



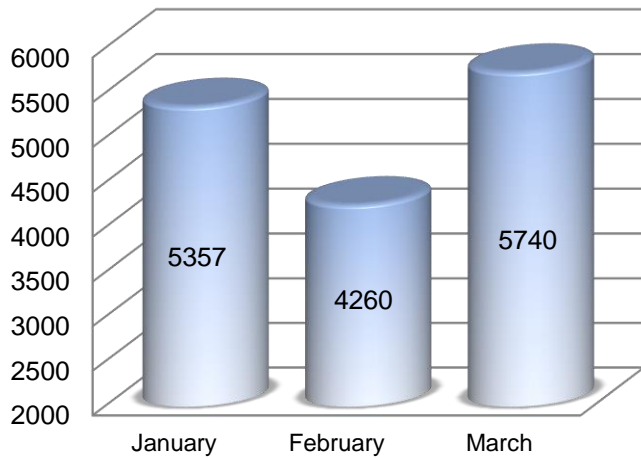
United Way 2-1-1 Report

Champaign County

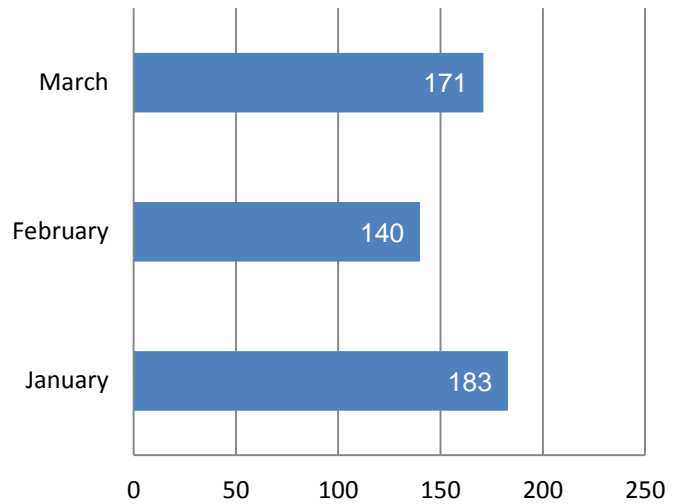
January – March 2015

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

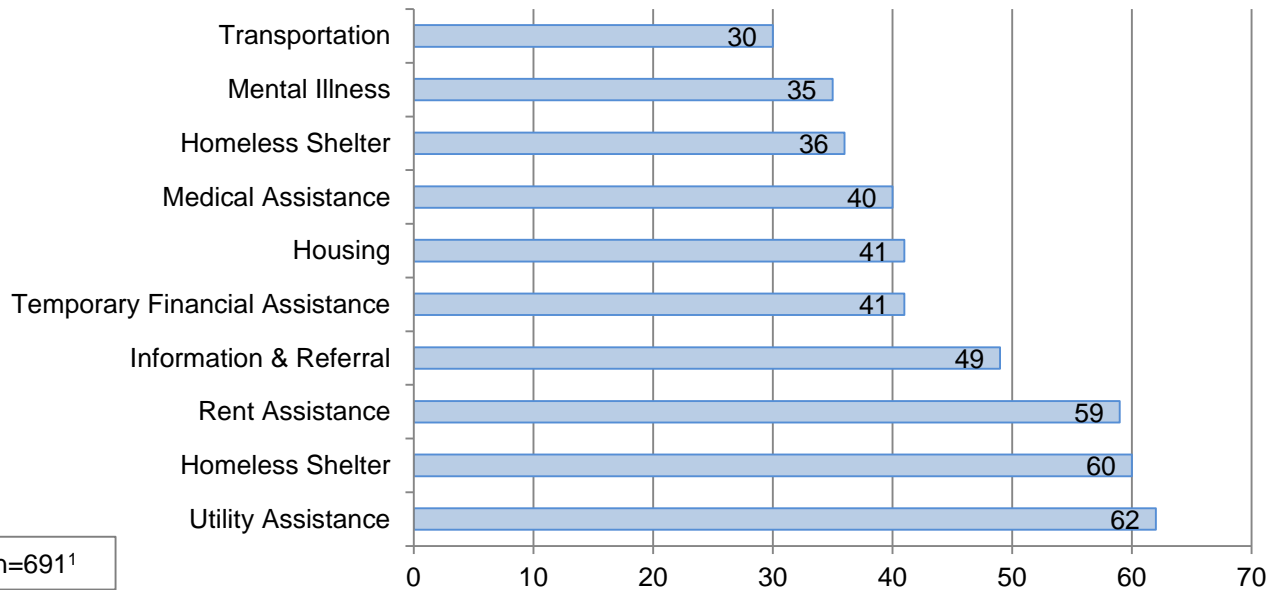
Total 2-1-1 Calls By Month For All Counties



