



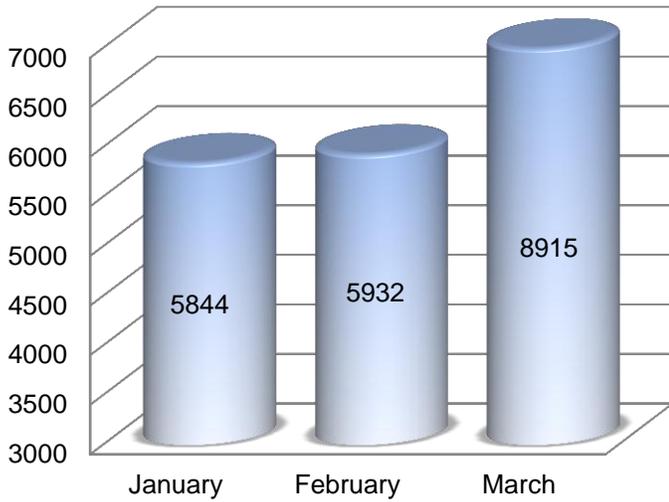
United Way 2-1-1 Report

Champaign County

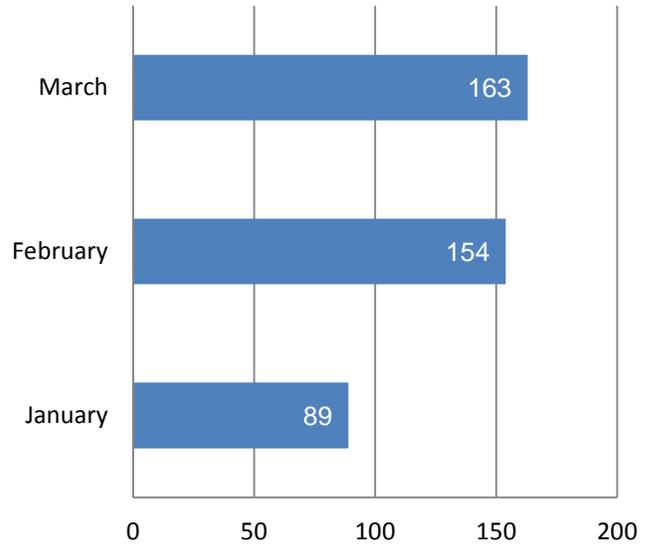
January – March 2014

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

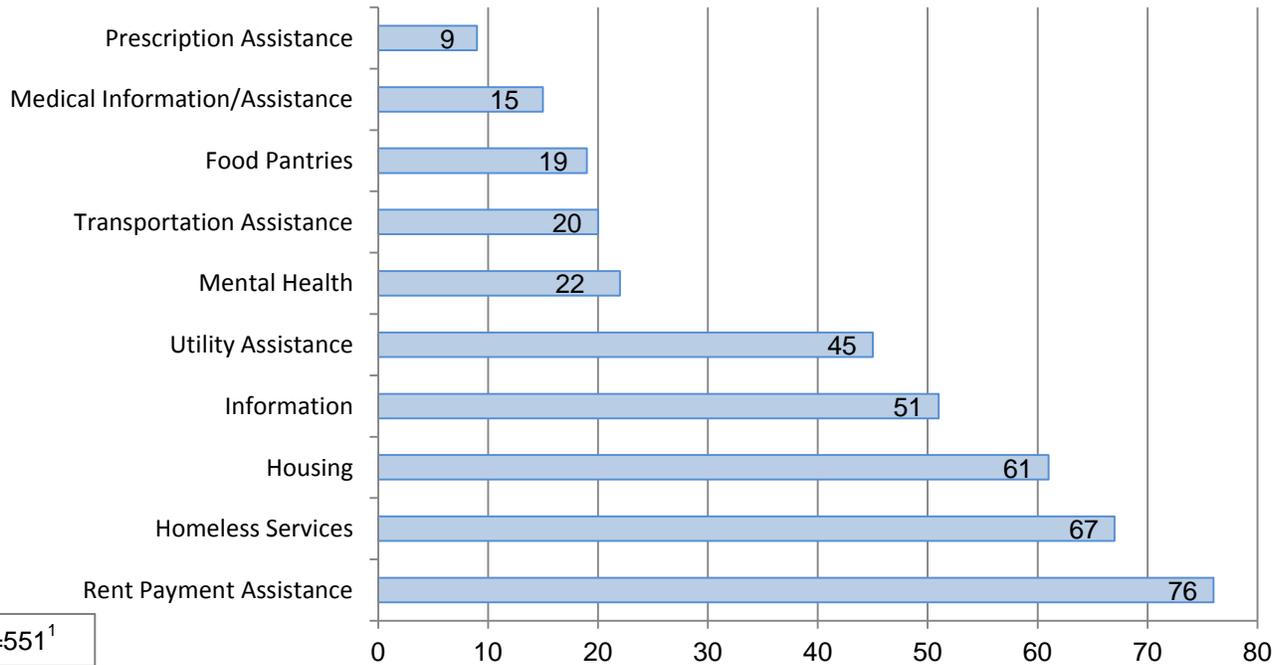
Total 2-1-1 Calls By Month For All Counties



Champaign County

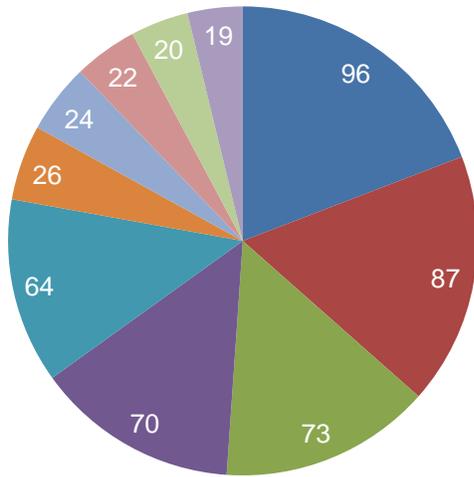


Top Ten Reasons for Contact



n=551¹

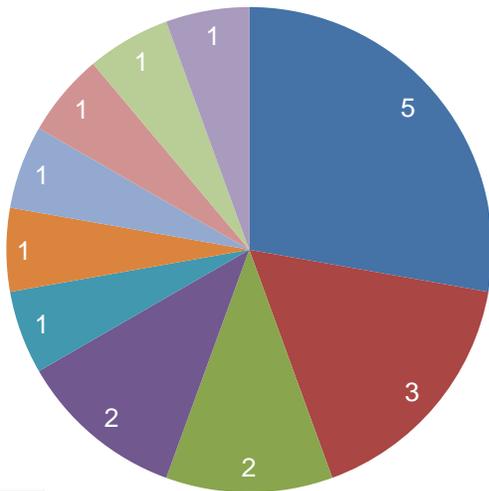
Top Ten Referrals



- Salvation Army of Champaign County
- University Place - Open Door Program
- Salt and Light
- Family Service of Champaign County
- Regional Planning Commission
- Austin's Place Emergency Shelter for Women
- empty tomb, Inc.
- Restoration Urban Ministries
- Community Elements
- Homestead Corp of Champaign-Urbana

n=909²

Top Ten Unmet Needs



- Rent Payment Assistance
- Homeless Motel Vouchers
- Emergency Shelter
- Transportation-Out of Town
- Automotive Repair
- Driver's License Payment Assistance
- Food Pantries
- Glasses/Contact Lenses
- Job Search/Placement
- Mortgage Payment Assistance

n=22

Champaign County

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
0	0	2

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.