



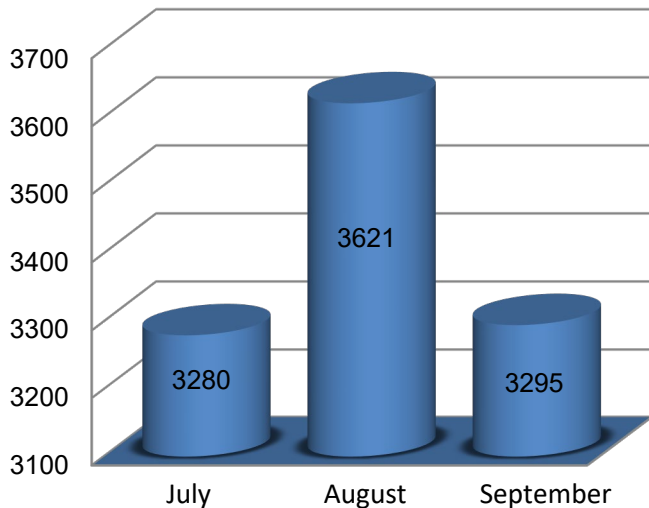
United Way 2-1-1 Report

Champaign County

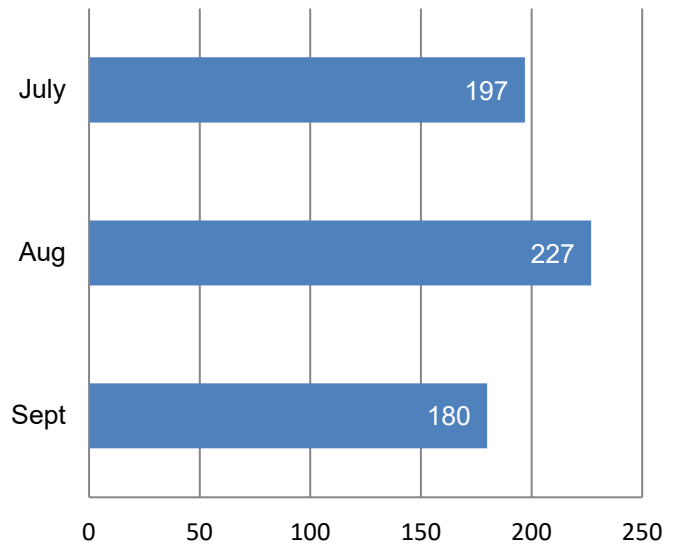
July – September 2018

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

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



Champaign County



Age of Caller

Adult	436
Unknown	109
Senior	57
Youth	2

Follow-Up Calls

Number Performed	61
Received Assistance	9
Did Not Receive Assistance	11
Attempted; no answer; number did not work; referral not contacted	41

Contact Type

2-1-1	602
Chat	2

Gender

Female	451
Male	150
Unknown	3

Referred By

Self-Referral	513
Agency	25
United Way	25
Family/Friend	8
Doctor/Hospital/Clinic	4
Business	2
Case Worker	2
Clergy/Church	1
Internet	1
Police/Fire	1
School	1

Top Reasons for Contact

Homeless Shelter/Services	157
Utility Assistance	150
Rent Assistance	88
Temporary Financial Asst.	59
Food Pantry, Food Services	61
Information & Referral	30
General Relief (Township)	23
Support Only	17
Low Income/Subsidized Rental Housing	12
Housing Authority	9
Clothing	10

