**United Way 2-1-1 Report**

**Winnebago County**

January – March 2017

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

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

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls</td>
<td>10136</td>
<td>7808</td>
<td>10007</td>
</tr>
</tbody>
</table>

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### Winnebago County

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>March</td>
<td>214</td>
</tr>
<tr>
<td>February</td>
<td>164</td>
</tr>
<tr>
<td>January</td>
<td>241</td>
</tr>
</tbody>
</table>

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### Age of Caller

- Adult: 421
- Senior: 70
- Unknown: 128
- Youth: 3

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### Follow-Up Calls

- Number Performed: 92
- Received Assistance: 79
- Did Not Receive Assistance: 13

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### Gender

- Female: 434
- Male: 185
- Unknown: 1

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### Contact Type

- 2-1-1 Call: 617
- Agency We Answer For: 1
- Online Chat: 1

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### Referral By

- Self-Referral: 490
- Agency: 39
- Unknown: 35
- United Way: 17
- Family/Friend: 13
- Business: 2
- Clergy/Church: 2
- Doctor/Hospital/Clinic: 2
- Case Worker: 1

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### Top Reasons for Contact

- Rent Assistance: 123
- Utility Assistance: 92
- Support Only: 52
- Food Pantries: 43
- Information & Referral: 30
- Homeless Shelter: 21
- Furniture: 19
- Household Goods: 18
- Subsidized Housing: 16
- Mental Illness: 16

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### Contact Person Type

- Individual: 565
- Third Party: 24
- Agency: 6
- Business: 2
- Doctor/Hospital/Clinic: 1
- Police/Sheriff: 1

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### Call Time Frequency

<table>
<thead>
<tr>
<th>Time</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>12am-4am</td>
<td>14</td>
</tr>
<tr>
<td>4am-8am</td>
<td>22</td>
</tr>
<tr>
<td>8am-12pm</td>
<td>244</td>
</tr>
<tr>
<td>12pm-4pm</td>
<td>234</td>
</tr>
<tr>
<td>4pm-8pm</td>
<td>71</td>
</tr>
<tr>
<td>8pm-12am</td>
<td>34</td>
</tr>
</tbody>
</table>

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**United Way 211**

Available 24/7 for free information

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

Web: www.findhelp211.org

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**Day Call Frequency**

- Sunday: 104
- Monday: 113
- Tuesday: 113
- Wednesday: 120
- Thursday: 122
- Friday: 120
- Saturday: 112

---
**Winnebago County**

<table>
<thead>
<tr>
<th></th>
<th>Abandoned Calls</th>
<th>Escape Calls</th>
<th>Non-Transaction Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Abandoned Calls</td>
<td>8</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>2. Escape Calls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Non-Transaction Calls</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Top Ten Referrals – calls with resulting referrals usually receive more than one referral.
2. Top Ten Unmet Needs – Callers needs were not met; programs may exist but caller may not be eligible for assistance or program may be out of funds.
3. Abandoned Calls are calls that reach the center but are not answered before the caller disconnects.
4. Escape Calls occur when a call center specialist accidently begins to log a call but cancels the log.
5. Non-Transaction Calls are hang-ups or wrong numbers.
### United Way 2-1-1 Report

**Ogle County**

January – March 2017

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

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>6824</td>
</tr>
<tr>
<td>November</td>
<td>7551</td>
</tr>
<tr>
<td>December</td>
<td>8982</td>
</tr>
</tbody>
</table>

**Age of Caller**

- Adult: 12
- Senior: 1
- Unknown: 5
- Youth: 0

**Follow-Up Calls**

- Number Performed: 4
- Received Assistance: 2
- Did Not Receive Assistance: 1

**Gender**

- Female: 13
- Male: 3
- Unknown: 2

**Referred By**

- Self-Referral: 11
- Family/Friend: 2
- Agency: 1
- Case Worker: 1
- Unknown: 1

**Contact Type**

- 2-1-1 Call: 18
- Agency We Answer For: 0
- Online Chat: 0

**Top Reasons for Contact**

- Rent Assistance: 6
- Utility Assistance: 2
- Adult Protective Services: 1
- Child Abuse Medical Evaluation: 1
- Medical Alert: 1
- Food Stamps/SNAP: 1
- Homeless Shelter: 1
- Housing Authorities: 1
- Medicaid: 1
- Transitional Housing: 1

**Contact Person Type**

- Individual: 12
- Agency: 2
- Third Party: 2
- Police/Sheriff: 1

**Call Time Frequency**

- 12am-4am: 1
- 4am-8am: 1
- 8am-12pm: 7
- 12pm-4pm: 6
- 4pm-8pm: 1
- 8pm-12am: 2

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**United Way 211**

Available 24/7 for free information

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

Web: www.findhelp211.org

---

**Day Call Frequency**

- Sunday: 1
- Monday: 4
- Tuesday: 5
- Wednesday: 1
- Thursday: 2
- Friday: 4
- Saturday: 3

---

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Ogle County

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Ogle County

<table>
<thead>
<tr>
<th></th>
<th>Abandoned Calls&lt;sup&gt;3&lt;/sup&gt;</th>
<th>Escape Calls&lt;sup&gt;4&lt;/sup&gt;</th>
<th>Non-Transaction Calls&lt;sup&gt;5&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

<sup>1</sup> Top Ten Referrals – calls with resulting referrals usually receive more than one referral.

<sup>2</sup> Top Ten Unmet Needs – Callers needs were not met; programs may exist but caller may not be eligible for assistance or program may be out of funds.

<sup>3</sup> Abandoned Calls are calls that reach the center but are not answered before the caller disconnects.

<sup>4</sup> Escape Calls occur when a call center specialist accidently begins to log a call but cancels the log.

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