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

*Winnebago County*

*July - September 2016*

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

---

**Age of Caller**
- Adult: 848
- Senior: 84
- Unknown: 205
- Youth: 4

**Follow-Up Calls**
- Number Performed: 183
- Received Assistance: 151
- Did Not Receive Assistance: 32

**Gender**
- Female: 812
- Male: 280
- Unknown: 38

**Contact Person Type**
- Individual: 1043
- Third Party: 40
- Agency: 8
- School: 1
- Church: 1
- Police/Sheriff: 1

**Contact Type**
- 2-1-1 Call: 1113
- Agency We Answer For: 8
- Online Chat: 3

**Top Reasons for Contact**
- Utility Assistance: 251
- Rent Assistance: 188
- Information & Referral: 112
- Support Only: 81
- Free School Supplies: 45
- Homeless Shelter: 39
- Mental Illness: 38
- Housing: 36
- Clothing: 33
- Food Pantries: 26

**Day Call Frequency**
- Sunday: 208
- Monday: 175
- Tuesday: 265
- Wednesday: 160
- Thursday: 140
- Friday: 123
- Saturday: 84

---

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

- July: 8340
- August: 8788
- September: 8091

**Winnebago County**

- September: 386
- August: 435
- July: 308

---

**Referred By**
- Self-Referral: 938
- Agency: 93
- Unknown: 23
- Family/Friend: 19
- United Way: 6
- Case Worker: 5
- Business: 5
- Clergy/Church: 4
- Internet: 3
- Doctor/Hospital/Clinic: 2
- Other Advertisement: 1

**United Way 211**

Available 24/7 for free information
Phone: 2-1-1 (888-865-9903)
Web: www.findhelp211.org
Winnebago County

Top Ten Referrals

- City of Rockford Human Services
- Catholic Charities
- Salvation Army
- Rockford Township
- St. Elizabeth Catholic Community Center
- Empowering Word Christian Center
- Ms. Smith's Back 2 School Bash
- Rockford Rescue Mission Ministries
- Department of Human Services
- Rosecrance Health Network

Top Ten Referrals

1. City of Rockford Human Services - 336
2. Catholic Charities - 130
3. Salvation Army - 127
4. Rockford Township - 279
5. St. Elizabeth Catholic Community Center - 217
6. Empowering Word Christian Center - 53
7. Ms. Smith's Back 2 School Bash - 42
8. Rockford Rescue Mission Ministries - 38
9. Department of Human Services - 32
10. Rosecrance Health Network - 31

n=2,245

Top Ten Unmet Needs

- Utility Assistance
- Transportation
- Rent Assistance
- Home Maintenance and Minor Repair Services
- Burial Services
- Food
- Homeless Shelter
- Affordable Housing
- Air Conditioners
- Prescription Assistance

Top Ten Unmet Needs

1. Utility Assistance - 22
2. Transportation - 17
3. Rent Assistance - 12
4. Home Maintenance and Minor Repair Services - 4
5. Burial Services - 2
6. Food - 2
7. Homeless Shelter - 1
8. Affordable Housing - 1
9. Air Conditioners - 1
10. Prescription Assistance - 1

n=10

Winnebago County

<table>
<thead>
<tr>
<th>Abandoned Calls</th>
<th>Escape Calls</th>
<th>Non-Transaction Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
<td>5</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
July - September 2016
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

Age of Caller
- Adult: 36
- Senior: 2
- Unknown: 2
- Youth: 0

Follow-Up Calls
- Number Performed: 9
- Received Assistance: 7
- Did Not Receive Assistance: 2

Contact Type
- 2-1-1 Call: 39
- Agency We Answer For: 0
- Online Chat: 0

Gender
- Female: 24
- Male: 11
- Unknown: 4

Referred By
- Self-Referral: 7
- Agency: 1
- Internet: 1

Contact Person Type
- Individual: 41
- Third Party: 1
- Agency: 1

Top Reasons for Contact
- Rent Assistance: 10
- Utility Assistance: 7
- Food Pantries: 5
- Information & Referral: 5
- Homeless Shelter: 3
- Homeless: 2
- Homeless Motel Vouchers: 2
- Housing Authorities: 2
- Medical/Health: 2
- Community Mental Health Agencies: 1

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

Day Call Frequency

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>8340</td>
</tr>
<tr>
<td>August</td>
<td>8788</td>
</tr>
<tr>
<td>September</td>
<td>8091</td>
</tr>
</tbody>
</table>

Ogle County

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>20</td>
</tr>
<tr>
<td>August</td>
<td>9</td>
</tr>
<tr>
<td>September</td>
<td>10</td>
</tr>
</tbody>
</table>

Call Time Frequency

<table>
<thead>
<tr>
<th>Time</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>12am-4am</td>
<td>1</td>
</tr>
<tr>
<td>4am-8am</td>
<td>0</td>
</tr>
<tr>
<td>8am-12pm</td>
<td>15</td>
</tr>
<tr>
<td>12pm-4pm</td>
<td>21</td>
</tr>
<tr>
<td>4pm-8pm</td>
<td>1</td>
</tr>
<tr>
<td>8pm-12am</td>
<td>1</td>
</tr>
</tbody>
</table>
Top Ten Referrals

- Tri-County Opportunities Council
- Flagg Township
- Catholic Charities
- Calvary Lighthouse Church
- Ogle County Housing Authority
- Rochelle Christian Food Pantry
- Rock River Center, Inc
- Hand in Hand Community Service
- Northern Illinois Food Bank
- Rochelle Area Community Emergency Shelter

Unmet Needs

- Home Maintenance and Minor Repair Services
- Rent Assistance
- Temporary Financial Assistance
- Utility Assistance

Ogle County

<table>
<thead>
<tr>
<th>Abandoned Calls³</th>
<th>Escape Calls⁴</th>
<th>Non-Transaction Calls⁵</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0</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.