



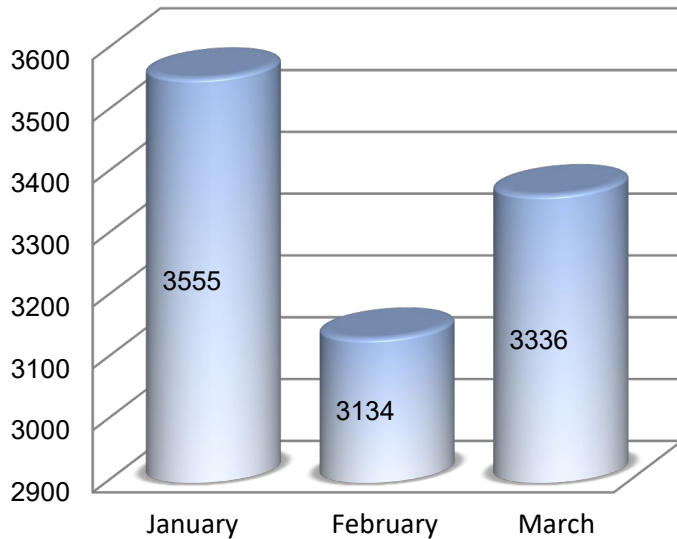
United Way 2-1-1 Report

Champaign County

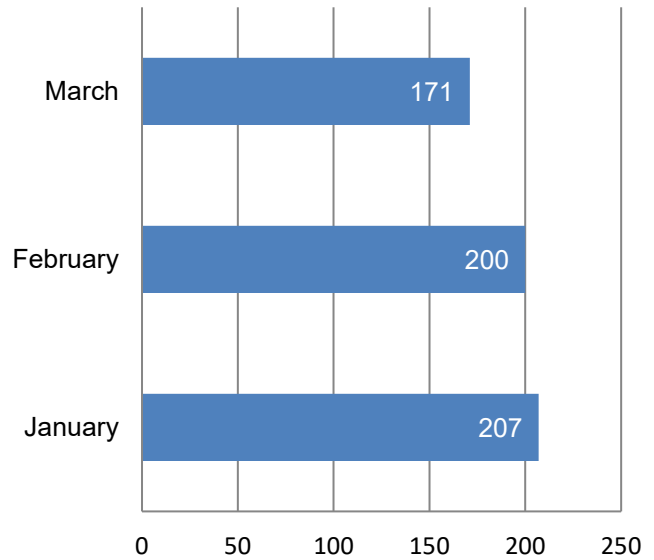
January – March 2018

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

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



Champaign County



Age of Caller

Adult	330
Senior	52
Unknown	101
Youth	0

Follow-Up Calls

Number Performed	73
Received Assistance	9
Did Not Receive Assistance	11

Contact Type

2-1-1	467
Chat	1

Gender

Female	352
Male	125
Unknown	6

Referred By

Self-Referral	422
Agency	14
Unknown	0
Family/Friend	6
United Way	12
Case Worker	5
Clergy/Church	0
Hospital/Doctor/Clinic	2
Business	1
Internet	0
Police/Fire	1
Radio	0
Television	0

Top Reasons for Contact

Rent Assistance	81
Homeless Shelter	70
Utility Assistance	51
Information & Referral	30
Food Pantries	26
Subsidized Rental Housing	25
General Relief	15
Financial Assistance	15
Tax Preparation	12
Domestic Violence Shelter	11

Contact Person Type

Individual	433
Third Party	23
Agency	8
Doctor/Hospital/Clinic	2
Police/Sheriff	1
School	1

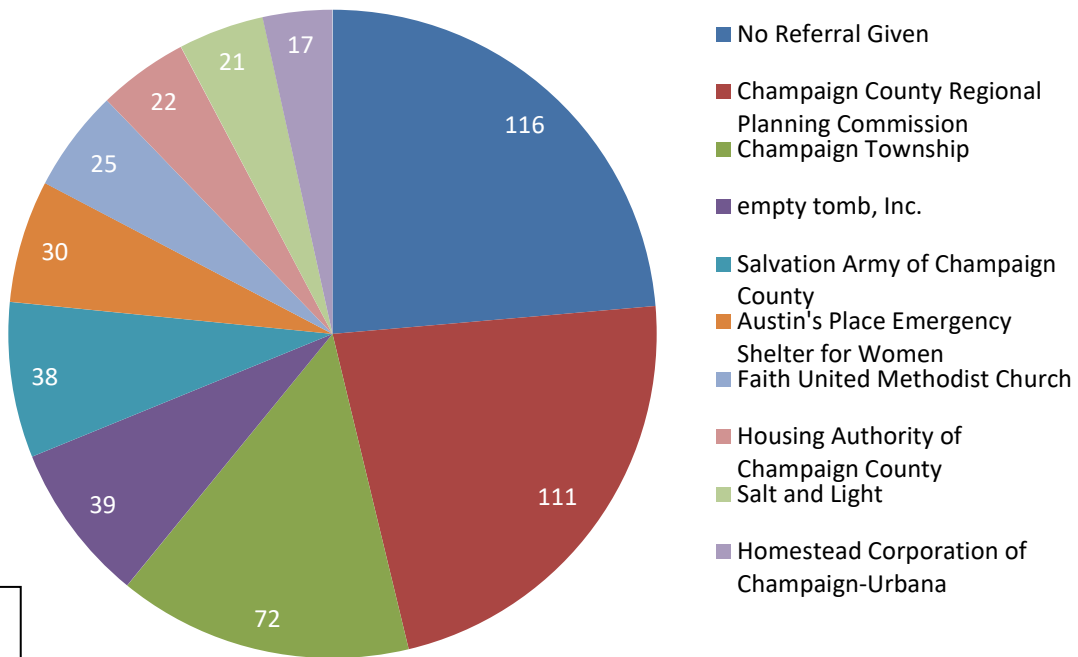
For more detailed information on Reason for Contact see enclosed "AIRS Problem Needs and Referral Count" report.

Call Time Frequency

8-5 pm	427
6-11 pm	33
Midnight-7am	23

Thank you for making this service available in the counties

Top Ten Referrals



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

Top Ten Unmet Needs

