



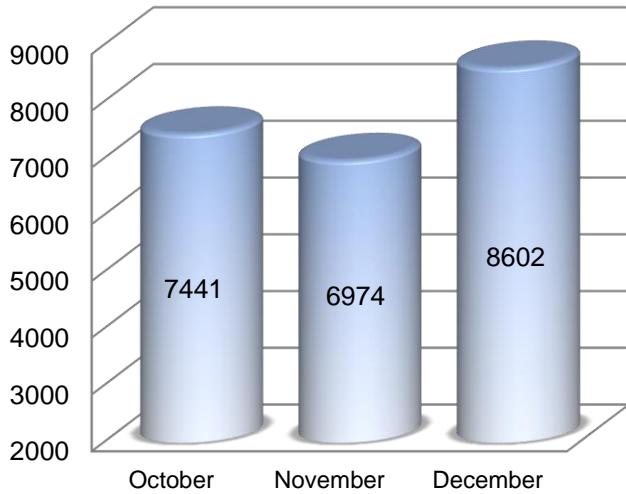
# United Way 2-1-1 Report

## Champaign County

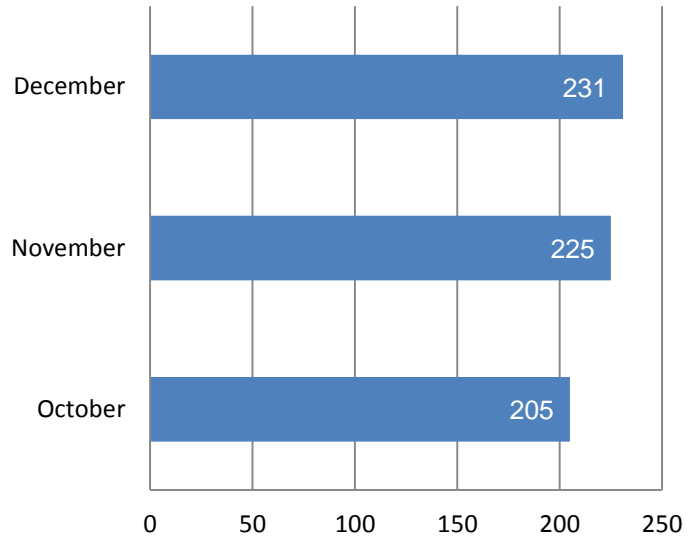
October - December 2015

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

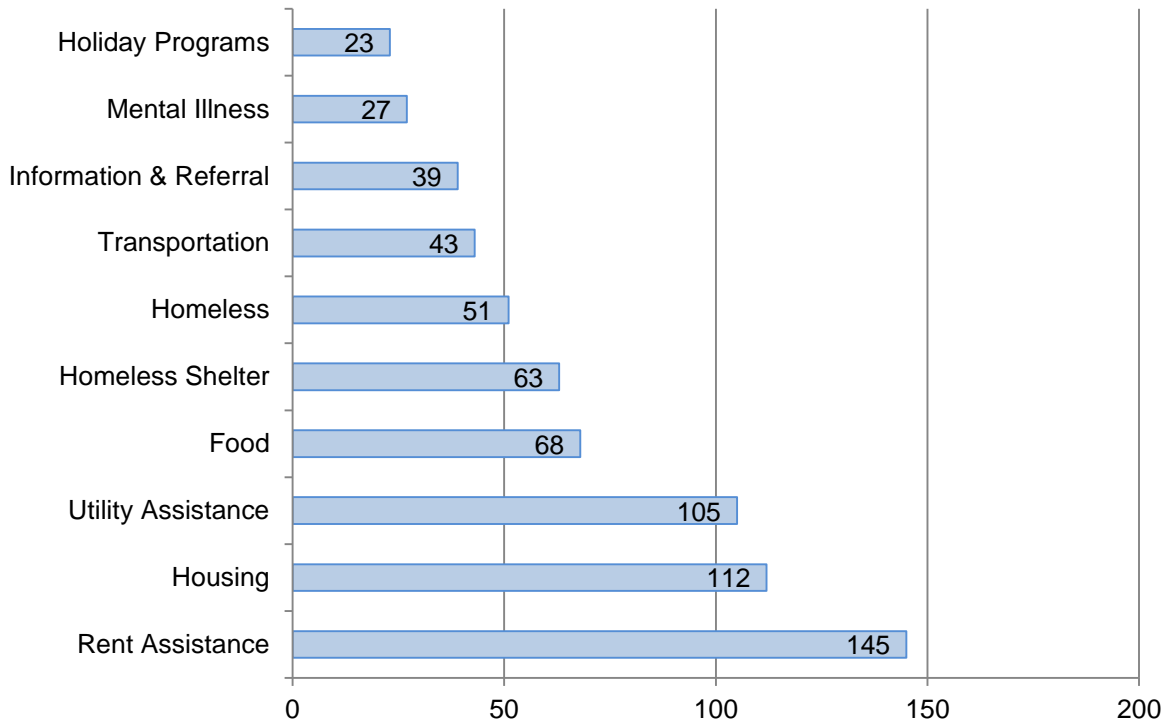
**Total 2-1-1 Calls By Month For All Counties**