Contact Person Type

Individual	557
Third Party	37
Agency	7
Doctor/Hospital/Clinic	2
School	1

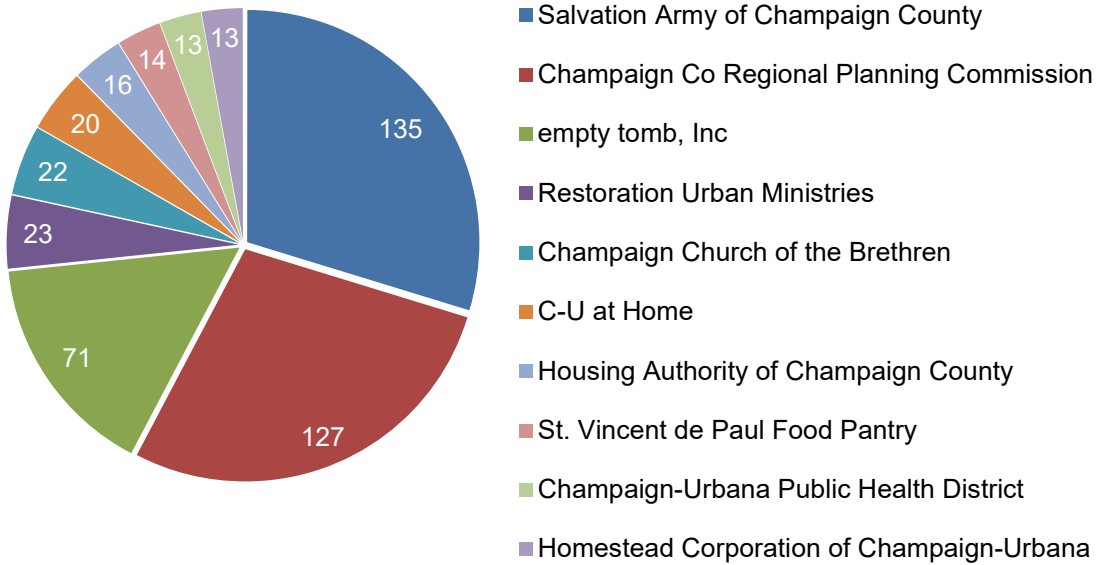
Call Time Frequency

8-5 pm	506
6-11 pm	60
Midnight-7am	38

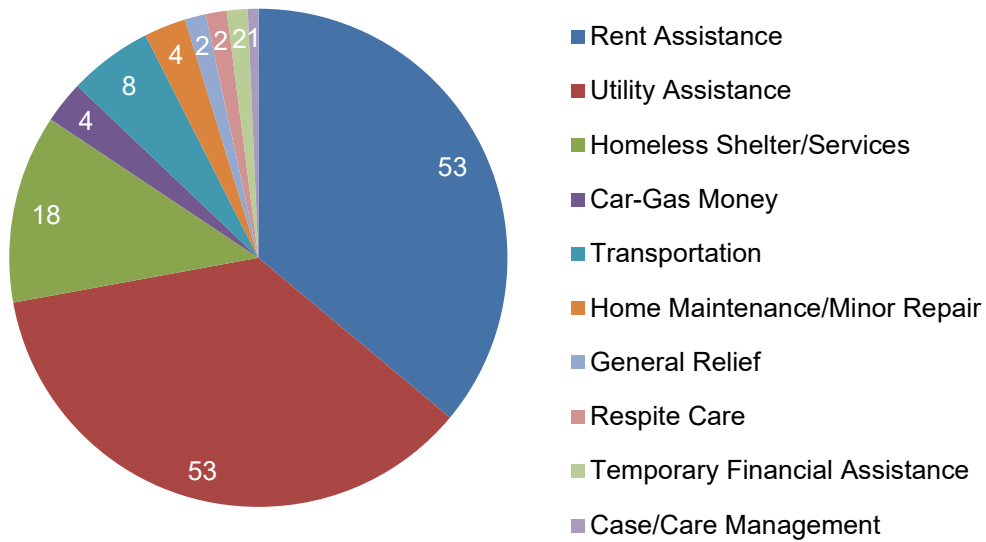
For more detailed information on Reason for Contact see enclosed "AIRS Problem Needs and Referral Count" report.

Thank you for making this service available in your community.

Top Ten Referrals



Top Ten Unmet Needs



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