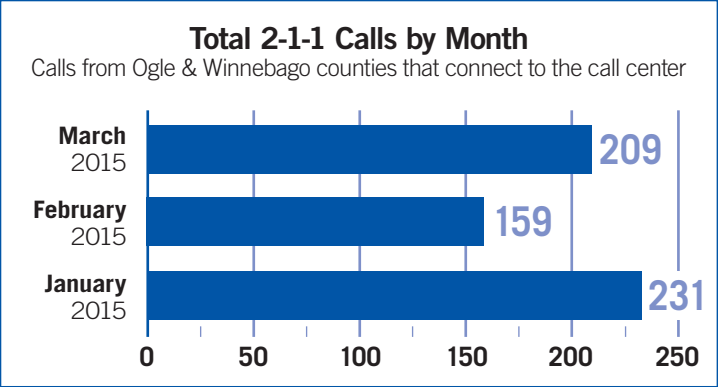
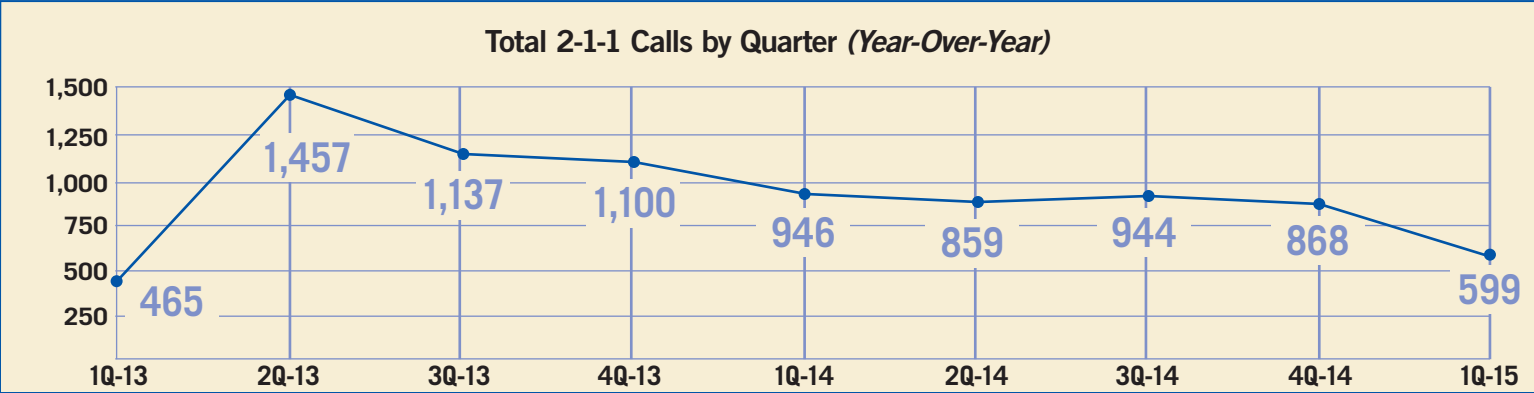
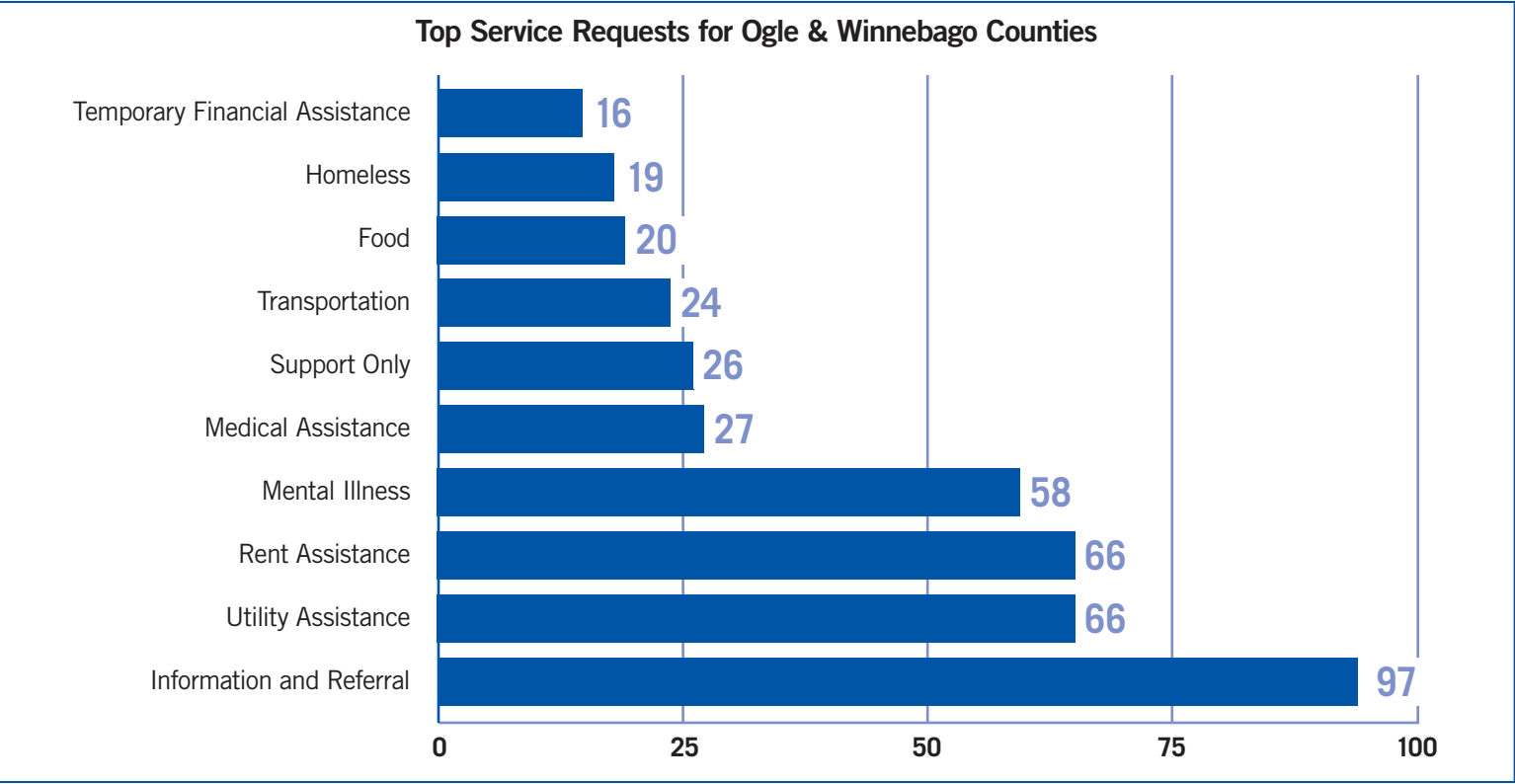




