



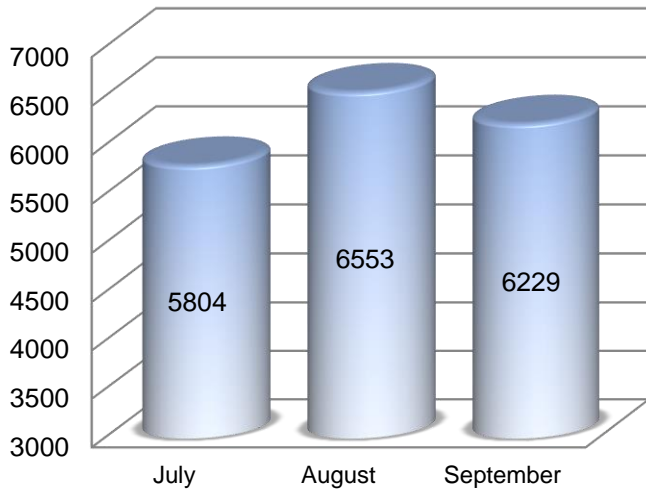
United Way 2-1-1 Report

Champaign County

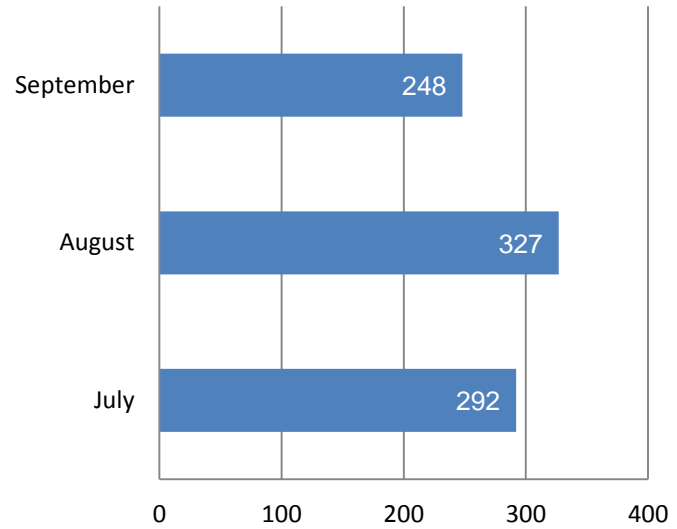
July-September 2014

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

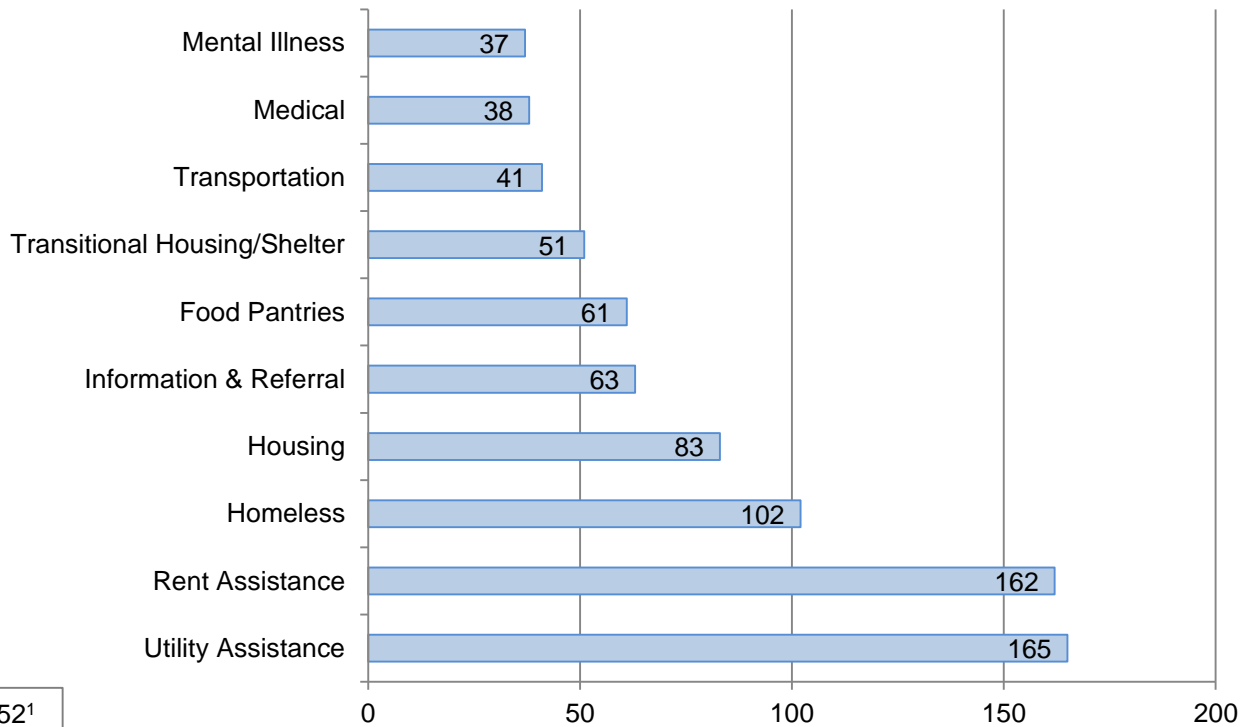
Total 2-1-1 Calls By Month For All Counties



