United Way 2-1-1 Report

Winnebago & Ogle Counties
October - December 2018
Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

Total Calls 4th Quarter
Calendar Year 2018

Age of Caller
- Adult: 589
- Senior: 75
- Unknown: 109
- Youth: 1

Follow-Up Calls
- Number Performed: 155
- Received Assistance: 16
- Did Not Receive Assistance: 23
- Attempted; did not answer, # did not work, referral(s) not contacted: 116

Gender
- Female: 549
- Male: 224
- Unknown: 1

Referred By
- Self-Referral: 693
- United Way: 38
- Agency: 25
- Family/Friend: 6
- Case Worker: 2
- Clergy/Church: 0
- Hospital/Doctor/Clinic: 1
- Business: 1
- Internet: 2
- Police/Fire: 2
- Media/Advertisement: 4
- School: 0

Contact Person Type
- Individual: 734
- Third Party: 30
- Agency: 8
- Business: 1
- School: 1
- Police/Sheriff: 0
- Hospital/Doctor: 0

Top Reasons for Contact
- Emotional Support Only: 153
- Rent Assistance: 108
- Utility Assistance: 104
- Food Pantries & Food: 56
- Holiday Programs: 52
- Information: 52
- Transportation: 46
- Homeless Shelter/Services: 45
- Household Goods/Furniture: 43
- Low Income Housing: 38
- Clothing: 28
- Mental Illness: 23
- Counseling: 22

Call Time Frequency
- 8 am - 5 pm: 589
- 6 pm - 11 pm: 108
- Midnight - 7 am: 77

Thank you for making this service available in your community.

Contact Type
- 2-1-1: 774
- Chat: 1

United Way 211
Available 24/7 for free info
Phone: 2-1-1 (888-865-9903)
Top Ten Agency Referrals

City of Rockford Human Services Dept.  167  
Catholic Charities, Diocese of Rockford  136  
Salvation Army of Winnebago County  105  
Rockford Township     70  
Rockford Rescue Mission Ministries  41  
St. Elizabeth Catholic Community Center  40  
Rock River Valley Pantry     35  
Rockford Housing Authority     22  
Habitat for Humanity Rockford Area     19  
Rockford Register Star     19

Top Ten Unmet Needs

Furniture     15  
Utility Assistance     10  
Transportation Assistance     10  
Temporary Financial Assistance     8  
Homeless Shelter/Services     6  
Food Pantries     4  
Holiday Programs     4  
Car Repair & Maintenance     3  
Rent Assistance     3  
Child Passenger Safety Seats     2

Please see additional report for detailed information on why specific needs are unmet.

10/1/2018 – 12/31/2018

All 211 Calls

Service Level: Percentage of calls answered within 90 seconds. Our goal is 80%. Our goal for abandoned calls is 9%.

<table>
<thead>
<tr>
<th>Calls Offered</th>
<th>Handled</th>
<th>Average Handle Time</th>
<th>Abandons</th>
<th>Avg Time In Queue</th>
<th>% Abandons</th>
<th>Avg Abandon Time</th>
<th>Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>12,451</td>
<td>11,883</td>
<td>6:41</td>
<td>2,357</td>
<td>.52</td>
<td>16.52</td>
<td>1:11</td>
<td>74.32</td>
</tr>
</tbody>
</table>

We are still working on Zip Code Reports and hope to have this section available soon.