

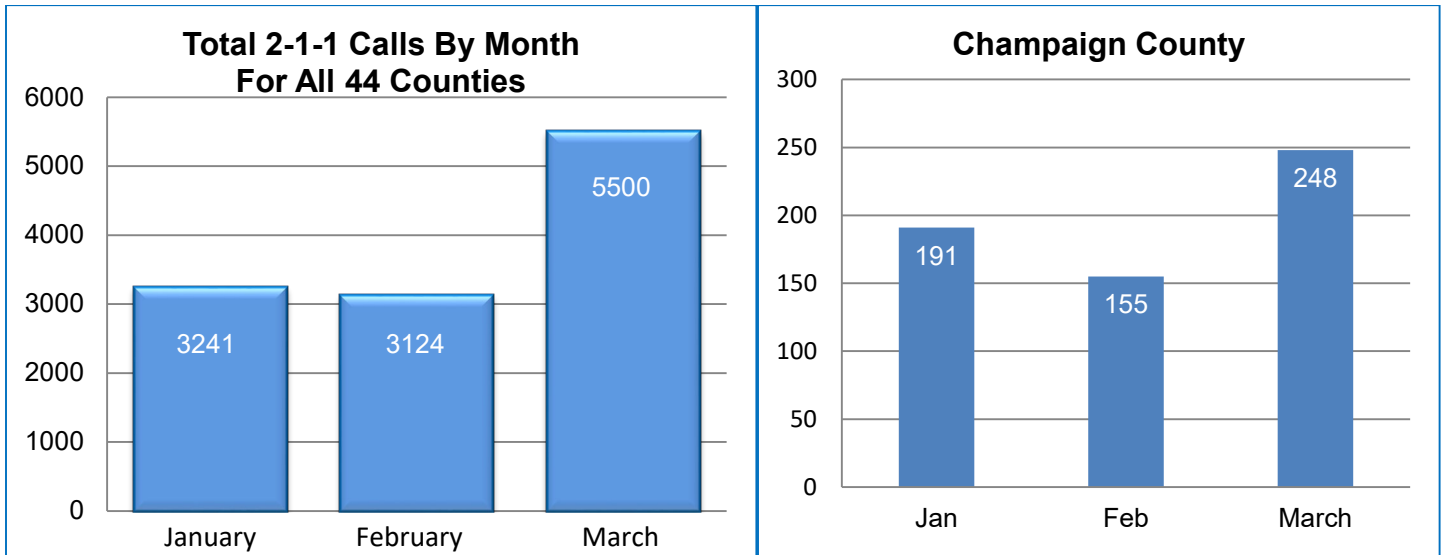


# United Way 2-1-1 Report

## Champaign County

January – March 2020

Submitted by: Susan Williams, Database Manager, PATH, Inc.



<u>Age of Caller</u>	
Adult	370
Unknown	172
Senior	52
Youth	0

<u>Follow-Up Calls</u>	
Number Performed	77
Received Assistance	19
Did Not Receive Assistance	10
Attempted; no answer; number did not work; referral not contacted	48

<u>Top Reasons for Contact</u>	
Rent Assistance	185
Homeless Shelter/Services	107
Food Pantry/Food Service	84
Utility Assistance	59
COVID-19 (Coronavirus)	58
Information & Referral	31
Transportation	25
Low Income/Subsidized Rentals/Housing Needs	25
Mental Health/Counseling	14
Crisis Intervention	10
Domestic Violence Shelter	12
General Legal Aid	9
Tax Preparation Assist.	8
Unemployment Insurance	8

<u>Gender</u>	
Female	446
Male	145
Unknown	3

<u>Referred By</u>	
Self-Referral	465
Agency	68
Family/Friend	18
United Way	10
Internet	10
Doctor/Hospital/Clinic	5
Business	4
Case Worker	4
Clergy/Church	2
Police/Fire	1
School	2
Advertisement	5

<u>Contact Person Type</u>	
Individual	555
Third Party	25
Agency	7
Doctor/Hospital/Clinic	4
School	2
Church	1
Police/Sheriff	0

<u>Top Ten Caller Zip Codes</u>	
61821	189
61820	138
61801	111
61802	108
61866	64
61822	36
61853	23
61874	8
61847	5
61843	4

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

<u>Call Time Frequency</u>	
8 am-5 pm	512
6-11 pm	45
Midnight-7 am	37

## **Top Agency Referrals**

Champaign County Regional Planning Commission	220
Salvation Army of Champaign County	170
City of Champaign Township	50
Cunningham Township	33
Austin's Place Emergency Shelter for Women	29
Champaign Church of the Brethren	29
Restoration Urban Ministries	26
Champaign-Urbana Public Health District	25
Grace Lutheran Church Food Pantry	23
Wesley Evening Food Pantry	23
COVID-19 (Coronavirus)*	22

\*We created an agency in the database called "COVID-19 (Coronavirus)" to track calls related to people's questions about the pandemic when all this first started (middle of March). The "COVID-19 agency" contained the Illinois Department of Public Health's Coronavirus Hotline and their website, the CDC's website and phone number, and other pertinent info. There were 22 referrals made to this "agency" from callers in Champaign County.

## **Top Unmet Needs**

Homeless Shelter/Motel Vouchers	14
Rent Assistance	8
Utility Assistance	4
General Legal Aid	2
Substance Use Disorder Treatment Programs	2

There were 21 more unmet needs recorded with one contact (call) logged for each of them; please see the attached Excel report on Unmet Needs to see them.

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### **All 211 Calls**

**01-01-2020 through 03-31-2020**

Service Level % = Percentage of calls answered within 90 seconds. Our goal is 80%. Our goal for abandoned calls is 9%.

<b>SKILL NAME</b>	<b>TOTAL CALLS</b>	<b>AVG HANDLE TIME</b>	<b>ABAN-DONS</b>	<b>AVG INQUEUE TIME</b>	<b>% ABAN-DONS</b>	<b>AVG ABANDON TIME</b>	<b>SERV. LEVEL %</b>
United Way 211	11,865	00:05:37	2,340	00:00:51	16.45 %	00:00:54	75.74