



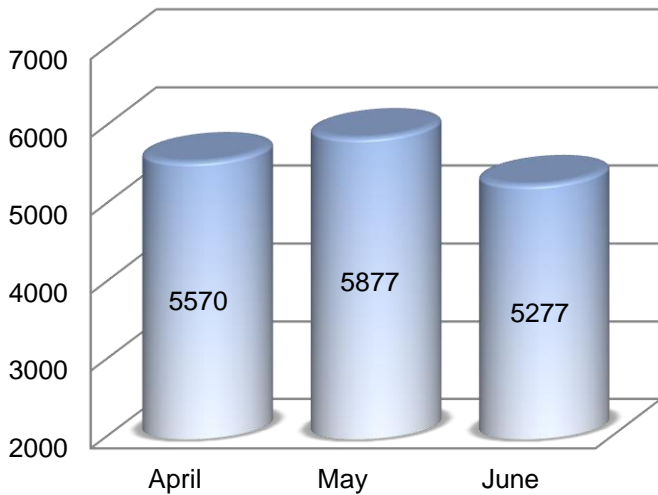
United Way 2-1-1 Report

Winnebago County

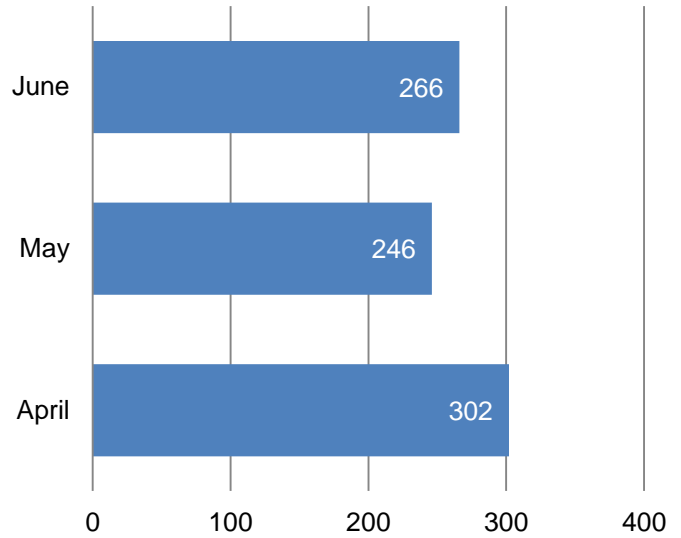
April - June 2016

Submitted by: Karen Zangerle, Executive Director, PATH, Inc.

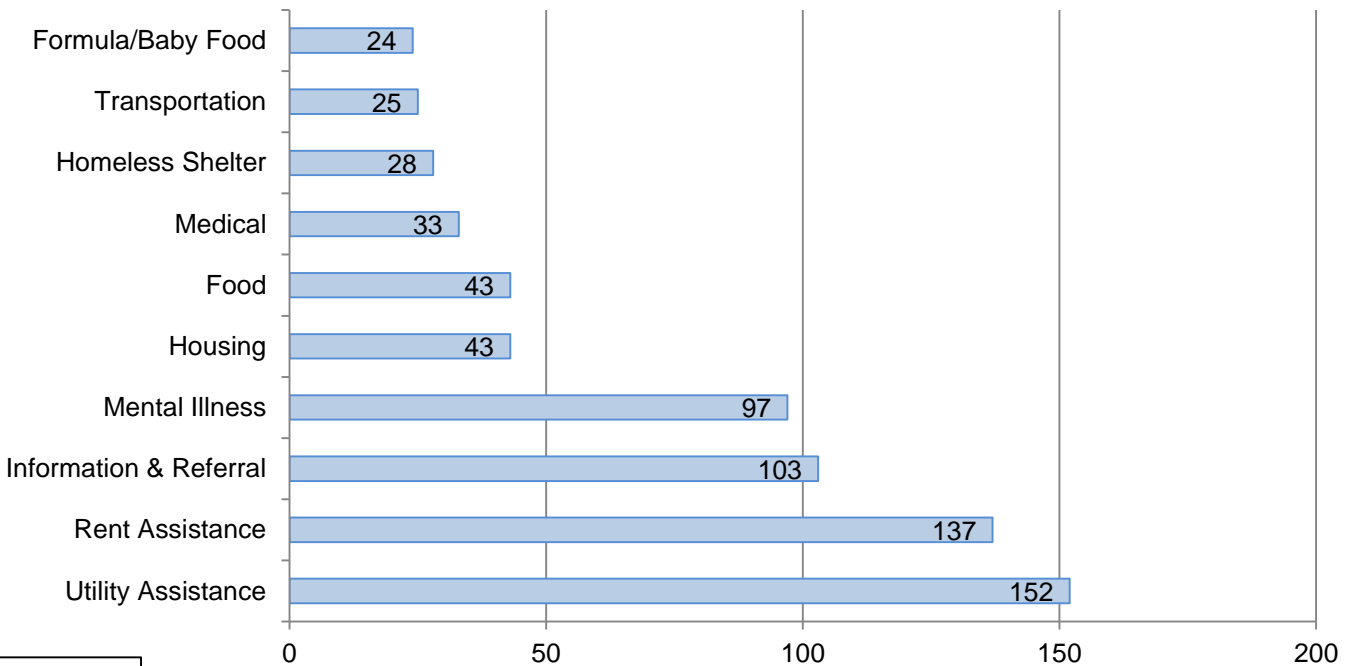
Total 2-1-1 Calls By Month For All Counties