Champaign County

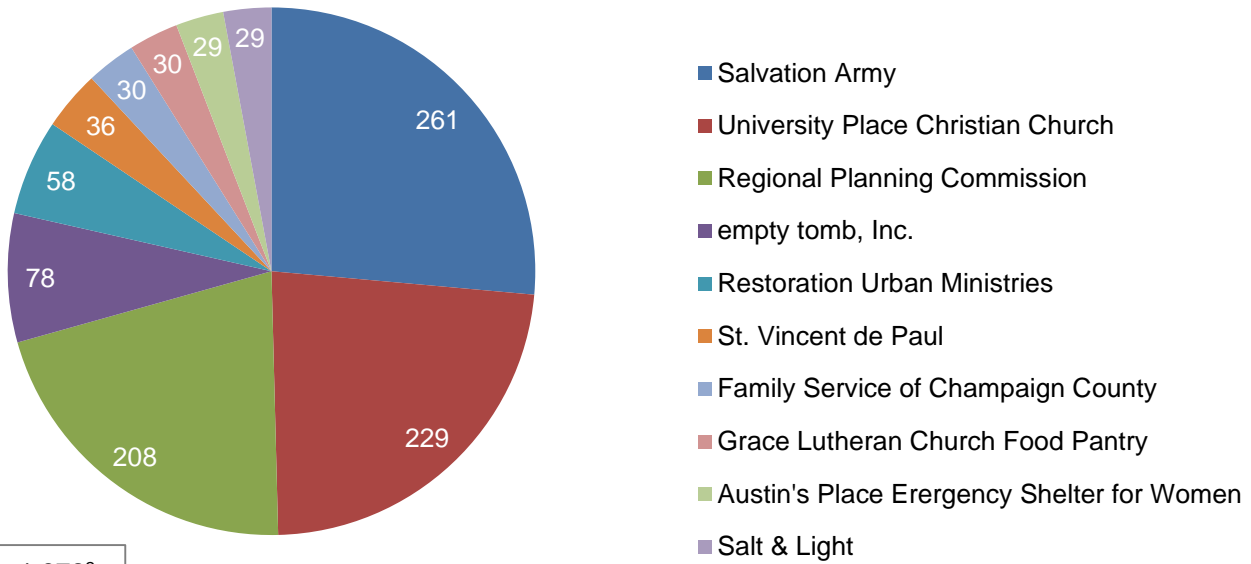


Top Ten Reasons for Contact



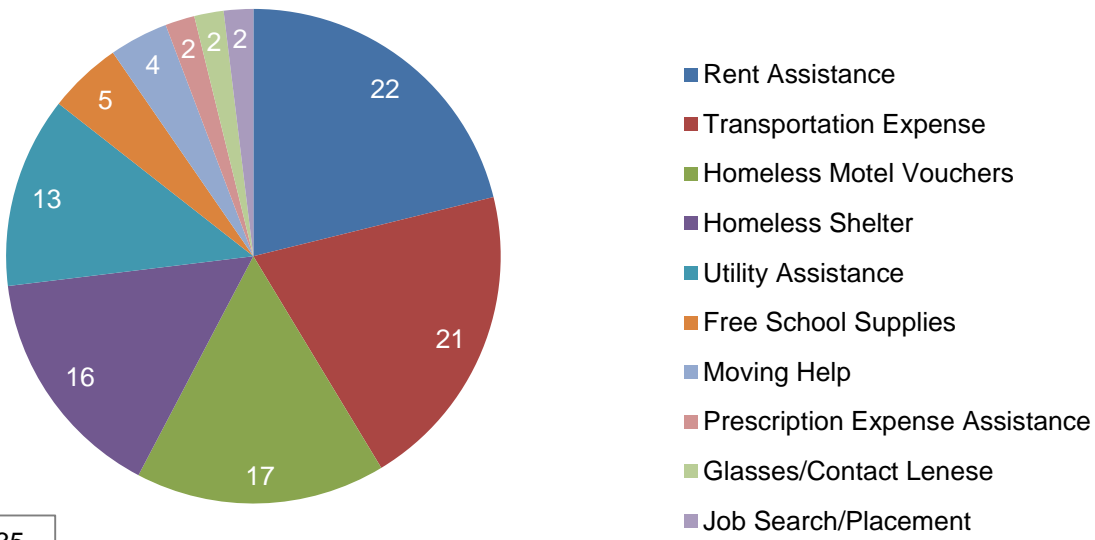
n=1,152¹

Top Ten Referrals



n=1,872²

Top Ten Unmet Needs



n=135

Champaign County

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

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.