

United Way 2-1-1 Report

***Champaign County***

*October - December 2013*

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

n=1331

n=1852

n=2

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| **Champaign County** |
| Abandoned Calls3 | Escape Calls4 | Non-Transaction Calls5 |
| 0 | 0 | 4 |
| 1 Top Ten Reasons for Contact – there can be more than one reason per call2 Top Ten Referrals – calls with resulting referrals usually receive more than one referral3 Abandoned Calls are calls that reach the center but are not answered.4 Escape Calls occur when a call center specialist accidently begins to log a call but cancels the log.5 Non-Transaction Calls are hang-ups or wrong numbers. |