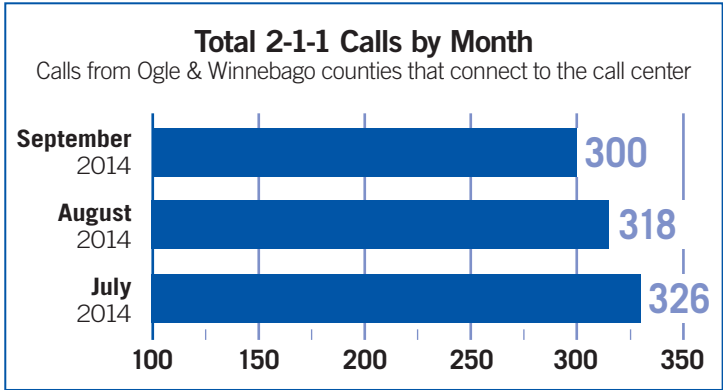
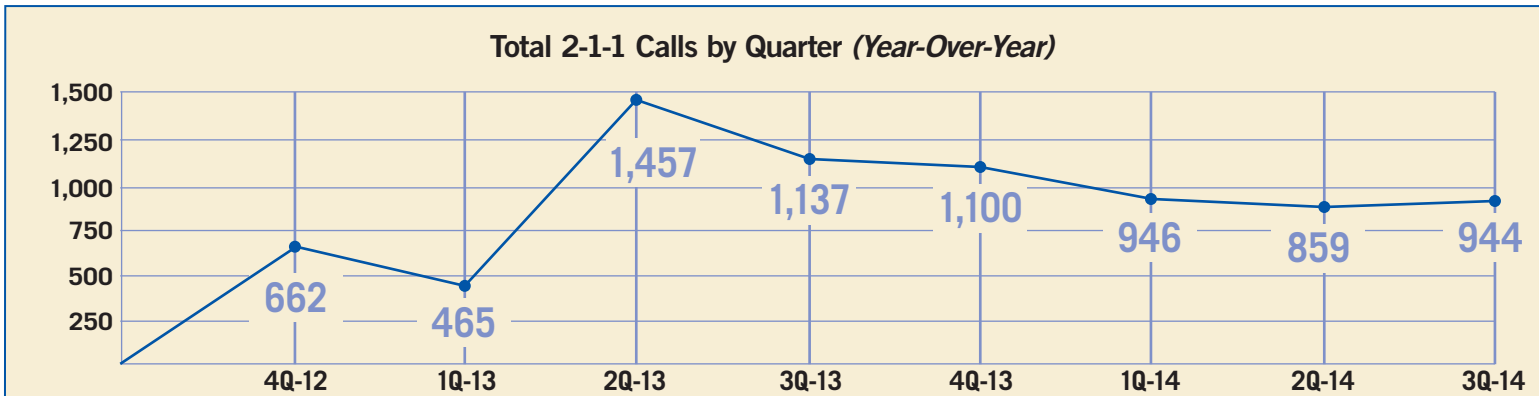
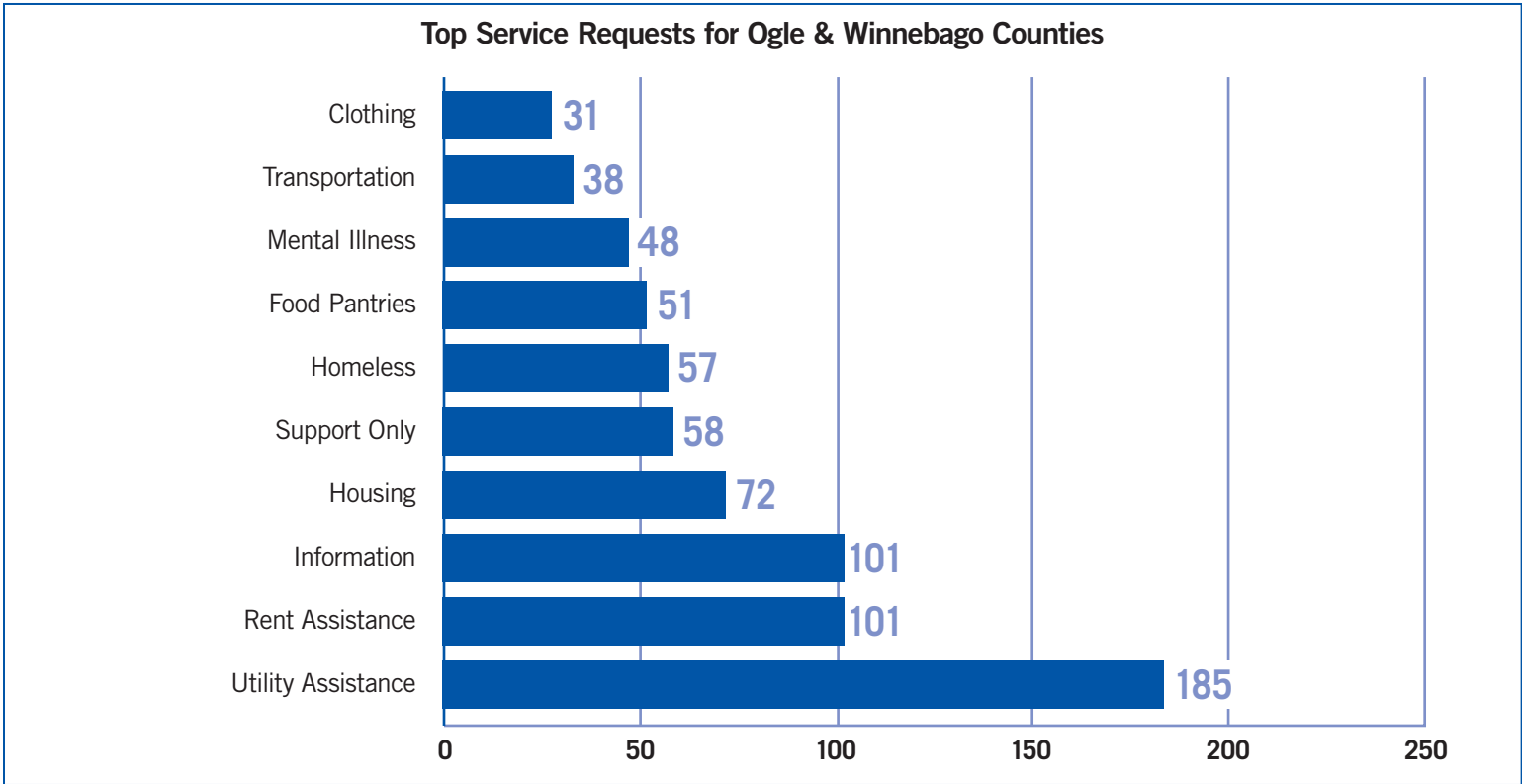