**Champaign County**

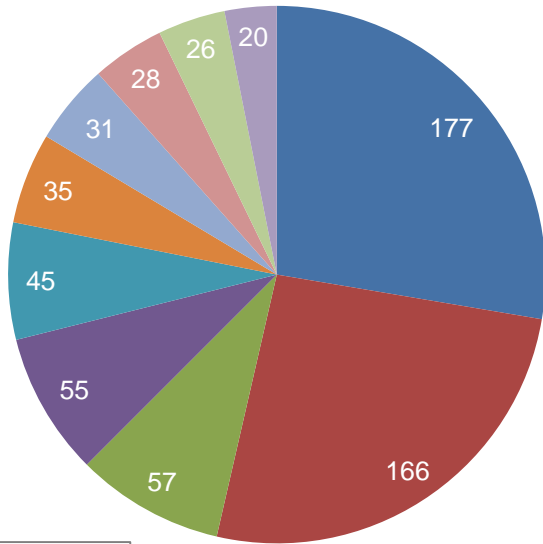


**Top Ten Reasons for Contact**



n=966<sup>1</sup>

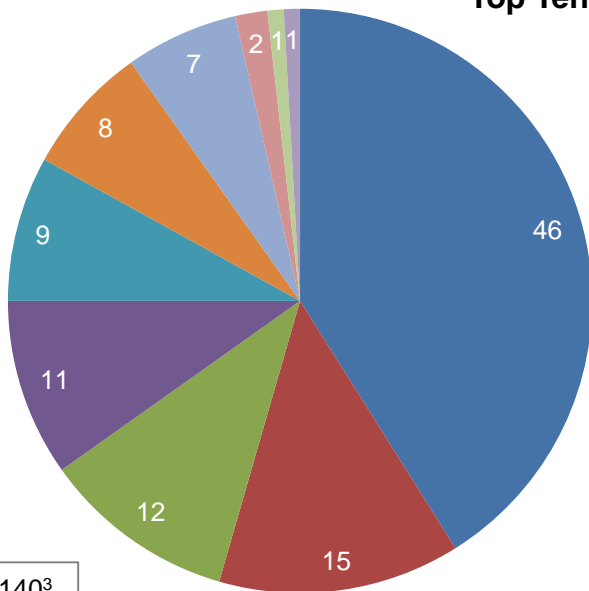
### Top Ten Referrals



- Salvation Army
- Champaign Co Regional Planning Commission
- Restoration Urban Ministries
- empty tomb, Inc.
- C-U at Home
- Cunningham Township
- Courage Connection
- St. Vincent dePaul Food Pantry
- Champaign County Housing Authority
- City of Urbana Grants Mgmt Division

n=1,356<sup>2</sup>

### Top Ten Unmet Needs



- Rent Assistance
- Homeless Shelter
- Utility Assistance
- Homeless Motel Voucher
- Holiday Programs
- Family Crisis Shelters
- Transportation
- Homeless Financial Assistance Programs
- Burial/Cremation Expense Assistance
- Community Meals

n=140<sup>3</sup>

### Champaign County

| Abandoned Calls <sup>3</sup> | Escape Calls <sup>4</sup> | Non-Transaction Calls <sup>5</sup> |
|------------------------------|---------------------------|------------------------------------|
| 1                            | 0                         | 4                                  |

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

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

<sup>5</sup> Non-Transaction Calls are hang-ups or wrong numbers.