Winnebago County

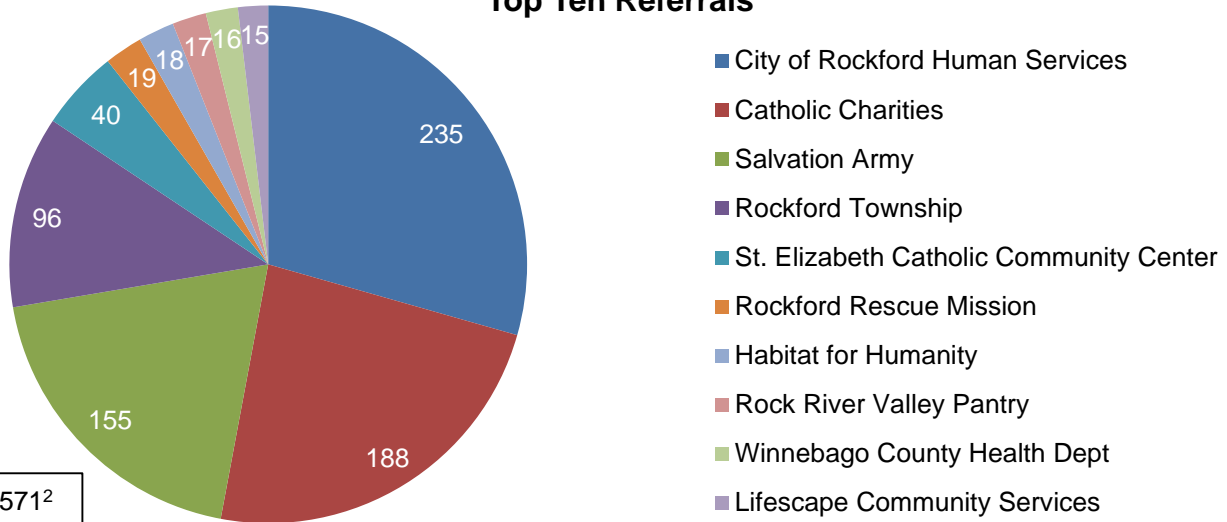


Top Ten Reasons for Contact



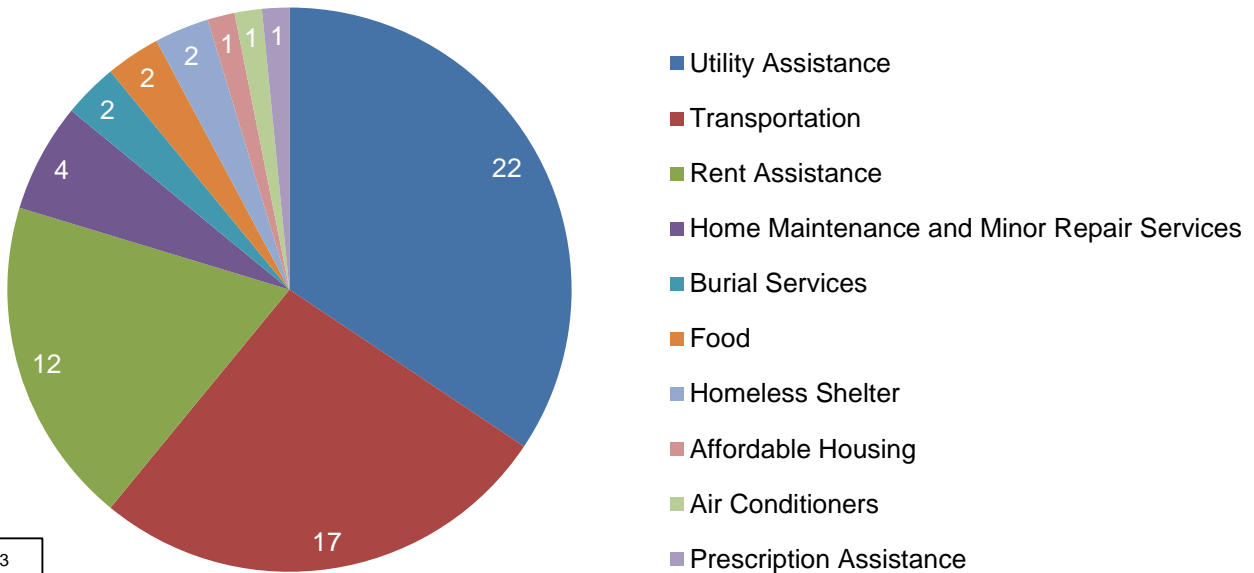
n=1,126¹

Top Ten Referrals



n=1,571²

Top Ten Unmet Needs



n=75³

Winnebago County

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
0	0	5

¹ Top Ten Reasons for Contact – there can be more than one reason per call

² Top Ten Referrals – calls with resulting referrals usually receive more than one referral

