



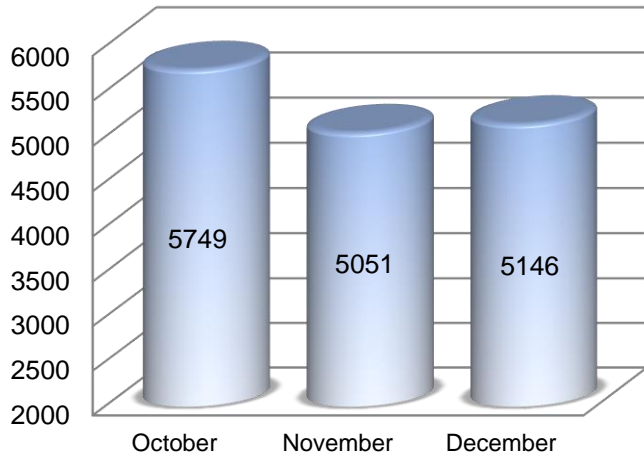
United Way 2-1-1 Report

Champaign County

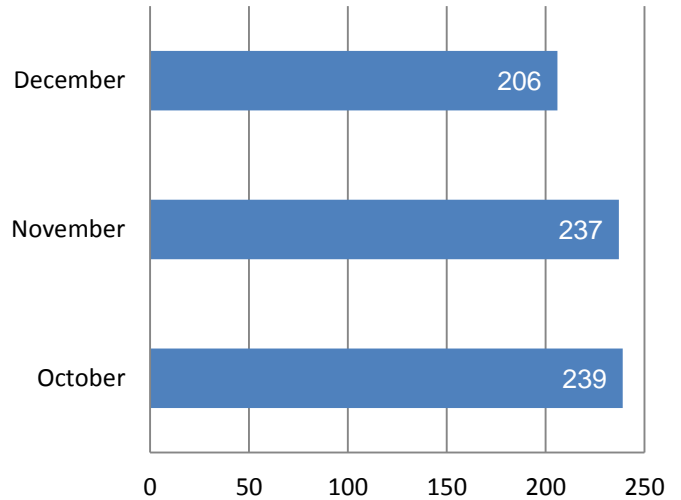
October-December 2014

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

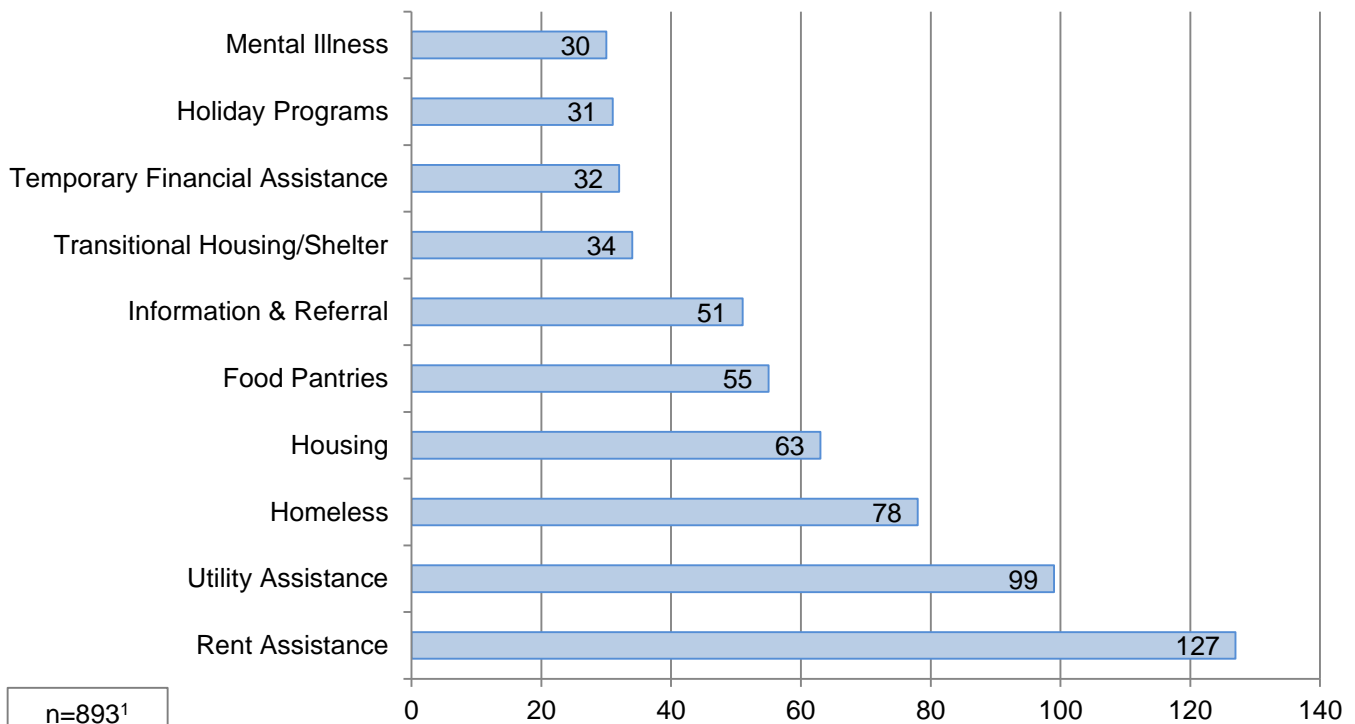
Total 2-1-1 Calls By Month For All Counties



