One Year Later
October 2012 - September 2013

- 3,721 total calls received
- 4,056 total service referrals
- Rent and Utility Assistance accounted for 19% of all service requests
- 34 domestic violence and 17 suicide calls were received
- Organizations with the most referrals include Catholic Charities, City of Rockford Human Services Department, and Salvation Army

Top Service Requests: October 2012 - September 2013
Top service requests for Ogle & Winnebago counties

- Information - 14%
- Rent Assistance - 10%
- Utility Assistance - 9%
- Homeless - 4%
- Mental Health - 3%

Total 2-1-1 Calls by Month
Calls from Ogle & Winnebago Counties that connect to the call center

- September 2013: 389
- August 2013: 394
- July 2013: 354

Fast Stats

- 1,137 total calls received between July-September
- 1,320 total service referrals between July-September
- Information accounted for 14% of all service requests
- 6 domestic violence and 6 suicide calls were received

Top Service Requests
Top service requests for Ogle & Winnebago counties
**Winnebago County**

**Top Referrals**  
Organizations with the most referrals

- City of Rockford Human Services Department - 15%
- Catholic Charities - 12%
- Salvation Army - 10%
- Rockford Township - 7%
- Rockford Life Center - 3%
- Rockford Rescue Mission - 3%
- Rockford Housing Authority - 2%
- Shelter Care Ministries - 2%
- St. Elizabeth Community Center - 2%
- Comprehensive Community Solutions - 2%

**Top Unmet Needs**  
Service not available in database or all existing resources exhausted

- Utility Assistance - 11%
- Transportation Assistance - 10%
- Free School Supplies - 6%
- Home Maintenance - 4%
- Medical Expense - 4%

**Phantom Calls** - 1,024  
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** - 2  
Calls that reach the center but are not answered.

**Escape Calls** - 1  
Occurs when a call specialist begins to log a call but cancels the log due to wrong number.

**Non-Transaction Calls** - 19  
Hang-ups

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**Ogle County**

**Top Referrals**  
Organizations with the most referrals

- Catholic Charities - 14%
- Flagg Township - 14%
- Tri-Counties Opportunities Council - 14%
- Department of Human Services - 9%
- Rock River Center - 9%
- ComEd - 5%
- Coventry Living Center - 5%
- Helping Hands - 5%
- Sinnissippi Centers - 5%
- USDA Rural Development - 5%

**Top Unmet Needs**  
Service not available in database or all existing resources exhausted

- Automotive Repair - 20%
- Furniture - 20%
- Home Maintenance - 20%
- Household Goods - 20%
- Mortgage Payment Assistance - 20%

**Phantom Calls** - 18  
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** - 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

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**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)