Ogle & Winnebago Counties
January 2015 - March 2015



- ### Fast Stats
- 599 total calls received between January-March
 - 1,059 total service referrals between January-March
 - Rent and Utility Assistance accounted for 17% of service requests and 21% of unmet needs
 - Top Referrals: City of Rockford Human Services (*Winnebago County*); Tri-County Opportunities Council (*Ogle County*)



Winnebago County

Top Referrals

Organizations with the most referrals

City of Rockford Human Services Department - **11%**

Catholic Charities - **8%**

Salvation Army - **6%**

Rockford Township - **4%**

Lifescape Community Services - **2%**

Rosecrance Health Network - **2%**

Illinois Department of Human Services - **1%**

Goodwill Industries of Northern Illinois - **1%**

Rockford Police Department - **1%**

St. Elizabeth Catholic Community Center - **1%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Rent Assistance - **13%**

Transportation Expense Assistance - **13%**

Utility Assistance - **9%**

Homeless Motel Vouchers - **6%**

Medical Care Expense Assistance - **6%**

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 - 1

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Tri-County Opportunities Council - **21%**

None Given - **18%**

Flagg Township - **9%**

Rock River Center - **9%**

Catholic Charities - **6%**

Hand in Hand Community Service - **6%**

Rochelle Christian Food Pantry - **6%**

Alcoholics Anonymous - **3%**

Illinois Department of Human Services - **3%**

Illinois Department of Public Health - **3%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

No Unmet Needs

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.
United Way of Rock River Valley