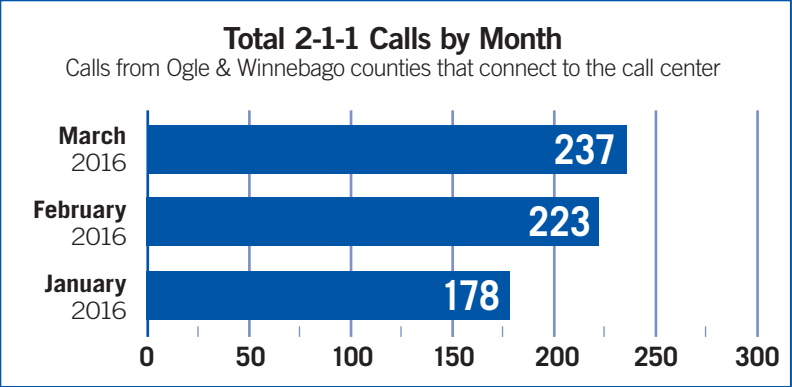
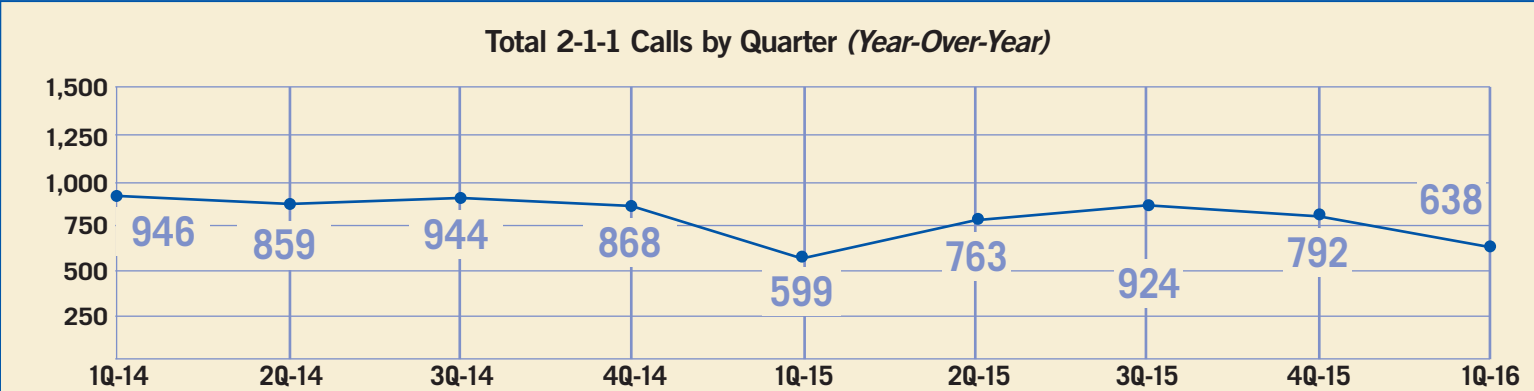
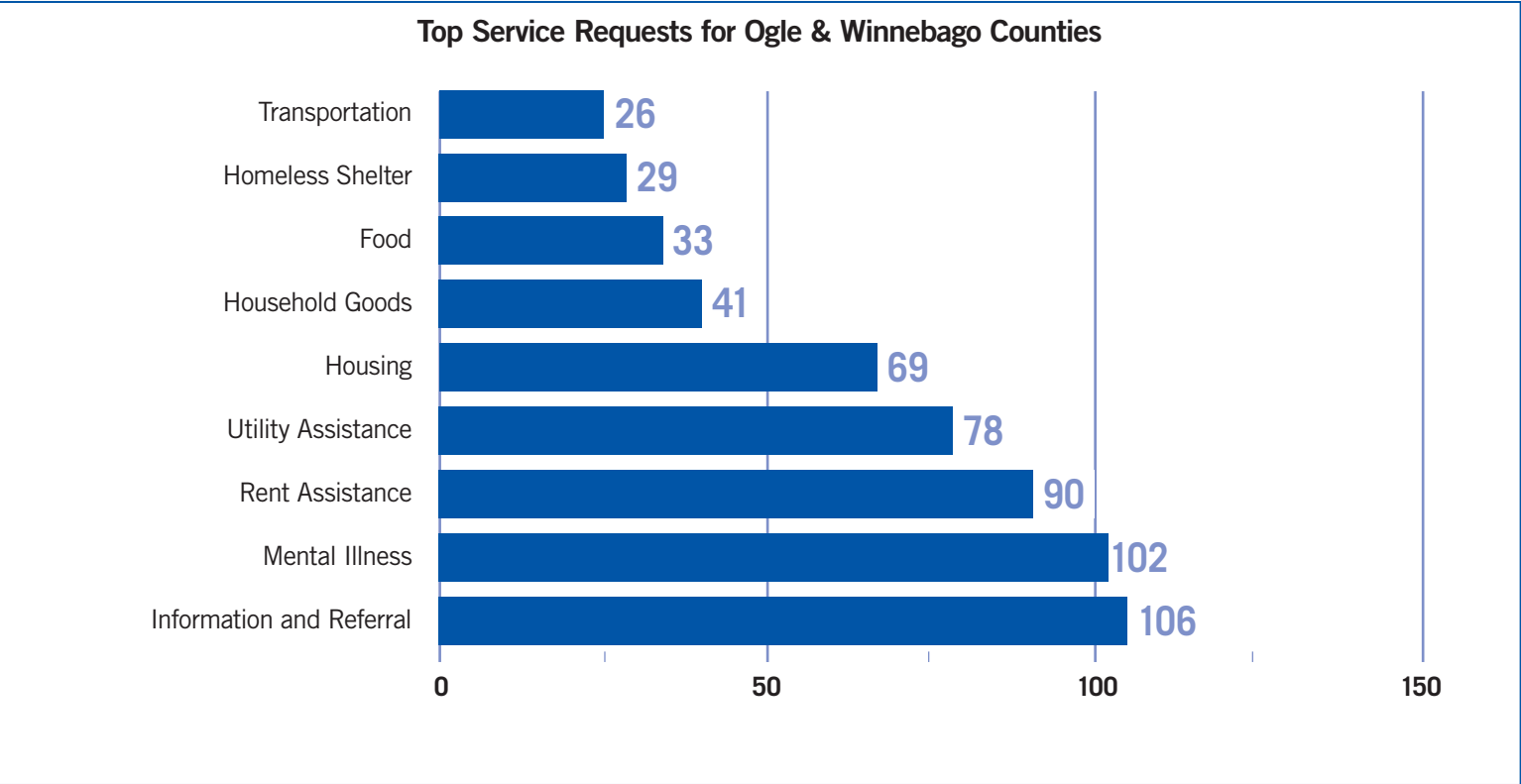