Champaign County

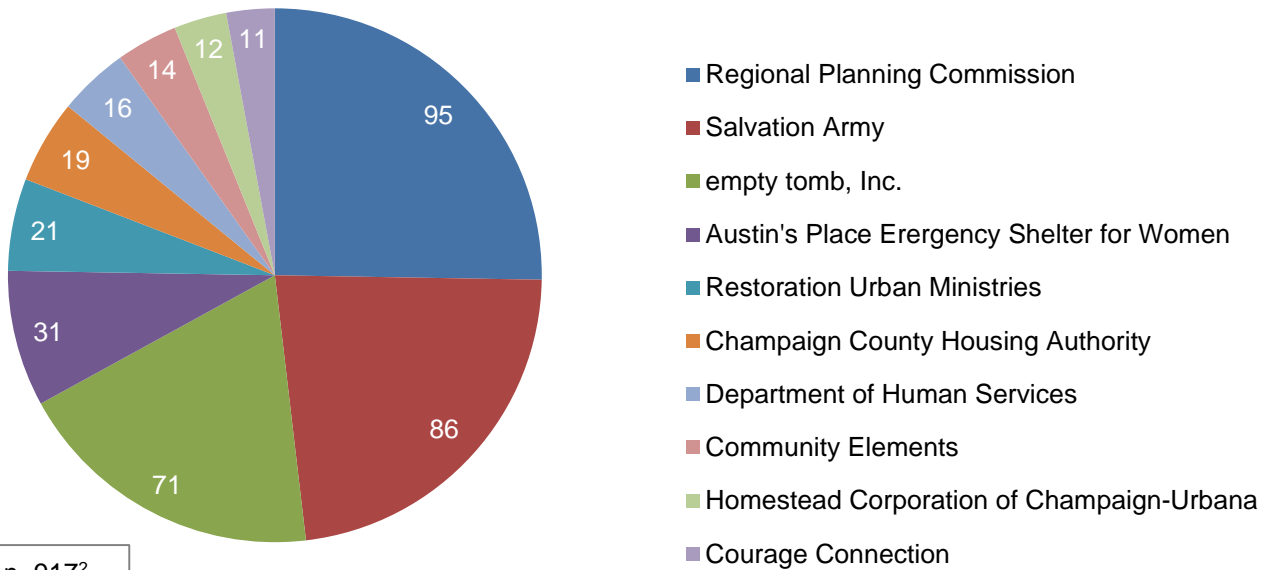


Top Ten Reasons for Contact



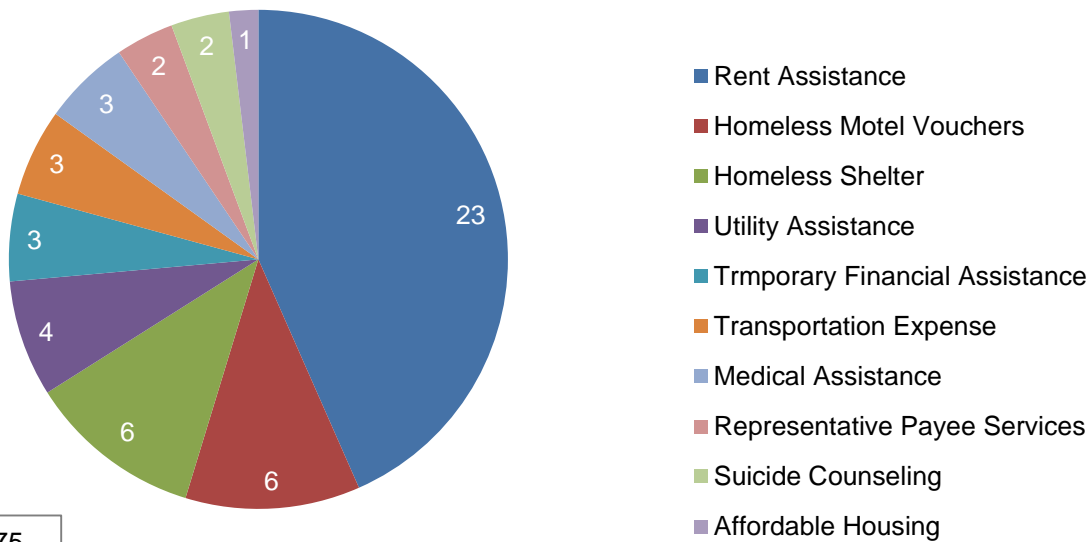
n=691¹

Top Ten Referrals



n=917²

Top Ten Unmet Needs



n=75

Champaign County

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

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.