

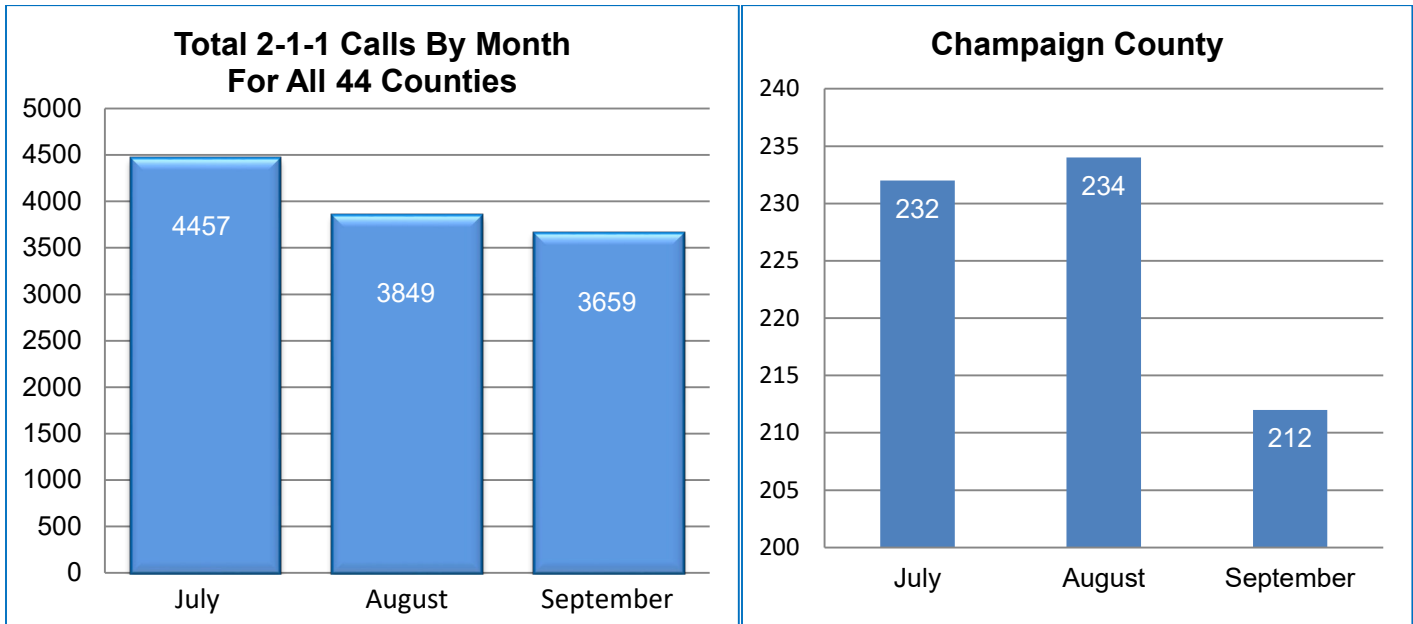


United Way 2-1-1 Report

Champaign County

July - September 2020

Submitted by: Susan Williams, Database Manager, PATH, Inc.



<u>Age of Caller</u>	
Adult	570
Unknown	17
Senior	88
Youth	3

<u>Gender</u>	
Female	506
Male	149
Unknown	23

<u>Contact Person Type</u>	
Individual	626
Third Party	36
Agency	8
Doctor/Hospital/Clinic	1
Business	0
School	3
Church	2
Police/Sheriff	2

<u>Follow-Up Calls</u>	
Number Performed	130
Received Assistance	30
Did Not Receive Assistance	21
Attempted; no answer; number did not work; referral not contacted	79

<u>Referred By</u>	
Self-Referral	498
Agency	116
Family/Friend	20
United Way	4
Internet	11
Doctor/Hospital/Clinic	4
Business	6
Case Worker	8
Clergy/Church	2
Police/Fire	5
School	2
Radio	0
TV	2
Other Advertisement	0

<u>Top Reasons for Contact</u>	
Rent Assistance	237
Homeless Shelter/Services	149
Utility Assistance	92
Food Pantry/Food Services	58
COVID-19 (Coronavirus)	27
Low Income/Subsidized Rentals/Housing Needs	53
Information & Referral	24
Transportation	16
Mental Health/Counseling	15
Temporary Financial Asst.	12
Clothing	12
Domestic Violence	11
Crisis Intervention/Suicide	10

<u>Top Ten Caller Zip Codes</u>	
61821 - 152	
61820 - 145	
61802 - 117	
61801 - 96	
61866 - 81	
61822 - 38	
61853 - 19	
61880 - 9	
61874 - 6	
61862 - 2	

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

<u>Call Time Frequency</u>	
8 am-5 pm	603
6-11 pm	65
Midnight-7 am	10

COVID-19 Contacts

Out of the 678 total contacts for Champaign County, 158 were directly related to COVID-19.

Top 10 Agency Referrals also showing COVID-19 as the Reason for Referral

Champaign County Regional Planning Commission	299
Covid-19 related - 99	
Salvation Army of Champaign County	216
Covid-19 related - 70	
City of Champaign Township	78
Covid-19 related - 24	
Illinois Department of Commerce & Economic Opportunity	47
Covid-19 related - 36	
Cunningham Township	46
Covid-19 related - 12	
Austin's Place Emergency Shelter for Women	44
Covid-19 related - 4	
C-U at Home	41
Covid-19 related - 9	
Ameren Illinois	20
Covid-19 related - 8	
Housing Authority of Champaign County	20
Covid-19 related - 3	
Restoration Urban Ministries	20
Covid-19 related - 5	

Top Unmet Needs

Temporary Financial Assistance	10
Homeless Motel Vouchers	8
Homeless Shelter	7
Medical Care Expense Assistance	6
Rent Assistance	6
Furniture & Household Goods	6
Homeless Permanent Supportive Housing	4
Utility Assistance	3
Extreme Weather Shelters	2
Food Pantries	2
Mortgage Assistance	2
State Unemployment Insurance	2

There were 17 more unmet needs recorded with one contact (call) logged for each of them; please see the attached Excel report on Unmet Needs to see them.

All 211 Calls

07-01-2020 through 09-30-2020

Service Level % = Percentage of calls answered within 90 seconds. Our goal is 80%. Our goal for abandoned calls is 9%.

SKILL NAME	TOTAL CALLS	AVG HANDLE TIME	ABAN-DONS	AVG INQUEUE TIME	ABAN-DONS	AVG ABANDON TIME	SERV. LEVEL
United Way 211	11,965	00:06:21	1,933	00:01:10	13.88%	00:01:28	70.02%