### United Way 2-1-1 Report

**Winnebago County**

October-December 2016

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>

### Follow-Up Calls

- Number Performed: 128
- Received Assistance: 103
- Did Not Receive Assistance: 25

### Contact Type

- 2-1-1 Call: 850
- Agency We Answer For: 5
- Online Chat: 5

### Referred By

- Self-Referral: 662
- Agency: 69
- Unknown: 45
- Family/Friend: 12
- United Way: 10
- Doctor/Hospital/Clinic: 4
- Case Worker: 2
- Business: 1
- Other Advertisement: 1

### Top Reasons for Contact

- Utility Assistance: 158
- Rent Assistance: 141
- Support Only: 76
- Information & Referral: 75
- Food Pantries: 44
- Holiday Programs: 37
- Furniture: 31
- Homeless Shelter: 24
- Clothing: 23
- Household Goods: 23

### Call Time Frequency

- 12am-4am: 26
- 4am-8am: 29
- 8am-12pm: 353
- 12pm-4pm: 318
- 4pm-8pm: 114
- 8pm-12am: 24

### United Way 211

Available 24/7 for free information

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

Web: www.findhelp211.org

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### Gender

- Female: 638
- Male: 222
- Unknown: 4

### Contact Person Type

- Individual: 775
- Third Party: 33
- Agency: 6
- Business: 1
- Police/Sheriff: 1

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### Day Call Frequency

- Sunday: 147
- Monday: 165
- Tuesday: 185
- Wednesday: 82
- Thursday: 62
- Friday: 69
- Saturday: 39

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**United Way 211**

Get Connected. Get Answers.

www.unitedwayrrv.org
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>5</td>
<td>0</td>
<td>4</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
October-December 2016
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

Age of Caller
- Adult: 19
- Senior: 1
- Unknown: 7
- Youth: 0

Follow-Up Calls
- Number Performed: 7
- Received Assistance: 5
- Did Not Receive Assistance: 2

Gender
- Female: 17
- Male: 10
- Unknown: 0

Referred By
- Self-Referral: 16
- Agency: 3
- Clergy/Church: 1
- Doctor/Hospital/Clinic: 1
- Family/Friend: 1
- United Way: 1
- Unknown: 1

Contact Type
- 2-1-1 Call: 26
- Agency We Answer For: 1
- Online Chat: 0

Top Reasons for Contact
- Rent Assistance: 10
- Utility Assistance: 5
- Furniture: 3
- Homeless Shelter: 3
- Information & Referral: 3
- Holiday Programs: 2
- Transportation: 2
- Clothing: 1
- Domestic Violence Hotline: 1
- Domestic Violence Shelter: 1

Contact Person Type
- Individual: 22
- Third Party: 2

Call Time Frequency
- 12am-4am: 0
- 4am-8am: 0
- 8am-12pm: 10
- 12pm-4pm: 15
- 4pm-8pm: 1
- 8pm-12am: 1

United Way 211
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Phone: 2-1-1 (888-865-9903)
Web: www.findhelp211.org

Day Call Frequency
- Sunday: 3
- Monday: 6
- Tuesday: 6
- Wednesday: 1
- Thursday: 4
- Friday: 6
- Saturday: 11

Total 2-1-1 Calls By Month For All Counties
- October: 6824
- November: 7551
- December: 8982

Ogle County
- December: 6
- November: 13
- October: 8

United Way 211
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### Top Ten Referrals

- Tri-County Opportunities Council: 13
- Flagg Township: 9
- Catholic Charities: 6
- Caring Center: 2
- Dixon PADS Shelter: 2
- Rochelle Area Community Emergency Shelter: 2
- Rock River Center: 1
- Calvary Lighthouse Church: 1
- Elgin Mental Health Center: 1
- National Domestic Violence Hotline: 1

**Total Referrals:** 59

### Unmet Needs

- Holiday Programs: 4
- Furniture: 1
- Rent Assistance: 1
- Home Maintenance & Minor Repairs: 1
- Household Goods Donation Programs: 1
- Transportation: 2
- Nonprofit Retail Stores: 2
- Weatherization: 1

**Total Unmet Needs:** 13

### Ogle County

<table>
<thead>
<tr>
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<th>Escape Calls&lt;sup&gt;4&lt;/sup&gt;</th>
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