



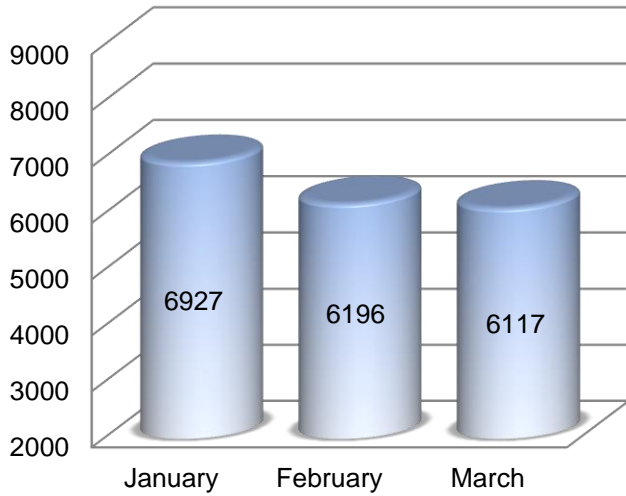
# United Way 2-1-1 Report

## Champaign County

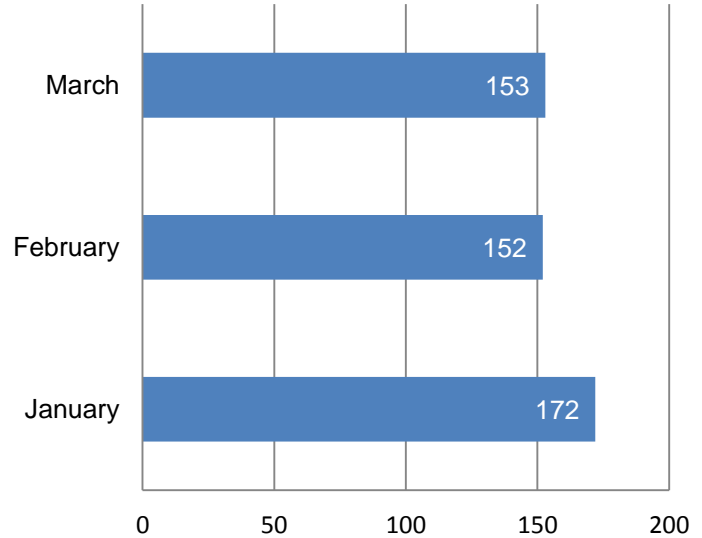
January – March 2016

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

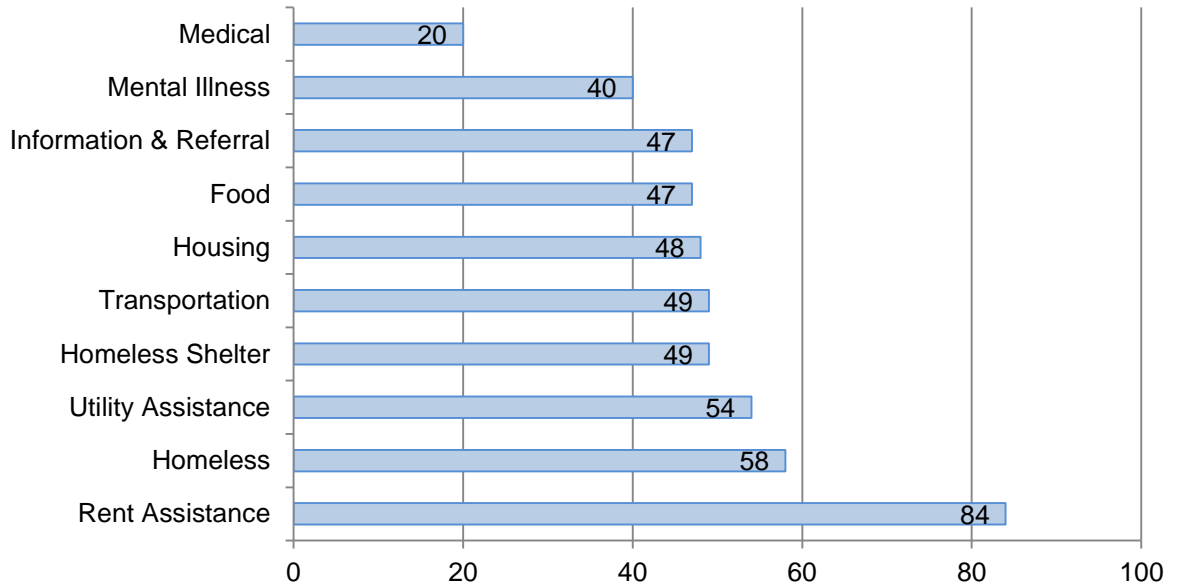
**Total 2-1-1 Calls By Month For All Counties**