³ Abandoned Calls are calls that reach the center but are not answered.

⁴ Escape Calls occur when a call center specialist accidentally begins to log a call but cancels the log.

⁵ Non-Transaction Calls are hang-ups or wrong numbers.



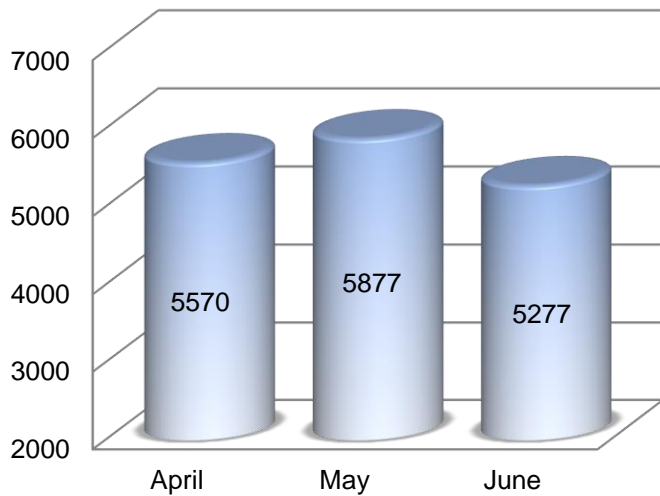
United Way 2-1-1 Report

Ogle County

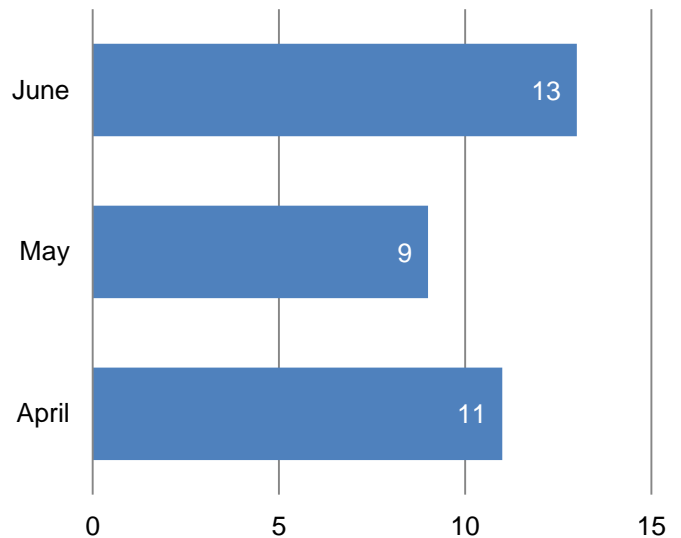
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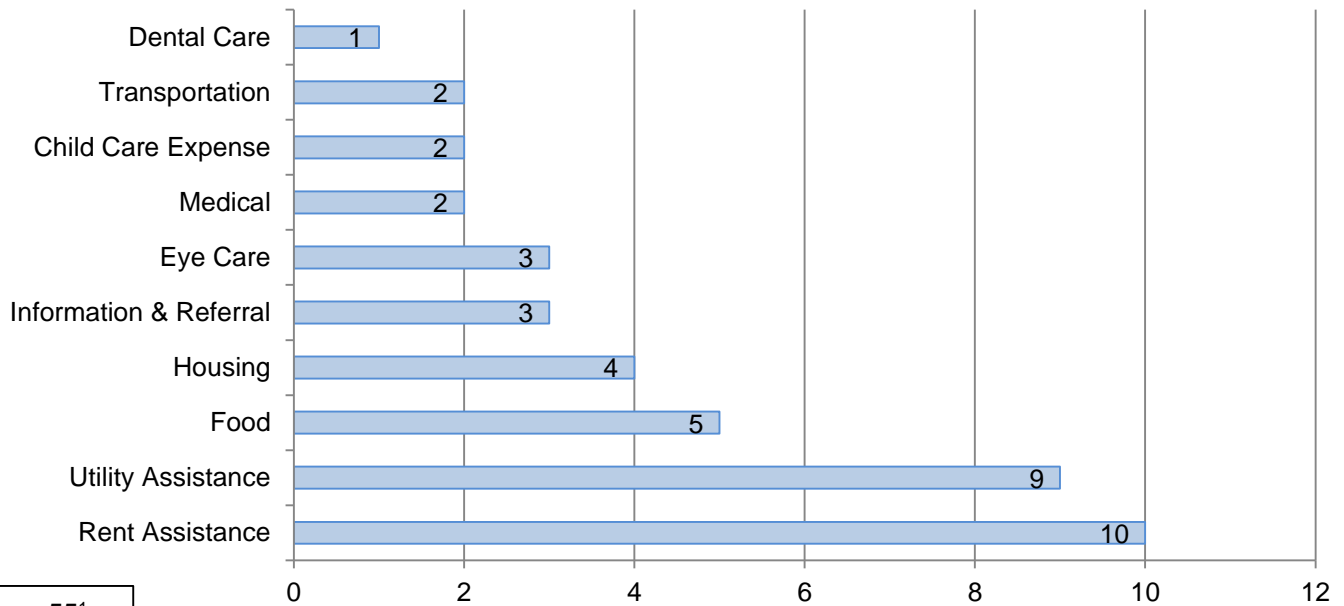
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Ogle County

