



Get Connected. Get Answers.

United Way of Rock River Valley



## 2-1-1 Quarterly Report

Ogle & Winnebago Counties  
April 2013 - June 2013

For more information visit [www.unitedwayrrv.org](http://www.unitedwayrrv.org)

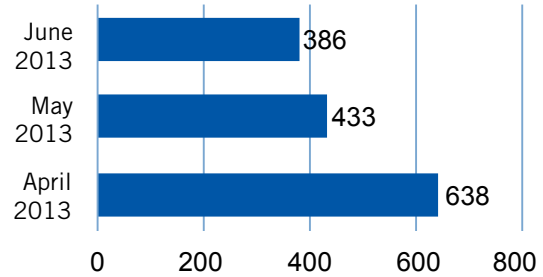
### 2-1-1 Stories

Drowning in thoughts of suicide, an elderly woman called United Way 2-1-1 and expressed feelings of loneliness and having no purpose in life. Together with the United Way 2-1-1 call specialist, the elderly women explored her past and discovered she had a good sense of humor. After the elderly woman shared a funny story, the United Way 2-1-1 call specialist encouraged her to use the gift of humor to spread understanding and smiles as a hospice volunteer and referred her to an organization. The elderly woman thanked United Way 2-1-1 for listening and giving her a new perspective on life.

Wanting to donate clothes to a worthy cause, a caller contacted United Way 2-1-1. After making several calls, the United Way 2-1-1 call specialist referred the caller to a resource at Saint Elizabeth Community Center that provides clothing to women at a local domestic violence program.

### Total 2-1-1 Calls by Month

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

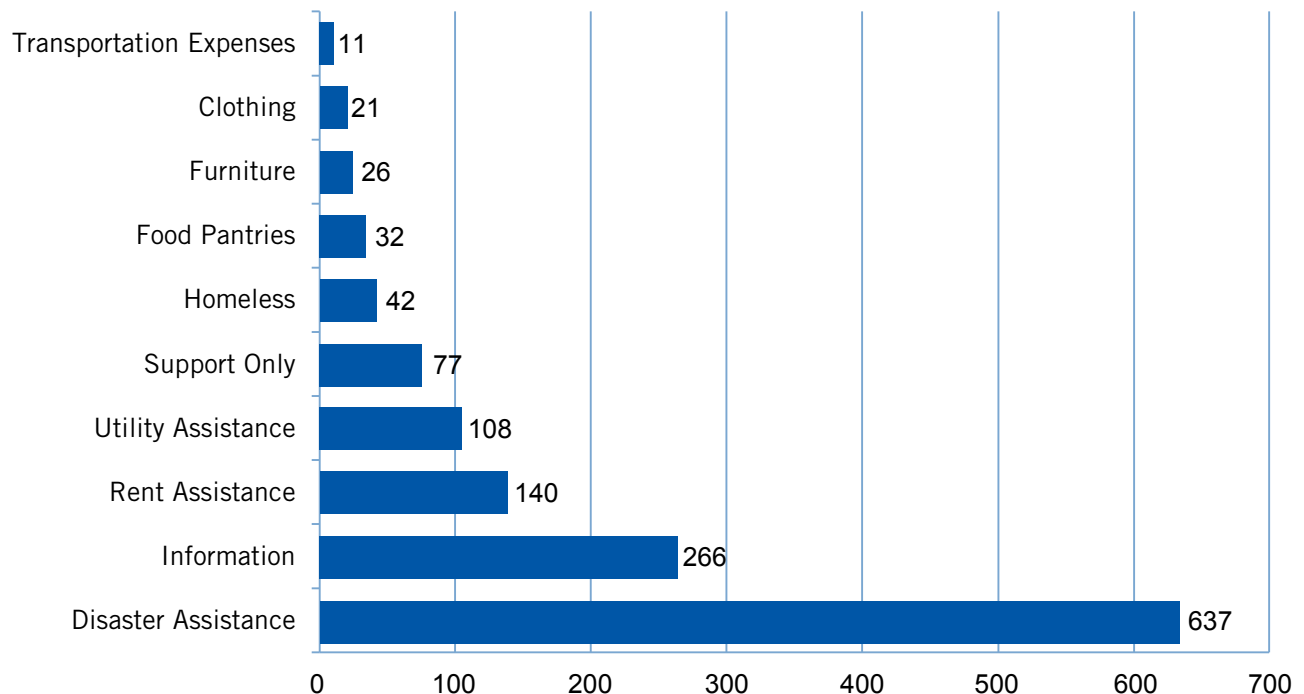


### Fast Stats

- 1,457 total calls received between April - June
- 805 total service referrals between April - June
- Disaster Assistance accounted for 44% of all service requests
- 4 domestic violence and 3 suicide calls were received

### Top Service Requests

Top service requests for Ogle & Winnebago counties



## Winnebago County

### Top Referrals

Organizations with the most referrals

Salvation Army - **27%**

City of Rockford Human Services Department - **26%**

Catholic Charities - **17%**

Rockford Township - **10%**

Shelter Care Ministries - **4%**

Rockford Life Center - **3%**

St. Elizabeth Community Center - **3%**

Rockford Rescue Mission - **3%**

Harlem Township - **3%**

### Top Unmet Needs

Service not available in database or all existing resources exhausted

Transportation Assistance - **9%**

Utility Assistance - **9%**

Long Distance Bus Service - **6%**

Rent Payment Assistance - **6%**

Home Repair - **4%**

### Phantom Calls - 650

*Calls not made by a human, usually a result of faulty telephone lines. The number of these calls should decline as we work with service providers to correct the problem lines.*

### Abandoned Calls - 4

*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 - 7

*Hang-ups*

## Ogle County

### Top Referrals

Organizations with the most referrals

Flagg Township - **17%**

Catholic Charities - **7%**

Tri-Counties Opportunities Council - **7%**

Best Family Care - **3%**

ComEd - **3%**

Community Assistance Program - **3%**

Department of Human Services - **3%**

Division of Rehab - **3%**

Family Matters/PACT - **3%**

Health Benefits for Workers with Disabilities - **3%**

### Top Unmet Needs

Service not available in database or all existing resources exhausted

NONE

### Phantom Calls - 71

*Calls not made by a human, usually a result of faulty telephone lines. The number of these calls should decline as we work with service providers to correct the problem lines.*

### 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 help? Want to help? Call United Way 2-1-1 24/7**

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](http://www.findhelp211.org)

Illinois   
**2-1-1**  
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