United Way 2-1-1 Report

Winnebago County
April – June 2017
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

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

- **April**: 3717
- **May**: 3522
- **June**: 3533

**United Way 211**
Available 24/7 for free information
Phone: 2-1-1 (888-865-9903)
Web: www.findhelp211.org

**Contact Type**
- 2-1-1 Call: 732
- Non Transaction: 1
- Online Chat: 0

**Top Reasons for Contact**
- Utility Assistance: 148
- Rent Payment Help: 132
- Support Only: 88
- Information: 42
- Food Pantries: 30
- Furniture: 26
- Homeless Shelter: 23
- Mental Illness: 19
- Household Goods: 18
- Temp. Financial Assist.: 18
- General Relief: 13

**Follow-Up Calls**
- Number Performed: 110
- Received Assistance: 8
- Did Not Receive Assistance: 19
- Attempted, Could Not Contact: 51
- Rescheduled: 24
- Referral Was Not Contacted: 5
- Not Recorded: 3

**Day Call Frequency**

- Sun: 114
- Mon: 139
- Tue: 140
- Wed: 137
- Thu: 158
- Fri: 139
- Sat: 140

**Age of Caller**
- Adult: 506
- Senior: 81
- Unknown: 145
- Youth: 1

**Gender**
- Female: 534
- Male: 197
- Unknown: 2

**Contact Person Type**
- Individual: 661
- Third Party: 28
- Agency: 12
- Business: 1
- Doctor/Hospital/Clinic: 1
- School: 1

**Referred By**
- Self-Referral: 610
- Agency: 39
- Unknown: 28
- United Way: 12
- Doctor/Hospital: 4
- Family/Friend: 4
- Case Worker: 3
- Business: 1
- Other advertisement: 1
- Radio: 1
- School: 1

**Contact Time Frequency**
- 12am-4am: 21
- 4am-8am: 26
- 8am-12pm: 270
- 12pm-4pm: 287
- 4pm-8pm: 101
- 8pm-12am: 28
Top Ten Referrals

- No Referral Given
- City of Rockford Human Services Dept
- Catholic Charities
- Salvation Army
- Rockford Township
- St. Elizabeth Catholic Community Center
- Rockford Rescue Mission Ministries
- Rock River Valley Pantry
- Rosecrance Health Network
- Lifescape Community Services

Top Ten Unmet Needs

- Utility Assistance
- Rent Assistance
- Transportation Expense
- Medical Transportation
- Furniture
- Homeless Shelter
- Moving Help
- Food Pantries
- Homeless Motel Vouchers
- Car-Gas Money

Please see additional report for detailed information on why specific needs are unmet.

Winnebago County

<table>
<thead>
<tr>
<th></th>
<th>Abandoned Calls(^3)</th>
<th>Escape Calls(^4)</th>
<th>Non-Transaction Calls(^5)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td>0</td>
<td>1</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**

April – June 2017

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**Age of Caller**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>23</td>
</tr>
<tr>
<td>Senior</td>
<td>0</td>
</tr>
<tr>
<td>Unknown</td>
<td>5</td>
</tr>
<tr>
<td>Youth</td>
<td>0</td>
</tr>
</tbody>
</table>

**Gender**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>21</td>
</tr>
<tr>
<td>Male</td>
<td>7</td>
</tr>
<tr>
<td>Unknown</td>
<td>0</td>
</tr>
</tbody>
</table>

**Contact Person Type**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>26</td>
</tr>
<tr>
<td>Church</td>
<td>1</td>
</tr>
<tr>
<td>Third Party</td>
<td>1</td>
</tr>
</tbody>
</table>

**Call Time Frequency**

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>12am-4am</td>
<td>0</td>
</tr>
<tr>
<td>4am-8am</td>
<td>1</td>
</tr>
<tr>
<td>8am-12pm</td>
<td>10</td>
</tr>
<tr>
<td>12pm-4pm</td>
<td>8</td>
</tr>
<tr>
<td>4pm-8pm</td>
<td>3</td>
</tr>
<tr>
<td>8pm-12am</td>
<td>5</td>
</tr>
</tbody>
</table>

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

**Referral By**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-Referral</td>
<td>25</td>
</tr>
<tr>
<td>Agency</td>
<td>1</td>
</tr>
<tr>
<td>Family/Friend</td>
<td>1</td>
</tr>
<tr>
<td>United Way</td>
<td>1</td>
</tr>
</tbody>
</table>

**Contact Type**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-1-1 Call</td>
<td>27</td>
</tr>
<tr>
<td>Online Chat</td>
<td>0</td>
</tr>
<tr>
<td>Non-Transaction</td>
<td>1</td>
</tr>
</tbody>
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**Top Reasons for Contact**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
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<tbody>
<tr>
<td>Utility Assistance</td>
<td>7</td>
</tr>
<tr>
<td>Information</td>
<td>4</td>
</tr>
<tr>
<td>Food Pantries</td>
<td>2</td>
</tr>
<tr>
<td>Homeless Shelter</td>
<td>2</td>
</tr>
<tr>
<td>Problem Not Listed</td>
<td>2</td>
</tr>
<tr>
<td>911 Services</td>
<td>1</td>
</tr>
<tr>
<td>Government Services</td>
<td>1</td>
</tr>
<tr>
<td>Medical Appt.Transpor</td>
<td>1</td>
</tr>
<tr>
<td>Police</td>
<td>1</td>
</tr>
<tr>
<td>Non-Transaction Call</td>
<td>1</td>
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</table>

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**Day Call Frequency**

- Sun: 5
- Mon: 6
- Tue: 6
- Wed: 3
- Thu: 6
- Fri: 6
- Saturday: 6

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Top Ten Referrals

- No Referral Given
- Flagg Township
- Tri-County Opportunities Council
- Rock River Center
- Catholic Charities
- Dixon PADS Shelter
- Hand in Hand Pantry
- Air Care Alliance
- American Cancer Society
- Calvary Lighthouse Church

Unmet Needs

- No Unmet Needs

Please see additional report for detailed information on why specific needs are unmet.

Ogle County

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