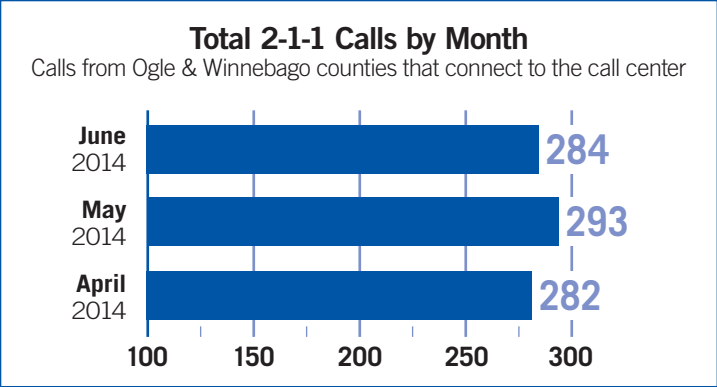
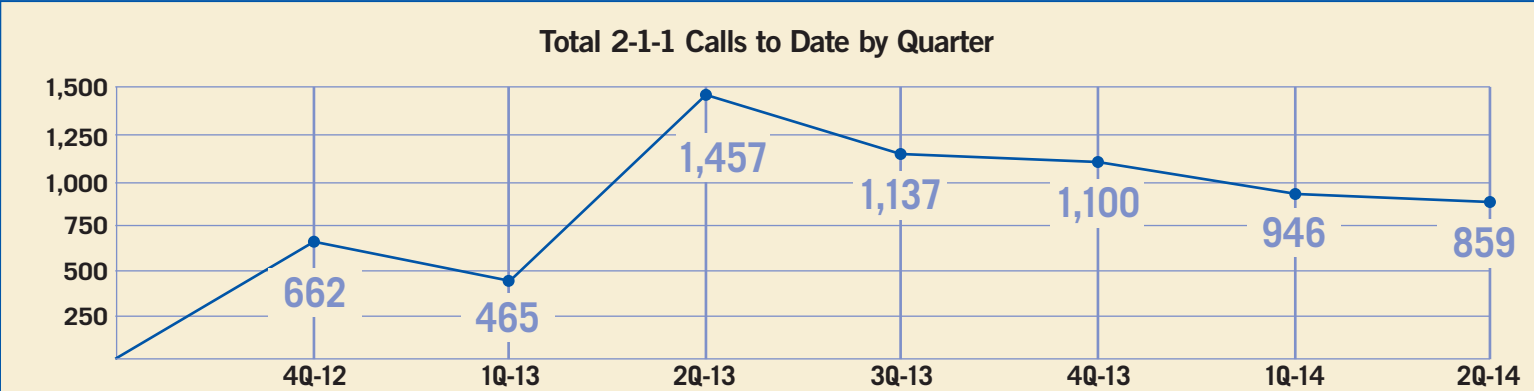
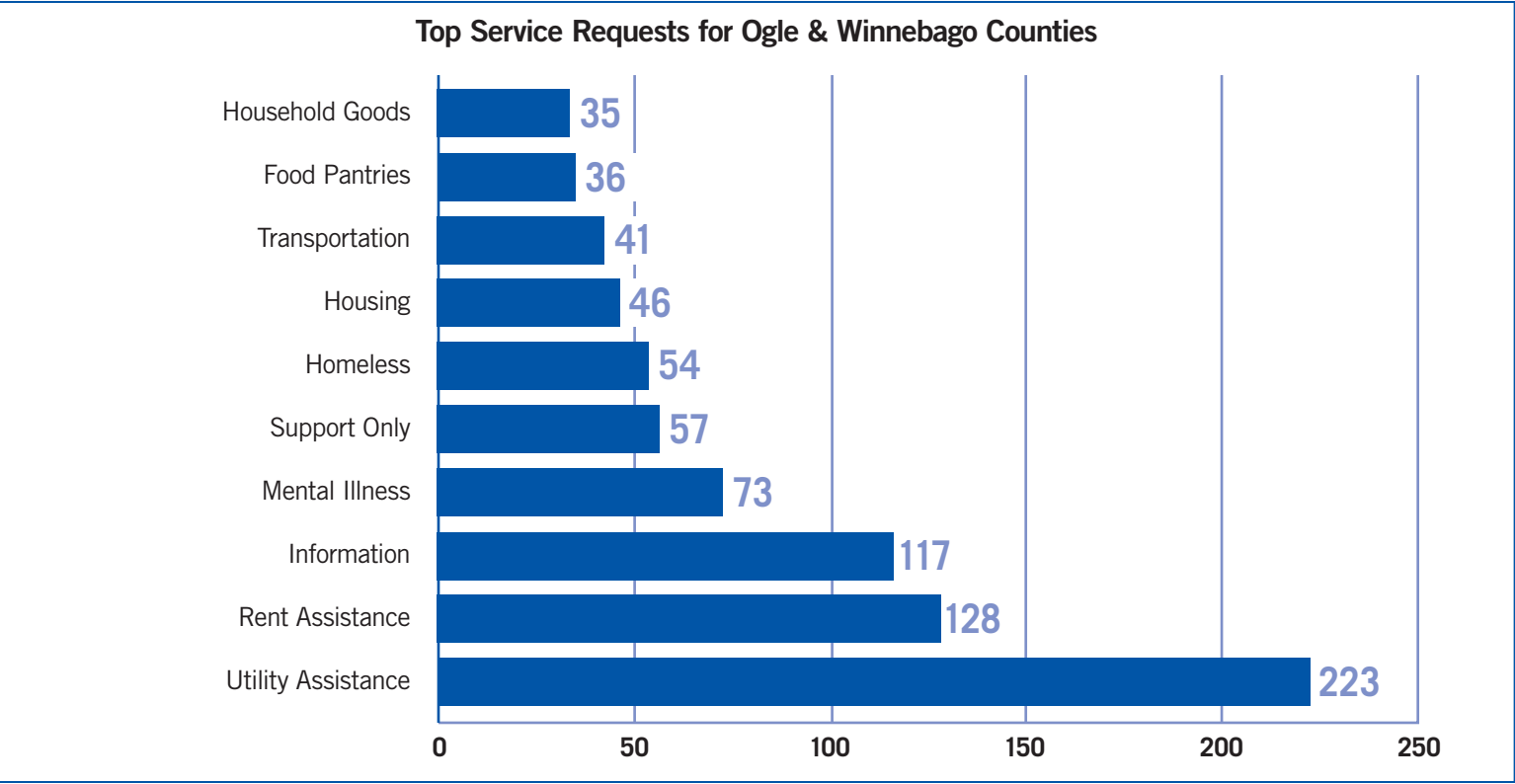




