



United Way
of Rock River Valley



Ogle & Winnebago Counties
January 2014 - March 2014

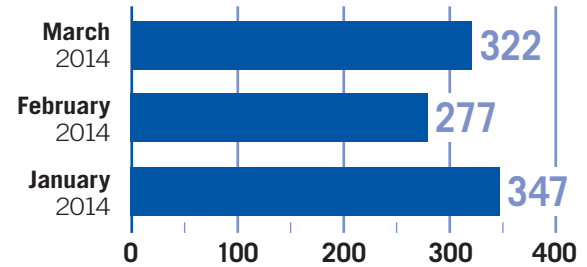
2-1-1 Stories

Like many households across the Rock River Valley, this caller experienced a huge spike in heating costs due to the harsh winter season. As a hardworking single-parent, she always tries to do what's right and planned to pay the bill. But her car unexpectedly broke down. She relies on her car to commute to work and never had her utilities shut off. Facing \$800 in car repairs and a huge heating bill, the woman did not have sufficient funds to cover both expenses. She felt like a failure.

Upset with herself, the woman called 2-1-1 in tears seeking help. The United Way 2-1-1 call specialist proceeded to stabilize the woman before assessing her needs. They talked about bad luck and the call specialist offered words of encouragement. The caller was then referred to a utility assistance program that she was qualified for since her utilities had not been shut off. The woman was in better spirits and thanked the United Way 2-1-1 call specialist for listening and helping her find a solution.

Total 2-1-1 Calls by Month

Calls from Ogle & Winnebago counties that connect to the call center

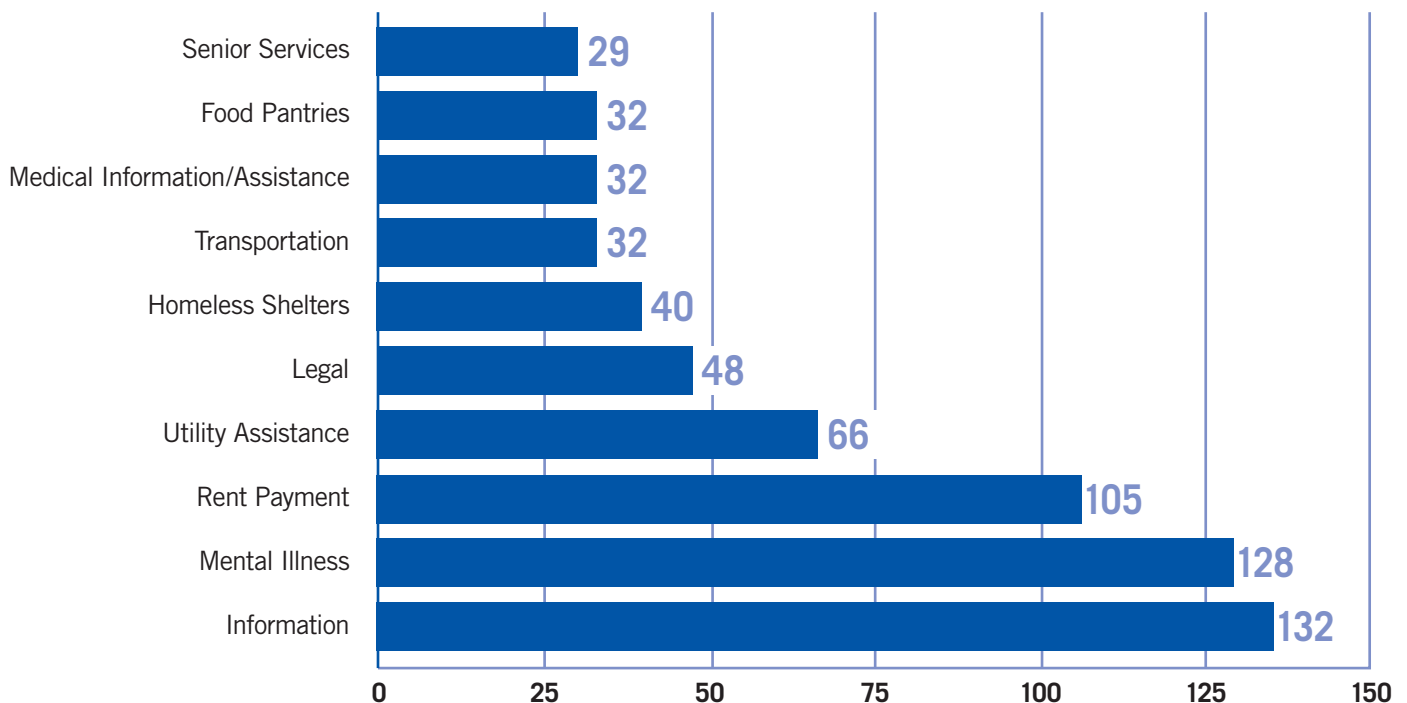


Fast Stats

- 946 total calls received between January - March
- 968 total service referrals between January - March
- Information Services accounted for 13% of all service requests
- 3 domestic violence 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 - **13%**

Salvation Army - **8%**

Catholic Charities - **7%**

Rockford Township - **5%**

Rockford Rescue Mission - **5%**

DHS Family Community Resource Center - **3%**

St. Elizabeth Catholic Community Center - **2%**

Lifescape Community Services - **2%**

Prairie State Legal Services - **2%**

Rock River Valley Pantry - **2%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Transportation - **9%**

Furniture - **6%**

Gas Money - **6%**

Landlord/Tenant Assistance - **6%**

Legal Representation - **6%**

Abandoned Calls - 3

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 - 8

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Tri-Counties Opportunities Council - **35%**

Catholic Charities - **9%**

Flagg Township - **9%**

Rockford Area Habitat for Humanity - **9%**

Carepacks Health Services - **4%**

IDES - **4%**

Mount Morris Township - **4%**

Ogle County Health Department - **4%**

Prairie State Legal Services - **4%**

Rock River Center - **4%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Gas Money - **33%**

Home Dialysis - **33%**

Tuition Assistance - **33%**

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

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

Illinois
2-1-1
Get Connected. Get Answers.
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