAL	Unmet Need Reasons
General Counseling Services		
1	100%	Does not meet eligibility guidelines for program
1	TOTAL	Unmet Need Reasons
General Relief		
1	100%	Does not meet eligibility guidelines for program
1	TOTAL	Unmet Need Reasons
Homeless Permanent Supportive Housing		
1	0.13%	

1	100%	Does not meet eligibility guidelines for program
1	0.13%	TOTAL Unmet Need Reasons Household Goods
1	100%	Service is unavailable
1	0.13%	TOTAL Unmet Need Reasons Housing Authorities
1	100%	Housing unavailable due to waiting lists
1	0.13%	TOTAL Unmet Need Reasons Long Distance Bus Services
1	100%	Service is unavailable
1	0.13%	TOTAL Unmet Need Reasons Low Income/Subsidized Housing
1	100%	Does not meet eligibility guidelines for program
1	0.13%	TOTAL Unmet Need Reasons Medical Equipment/Supplies
1	100%	Does not meet eligibility guidelines for program
1	0.13%	TOTAL Unmet Need Reasons Mental Health Drop In Centers
1	100%	Service is unavailable
1	0.13%	TOTAL Unmet Need Reasons Mentoring Programs
1	100%	Service is unavailable
1	0.13%	TOTAL Unmet Need Reasons passport
1	100%	Service is unavailable
1	0.13%	TOTAL Unmet Need Reasons Psychiatric Case Management
1	100%	Service is unavailable
1	0.13%	TOTAL Unmet Need Reasons Transportation Passes
1	100%	Service is unavailable
1	0.13%	TOTAL Unmet Need Reasons Transportation-Local
1	100%	Service is unavailable
1	0.13%	TOTAL Unmet Need Reasons

2 0.13% Transportation-Out of Town
2 100% Service is unavailable
2 **TOTAL Unmet Need Reasons**

223 **TOTAL Unmet Need Count**

769 **TOTAL Search Option - County**