**Champaign County**

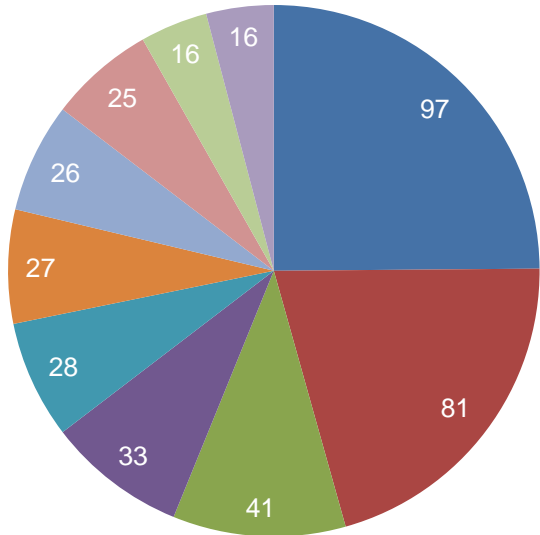


**Top Ten Reasons for Contact**



n=709<sup>1</sup>

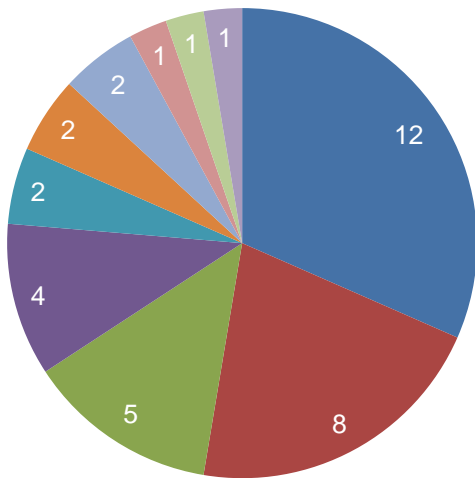
### Top Ten Referrals



- Champaign Co Regional Planning Commission
- Salvation Army
- empty tomb, Inc.
- Cunningham Township
- Austin's Place Emergency Shelter for Women
- C-U at Home
- Community Elements
- Restoration Urban Ministries
- Champaign Co Housing Authority
- Frances Nelson Health Center

n=968<sup>2</sup>

### Top Ten Unmet Needs



- Rent Assistance
- Homeless Shelter
- Utility Assistance
- Homeless Motel Voucher
- Emergency Shelter
- Transitional Housing
- Transportation
- Adolescent/Youth Counseling
- Automotive Repair
- Food Pantries

n=48<sup>3</sup>

### Champaign County

Abandoned Calls <sup>3</sup>	Escape Calls <sup>4</sup>	Non-Transaction Calls <sup>5</sup>
0	0	1

<sup>1</sup> Top Ten Reasons for Contact – there can be more than one reason per call

<sup>2</sup> Top Ten Referrals – calls with resulting referrals usually receive more than one referral

<sup>3</sup> Abandoned Calls are calls that reach the center but are not answered.

<sup>4</sup> Escape Calls occur when a call center specialist accidentally begins to log a call but cancels the log.

<sup>5</sup> Non-Transaction Calls are hang-ups or wrong numbers.