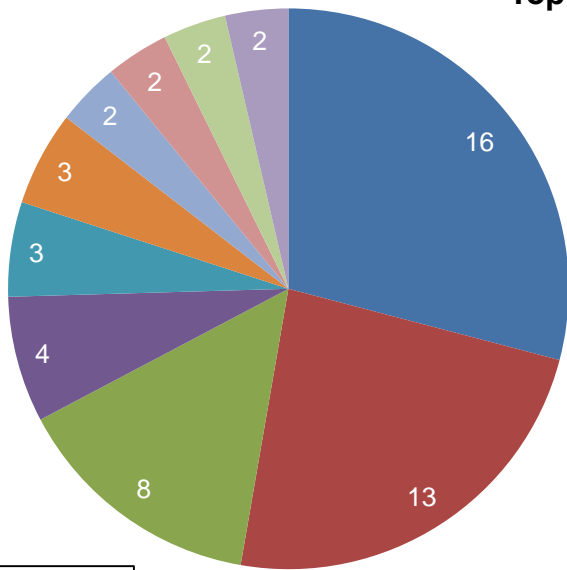


Top Ten Reasons for Contact



n=55¹

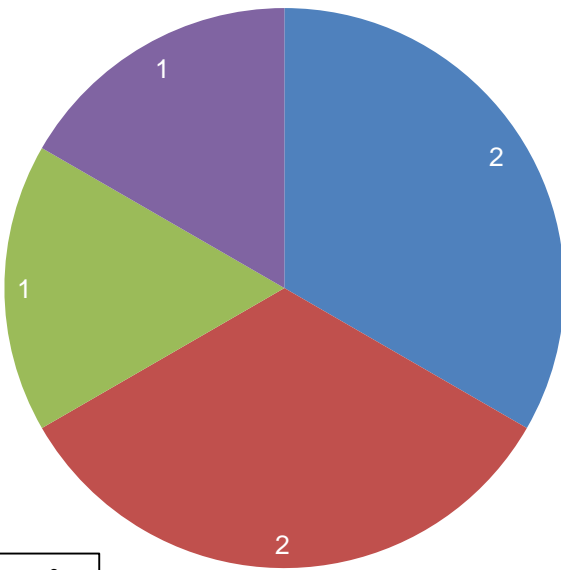
Top Ten Referrals



- Tri-County Opportunities Council
- Flagg Township
- Catholic Charities
- Crusader Community Health
- Center for Sight & Hearing
- Lions of Illinois Foundation
- 4-C-Community Coordinated Child Care
- Department of Human Services
- Northern Illinois Food Bank
- Rock River Center, Inc

n=81²

Unmet Needs



- Home Maintenance and Minor Repair Services
- Rent Assistance
- Temporary Financial Assistance
- Utility Assistance

n=6³

Ogle County

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
0	0	0

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