Ogle & Winnebago Counties
January 2016 - March 2016



- ### Fast Stats
- 638 total calls received between January-March
 - 1,202 total service referrals between January-March
 - Information and Referral accounted for 11% of service requests and Homeless services accounted for 7% 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 - **12%**

Salvation Army - **7%**

Catholic Charities - **7%**

Rockford Township - **5%**

Rockford Rescue Mission - **2%**

Carpenter's Place - **1%**

Shelter Care Ministries - **1%**

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

Comprehensive Community Solutions - **1%**

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

Top Unmet Needs

Service not available in database or all existing resources exhausted

Transportation - **30%**

Household Goods - **18%**

Child Passenger Safety Seats - **10%**

Rent Assistance - **10%**

Utility Assistance - **8%**

Abandoned Calls - 6

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 - 5

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Tri-County Opportunities Council - **22%**

Flagg Township - **15%**

Catholic Charities - **7%**

Rochelle Area Community Emergency Shelter - **5%**

Stephenson County Health Department - **5%**

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

Habitat for Humanity - **1%**

Lifescape Community Services - **1%**

Ogle County Housing Authority - **1%**

Ogle County Sheriff - **1%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Homeless Motel Vouchers - **33%**

Homeless Shelter - **33%**

Weatherization Programs - **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.
United Way of Rock River Valley