United Way 2-1-1 Report

Winnebago & Ogle Counties
April - June 2018
Submitted by: Susan Williams, Call Center Director, PATH, Inc.

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

- April: 3405
- May: 2926
- June: 3179

Contact Time Frequency
- 8 am - 5 pm: 692
- 6 pm - 11 pm: 111
- Midnight - 7 am: 103

Follow-Up Calls
- Number Performed: 122
- Received Assistance: 16
- Did Not Receive Assistance: 18

Referred By
- Self-Referral: 762
- Agency: 38
- Unknown: 52
- Family/Friend: 7
- United Way: 31
- Case Worker: 3
- Clergy/Church: 2
- Hospital/Doctor/Clinic: 4
- Business: 1
- Internet: 0
- Police/Fire: 0
- Media/Advertisement: 6

Contact Type
- 2-1-1: 905
- Chat: 1

Top Reasons for Contact
- Utility Assistance: 171
- Emotional Support Only: 152
- Rent Assistance: 142
- General Information: 75
- Household Goods/Furniture: 61
- Homeless Services: 59
- Transportation: 58
- Food: 50
- Low Income/Subsidized Rental Housing: 32
- Mental Illness: 26
- Suicide: 14

Contact Person Type
- Individual: 871
- Third Party: 23
- Agency: 10
- Business: 2
- Police/Sheriff: 0
- School: 0

Gender
- Female: 642
- Male: 263
- Unknown: 1

Age of Caller
- Adult: 641
- Senior: 134
- Unknown: 130
- Youth: 1

Thank you for making this service available in your community.

2-1-1 Available 24/7 for free info
Phone: 2-1-1 (888-865-9903)
Top Ten Referrals

- Rockford Township: 204
- City of Rockford Human Services Dept.: 201
- Catholic Charities, Rockford Diocese: 159
- Salvation Army of Winnebago County: 60
- St. Elizabeth Catholic Community Center: 37
- Rockford Rescue Mission Ministries: 36
- Habitat for Humanity of the Rockford Area: 28
- Lifescape Community Services: 24
- Comprehensive Community Serv. (YouthBuild): 20
- ComEd: 12
- Transportation Assistance: 7
- Car Repair: 7

Top Ten Unmet Needs

- Utility Assistance: 20
- Rent Assistance: 12
- Furniture: 7
- Temporary Financial Assistance: 7
- Transportation Assistance: 4
- Homeless Shelter: 3
- Developmentally Disabled Support: 3
- Household Goods: 3
- Moving Assistance: 2
- Car Repair: 1