



United Way 2-1-1 Report

Champaign County

January 1 – March 31, 2021

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

TEXTING! 898211 or TXT211

People can now text 211 for help. **Text your zip code to 898211 or this easy-to-remember number – TXT211.**

If someone does not text their zip code (or enters a word), it will return a message telling them they need to text their zip code (this is so it routes to the correct call center).

Currently, live texting is available Monday through Friday, 8:30 am - 4:30 pm. Please get the word out to your community that texting is another way for people to access 211 information and referrals by including this in the 211 marketing materials you publish or give out!

FYI – We have responded to 77 texts to date across all counties we cover.

211 COUNTS

Please be reminded that you can access data for your county through 211 Counts.

<https://uwaypath.211counts.org/>

If you need guidance on using the dashboard, please feel free to call me for help: 309-834-0513.

The statistics listed below are some of the data elements that 211 Counts does not collect. I will not be showing any “0” values under Contact Person Type or Referral Source.

Follow-Ups

Number Performed	105
Received Assistance	19
Did Not Receive Assistance	14
Attempted/no answer/number did not work/referral not contacted	72

Call Time

8:00 am – 5:00 pm	506
6:00 pm – 11:00 pm	81
Midnight – 7:00 am	32

Contact Person Type

Individual	571
Third Party	35
Agency	10
School	2
Business	1

Referral Source

Self-Referral	442
Agency	123
Family/Friend	22
Television	6

Business	5
School	4
Internet	4
Doctor/Hospital/Clinic	3
Police/Fire	3
Newspaper/Magazine	3
United Way	3
Clergy/Church	1

COVID-19 Contacts

Out of the 619 total contacts for Champaign County, 166 were directly related to COVID-19.

Top Agency Referrals

Champaign County Regional Planning Commission	211
Illinois Department of Commerce & Economic Opportunity	87
City of Champaign Township	74
Salvation Army of Champaign County	65
C-U at Home	46
Champaign-Urbana Public Health District	44
Austin's Place Emergency Shelter for Women	35
City of Urbana Grants Management Division	33
Cunningham Township	27
Housing Authority of Champaign County	19
Rosecrance Central Illinois	17

All 211 Calls – Data from ACD – InContact 01-01-2021 through 03-31-2021

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	12,205	00:06:28	1,795	00:01:12	12.81%	00:01:31	72.43%