United Way 2-1-1 Report

Winnebago County

October - December 2017

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

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**Age of Caller**
- Adult: 551
- Senior: 99
- Unknown: 165
- Youth: 1

**Gender**
- Female: 577
- Male: 237
- Unknown: 2

**Contact Person Type**
- Individual: 715
- Third Party: 38
- Agency: 4
- School: 3
- Doctor/Hospital/Clinic: 1
- Church: 1

**Call Time Frequency**
- 8:00 am – 5:00 pm: 696
- 6:00 pm – 11:00 pm: 69
- 12:00 am – 7:00 am: 51

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

**Referred By**
- Self-Referral: 669
- Agency: 59
- United Way: 12
- Family/Friend: 4
- Case Worker: 2
- Church/Clergy: 2
- Doctor/Hospital/Clinic: 2
- School: 2
- Media (news, TV, radio, web): 1
- Business: 1

**Follow-Up Calls**
- Number Scheduled: 130
- Received Assistance: 26
- Did Not Receive Assistance: 18
- Attempted, Could Not Contact: 70
- Rescheduled: 12
- Referral(s) Given Not Contacted: 4

**Contact Type**
- 2-1-1 Call: 814
- Non Transaction: 2
- Online Chat: 0

**Top Reasons for Contact**
- Utility Assistance: 162
- Rent Assistance: 141
- Support Only: 85
- Information: 39
- Holiday Programs: 37
- Homeless Shelter: 37
- Food Pantries: 33
- Mental Illness: 33
- Clothing: 30
- Household Goods: 26
- Furniture: 22
- Discount Programs: 17

**Day Call Frequency**

Day        Calls
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Sun         121
Mon         147
Tue         128
Wed         178
Thu         176
Fri         121
Sat         147

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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**

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

- October: 3900
- November: 3537
- December: 3296

**United Way 211**

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

Web: www.findhelp211.org

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**Age of Caller**

- Adult: 21
- Senior: 1
- Unknown: 13
- Youth: 0

**Gender**

- Female: 28
- Male: 7
- Unknown: 0

**Referred By**

- Self-Referral: 33
- Agency: 1
- Case Worker: 1

**Contact Type**

- 2-1-1 Call: 35
- Online Chat: 0

**Top Reasons for Contact**

- Utility Assistance: 7
- Food Pantries: 5
- Rent Assistance: 5
- Child Care: 2
- Clothing: 2
- Information: 2
- Support Only: 2
- Affordable Care Act Info/Counseling: 1
- Crisis Intervention: 1

**Contact Person Type**

- Individual: 28
- Third Party: 4
- Agency: 1
- Church: 1

**Call Time Frequency**

- 8:00 am – 5:00 pm: 32
- 6:00 pm – 11:00 pm: 2
- 12:00 am – 7:00 am: 1

**Follow-Up Calls**

- Number Scheduled: 8
- Received Assistance: 3
- Did Not Receive Assistance: 1
- Attempted, No Answer: 2
- Rescheduled: 2

**Day Call Frequency**

- Sun: 7
- Mon: 8
- Tue: 5
- Wed: 5
- Thu: 7
- Fri: 2
- Sat: 5
Top Ten Referrals

- Tri-County Opportunities Council (13)
- Flagg Township (2)
- Calvary Lighthouse Church (3)
- Hand in Hand Pantry (3)
- Rock River Center (3)
- Caring Center (3)
- Rochelle Christian Food Pantry (3)
- Sinnissippi Centers (2)
- American Red Cross NW IL (2)
- Byron Township (0)

Unmet Needs

- No Unmet Needs This Quarter

Ogle County

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<th>Abandoned Calls(^3)</th>
<th>Escape Calls(^4)</th>
<th>Non-Transaction Calls(^5)</th>
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