Ogle & Winnebago Counties  
July 2014 - September 2014



- ### Fast Stats
- 944 total calls received between July - September
  - 1,789 total service referrals between July - September
  - Rent and utility assistance accounted for 23% of service requests
  - Free School Supplies accounted for 25% of unmet needs
  - Catholic Charities accounted for 11% of service referrals



## Winnebago County

### Top Referrals

Organizations with the most referrals

Catholic Charities - <b>11%</b>
City of Rockford Human Services Department - <b>10%</b>
Salvation Army - <b>9%</b>
Rockford Township - <b>4%</b>
Rockford Rescue Mission - <b>3%</b>
St. Elizabeth Catholic Community Center - <b>2%</b>
Love INC - <b>2%</b>
DHS Family Community Resource Center - <b>1%</b>
Rock River Valley Pantry - <b>1%</b>
Comprehensive Community Solutions - <b>1%</b>

### Top Unmet Needs

Service not available in database or all existing resources exhausted

Free School Supplies - <b>25%</b>
Utility Assistance - <b>19%</b>
Transportation Expense Assistance - <b>11%</b>
Homeless Services - <b>6%</b>
Clothing - <b>5%</b>

### Abandoned Calls - 4

*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 - 7

*Hang-ups*

## Ogle County

### Top Referrals

Organizations with the most referrals

Tri-Counties Opportunities Council - <b>17%</b>
Catholic Charities - <b>8%</b>
ComEd - <b>8%</b>
Flagg Township - <b>8%</b>
Lutheran Social Services of Illinois - <b>6%</b>
Rock River Center - <b>6%</b>
Human Service Center - <b>3%</b>
Boy Scouts of America - <b>3%</b>
DHS Family Community Resource Center - <b>3%</b>
Habitat for Humanity - <b>3%</b>

### Top Unmet Needs

Service not available in database or all existing resources exhausted

Free School Supplies - <b>33%</b>
Rental Assistance - <b>33%</b>
Mortgage Payment Assistance - <b>33%</b>

### 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](http://www.findhelp211.org)

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