Ogle & Winnebago Counties
April 2014 - June 2014



- ### Fast Stats
- 859 total calls received between April - June
 - 1,787 total service referrals between April - June
 - Utility Assistance accounted for 19% of all service requests
 - City of Rockford - Human Services Department accounted for 13% of service referrals



Winnebago County

Top Referrals

Organizations with the most referrals

City of Rockford Human Services Department - **14%**

Catholic Charities - **12%**

Salvation Army - **9%**

Rockford Township - **4%**

Rockford Rescue Mission - **2%**

Harlem Township - **2%**

Love INC - **1%**

DHS Family Community Resource Center - **1%**

Lifescape Community Services - **1%**

Rock River Valley Pantry - **1%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Utility Assistance - **21%**

Emergency Food - **5%**

Homeless Shelter - **5%**

Rent Payment Assistance - **5%**

Transportation Expense Assistance - **5%**

Abandoned Calls - 6

Calls that reach the center but are not answered.

Escape Calls - 0

Occurs when a call specialist begins to log a call but cancels the log due to wrong number.

Non-Transaction Calls - 11

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Tri-Counties Opportunities Council - **18%**

Rock River Center - **13%**

Flagg Township - **8%**

Catholic Charities - **5%**

ComEd - **3%**

Goodwill Industries of Northern Illinois - **3%**

Illinois Hunger Coalition - **3%**

Lifescape Community Services - **3%**

Retro Tech, Inc. - **3%**

Rural Rental Housing Program - **3%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

None

Abandoned Calls - 0

Calls that reach the center but are not answered.

Escape Calls - 0

Occurs when a call specialist begins to log a call but cancels the log due to wrong number.

Non-Transaction Calls - 0

Hang-ups

Need information? Call United Way 2-1-1 24/7 and get answers.

United Way 2-1-1 is an easy to remember telephone number that connects callers with free information and referrals for community services within Ogle and Winnebago counties.

Phone: 2-1-1 (888-865-9903)

Web: www.findhelp211.org

Illinois 
2-1-1
Get Connected. Get Answers.
United Way of Rock River Valley