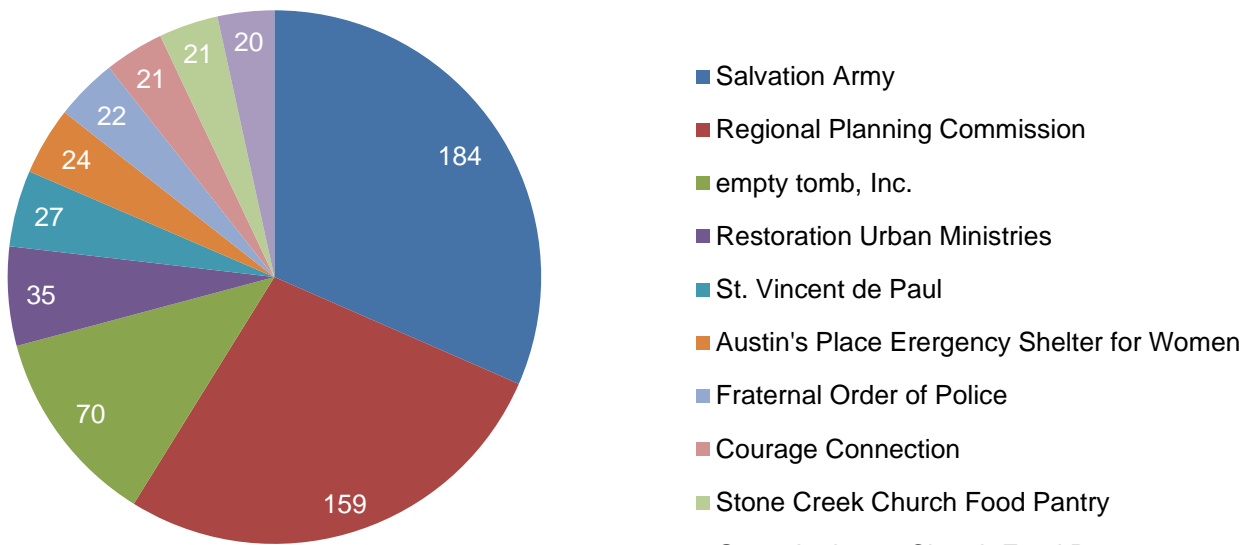
Champaign County



Top Ten Reasons for Contact

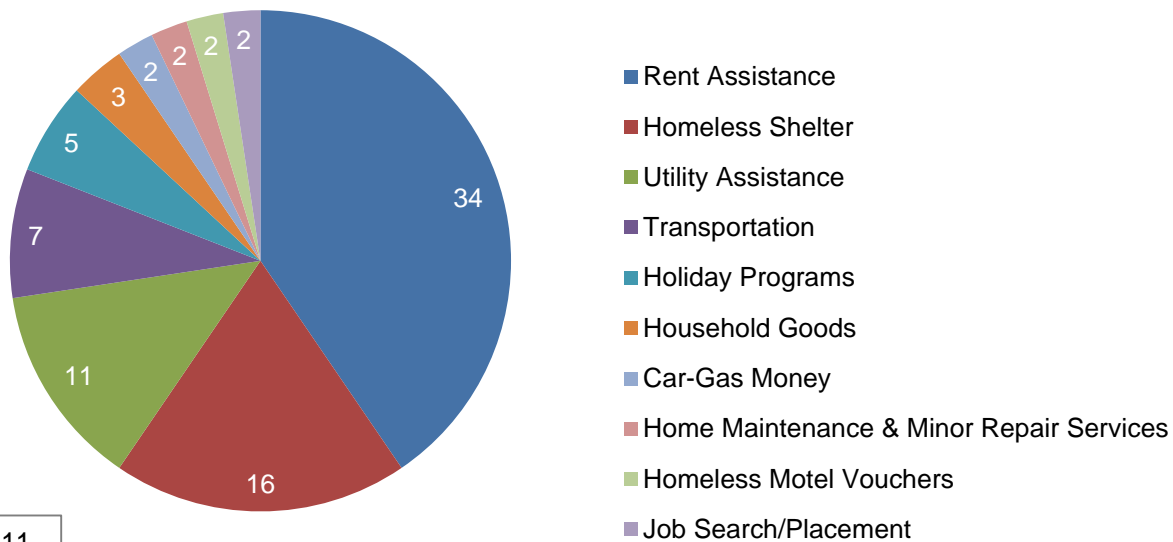


Top Ten Referrals



n=1,284²

Top Ten Unmet Needs



n=111

Champaign County

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

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.