



Get Connected. Get Answers.

United Way of Rock River Valley



2-1-1 Quarterly Report

Ogle & Winnebago Counties
October 2012 - December 2012

For more information visit www.unitedwayrrv.org

2-1-1 Success Story

Ann (not her real name), was crying as we answered the phone. The call specialist spent a few minutes getting Ann calm enough to talk about her issues. A single mom of two young boys, Ann recently moved into the area with a new job following a difficult divorce. Her ex-husband was behind on paying child support and her employer cut back her hours. New to the area, Ann did not have many resources and only knew a few people through her job.

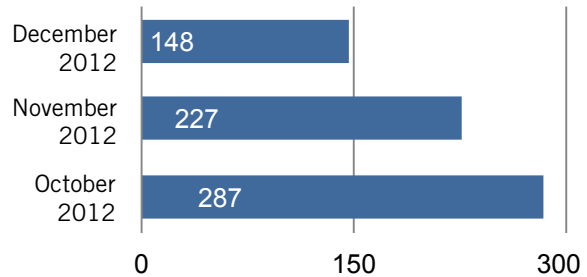
One of her friends encouraged her to call 2-1-1. As Ann's story unraveled, the call specialist identified programs that would help her. Referrals were given for food, emergency rent, medical care for one of her children, and a Christmas gift program for her kids.

During a follow-up call by a United Way 2-1-1 call specialist, Ann tearfully expressed her gratitude. She connected with the agencies and programs, qualified, and received services. Ann stocked her cupboards with nourishing food and paid her rent. Plus Santa was planning to leave presents under their tree.

Ann was so thankful to find a kind voice through United Way 2-1-1 that listened to all of her problems and connected her with answers.

Total 2-1-1 Calls by Month

Calls from Ogle & Winnebago Counties that connect to the call center

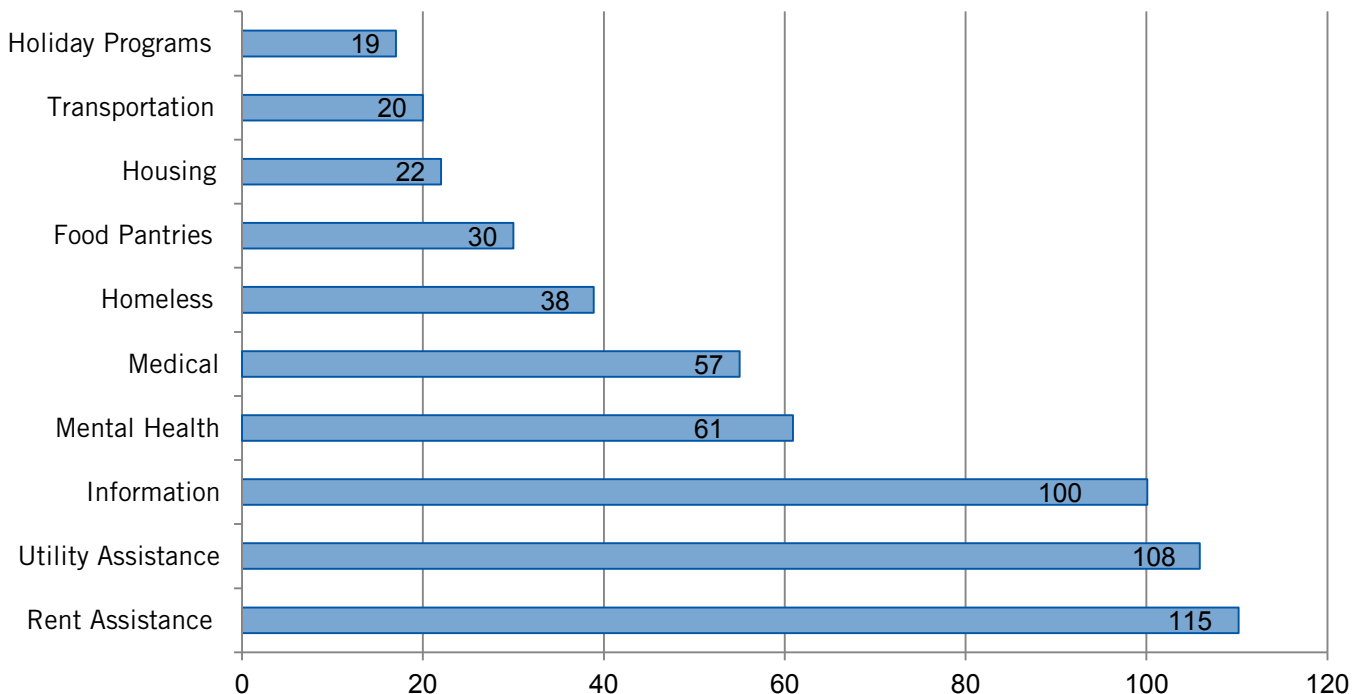


Quick Stats

- 662 total calls received between October - December
- 1,140 total service referrals between October - December
- Rent and Utility Assistance accounted for 35% of all service requests
- 16 Domestic Violence and 2 Suicide calls were received

Top Service Requests

Top service requests for Ogle & Winnebago counties



Winnebago County

Top Referrals

Organizations with the most referrals

Catholic Charities - **12%**

City of Rockford Human Services Department - **11%**

Salvation Army - **10%**

Rockford Township - **6%**

Rockford Rescue Mission - **3%**

DHS Family Community Resource Center - **2%**

Rockford Life Center - **2%**

Shelter Care Ministries - **2%**

St. Elizabeth Catholic Community Center - **1%**

Rock River Valley Pantry - **1%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Utility Assistance - **17%**

Transportation Assistance - **15%**

Rent Payment Assistance - **8%**

Support Groups - **8%**

Homeless Shelter - **7%**

Phantom Calls - 2,031

Calls not made by a human, usually a result of faulty telephone lines. The number of these calls should decline as we work with service providers to correct the problem lines.

Abandoned Calls - 41

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 - 2

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Catholic Charities - **28%**

Flagg Township - **28%**

DHS Family Community Resource Center - **17%**

Tri-Counties Opportunities Council (Rochelle) - **11%**

Community Coordinated Child Care - **6%**

Ogle County Health Department - **6%**

Passage Hospice - **6%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Utility Assistance - **33%**

Rent Payment Assistance - **33%**

Holiday Programs - **33%**

Phantom Calls - 14

Calls not made by a human, usually a result of faulty telephone lines. The number of these calls should decline as we work with service providers to correct the problem lines.

Abandoned Calls - 1

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 - 1

Hang-ups

Need help? Want to help? Call United Way 2-1-1 24/7

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.

> Also online at www.findhelp211.org

Illinois 
2-1-1
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