

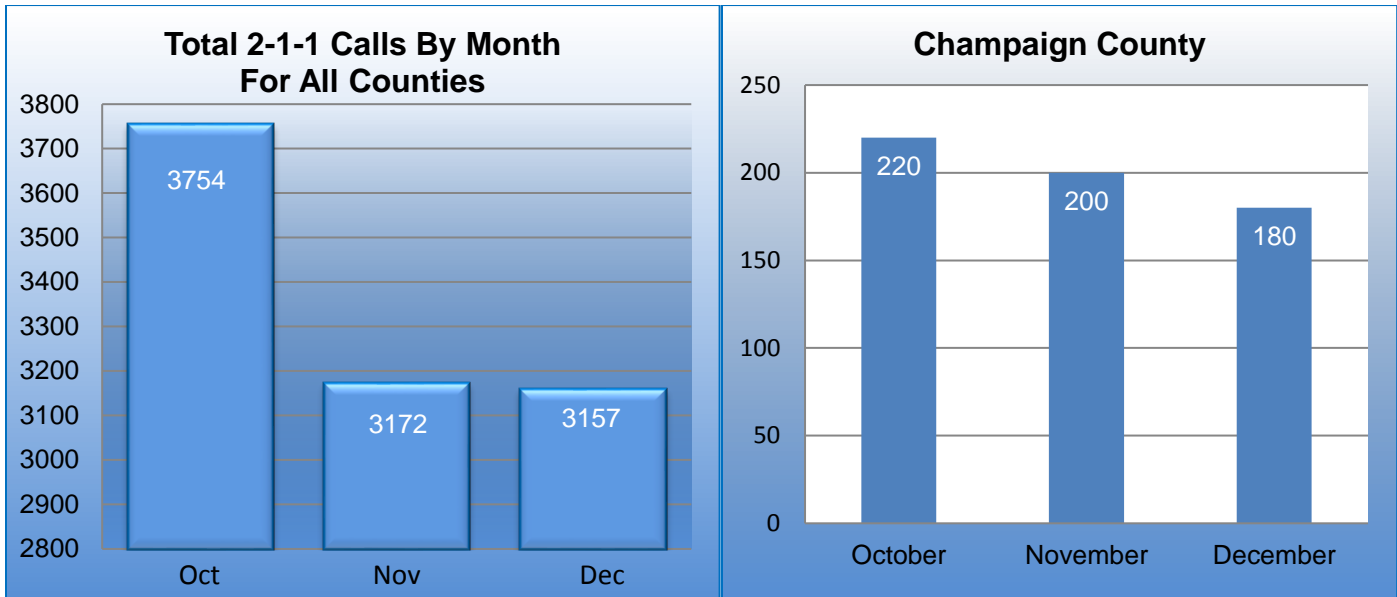


# United Way 2-1-1 Report

## Champaign County

October - December 2019

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



**Age of Caller**

Adult	390
Unknown	144
Senior	65
Youth	1

**Follow-Up Calls**

Number Performed	56
Received Assistance	15
Did Not Receive Assistance	9
Attempted; no answer; number did not work; referral not contacted	32

**Top Reasons for Contact**

Rent Assistance	138
Homeless Shelter/Services	104
Utility Assistance	72
Food Pantry/Food Services	48
Information & Referral	35
Transportation	33
Low Income/Subsidized Rentals/Housing Needs	31
Mental Health Counseling	19
Temporary Financial Asst.	19
Holiday Programs	22
Domestic Violence Shelter	14
Clothing	13
Home Repair	12

**Gender**

Female	477
Male	116
Unknown	7

**Referred By**

Self-Referral	514
Agency	49
United Way	8
Family/Friend	7
Doctor/Hospital/Clinic	4
Business	2
Case Worker	8
Clergy/Church	1
Internet	3
Police/Fire	2
School	1
Advertisement	1

**Contact Person Type**

Individual	530
Third Party	39
Agency	25
School	1
Police/Sheriff	1
Church	1
Doctor/Hospital	3

**Top Ten Caller Zip Codes**

61821 - 170
61802 - 119
61820 - 127
61801 - 103
61866 - 71
61822 - 43
61853 - 10
61874 - 6
61878 - 5
61880 - 4

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

**Call Time Frequency**

8 am-5 pm	527
6-11 pm	42
Midnight-7 am	31

## Top Ten Agency Referrals

Champaign County Regional Planning Commission	212
Salvation Army of Champaign County	173
City of Champaign Township	49
empty tomb, Inc.	36
Cunningham Township	33
Restoration Urban Ministries	28
Faith United Methodist Church	23
Austin's Place Emergency Shelter for Women	21
C-U at Home	18
Champaign-Urbana Public Health District	17
Champaign Church of the Brethren	15

## Top Ten Unmet Needs

Rent Assistance	15
Utility Assistance	11
Homeless Shelter/Motel Vouchers	8
Transportation Services	6
Holiday Programs	5
Furniture	5
Clothing/Household goods	4
Home Maintenance/Minor Repair	4
Low Income/Subsidized Rental Housing	2
Medical Expense Assistance	2

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

### All 211 Calls

10-01-2019 through 12-31-2019

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

SKILL NAME	TOTAL CALLS	AVG HANDLE TIME	ABAN-DONS	AVG INQUEUE TIME	% ABAN-DONS	AVG ABANDON TIME	SERV. LEVEL %
United Way 211	10,083	00:06:12	1,774	00:00:52	14.96 %	00:01:11	76.30