

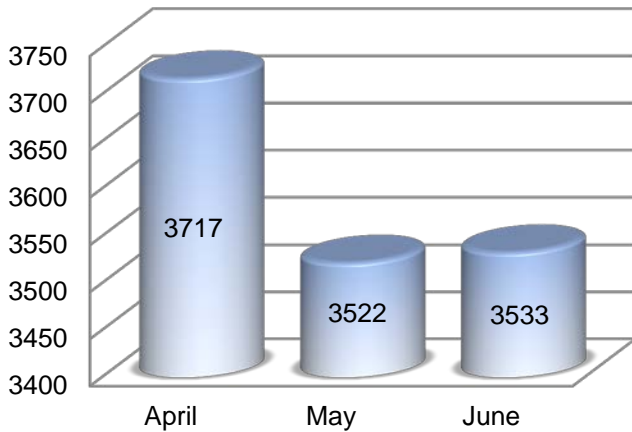
United Way 2-1-1 Report

Winnebago County

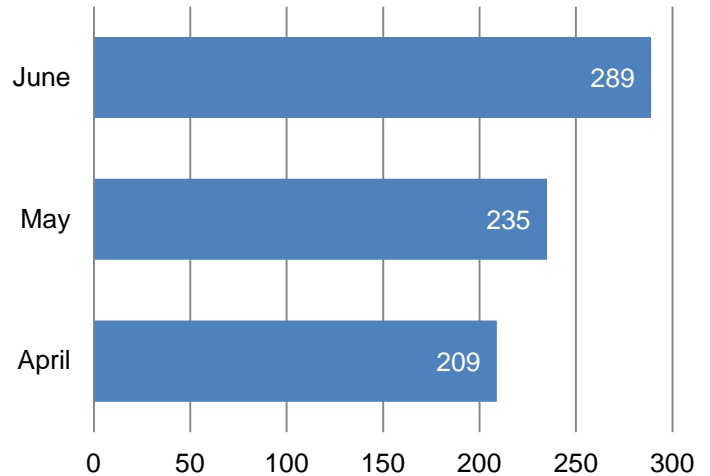
April – June 2017

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

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



Winnebago County



Age of Caller

Adult	506
Senior	81
Unknown	145
Youth	1

Gender

Female	534
Male	197
Unknown	2

Contact Person Type

Individual	661
Third Party	28
Agency	12
Business	1
Doctor/Hospital/Clinic	1
School	1

Call Time Frequency

12am-4am	21
4am-8am	26
8am-12pm	270
12pm-4pm	287
4pm-8pm	101
8pm-12am	28

United Way 211

Available 24/7 for free information
Phone: 2-1-1 (888-865-9903)
Web: www.findhelp211.org

Referred By

Self-Referral	610
Agency	39
Unknown	28
United Way	12
Doctor/Hospital	4
Family/Friend	4
Case Worker	3
Business	1
Other advertisement	1
Radio	1
School	1

Follow-Up Calls

Number Performed	110
Received Assistance	8
Did Not Receive Assistance	19
Attempted, Could Not Contact	51
Rescheduled	24
Referral Was Not Contacted	5
Not Recorded	3

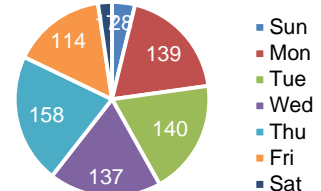
Contact Type

2-1-1 Call	732
Non Transaction	1
Online Chat	0

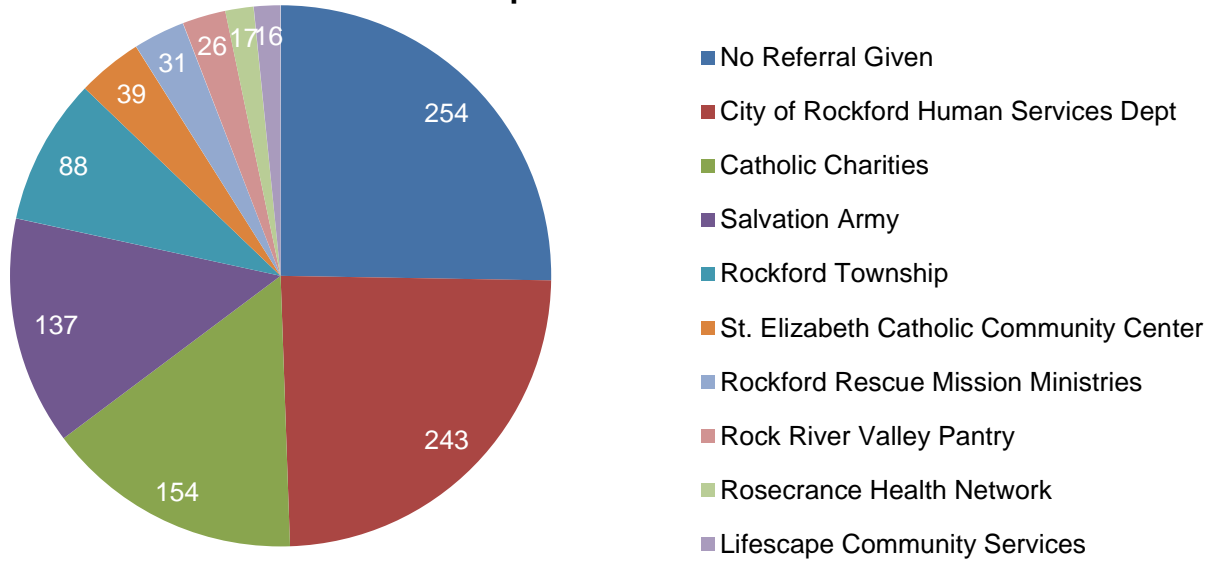
Top Reasons for Contact

Utility Assistance	148
Rent Payment Help	132
Support Only	88
Information	42
Food Pantries	30
Furniture	26
Homeless Shelter	23
Mental Illness	19
Household Goods	18
Temp. Financial Assist.	18
General Relief	13

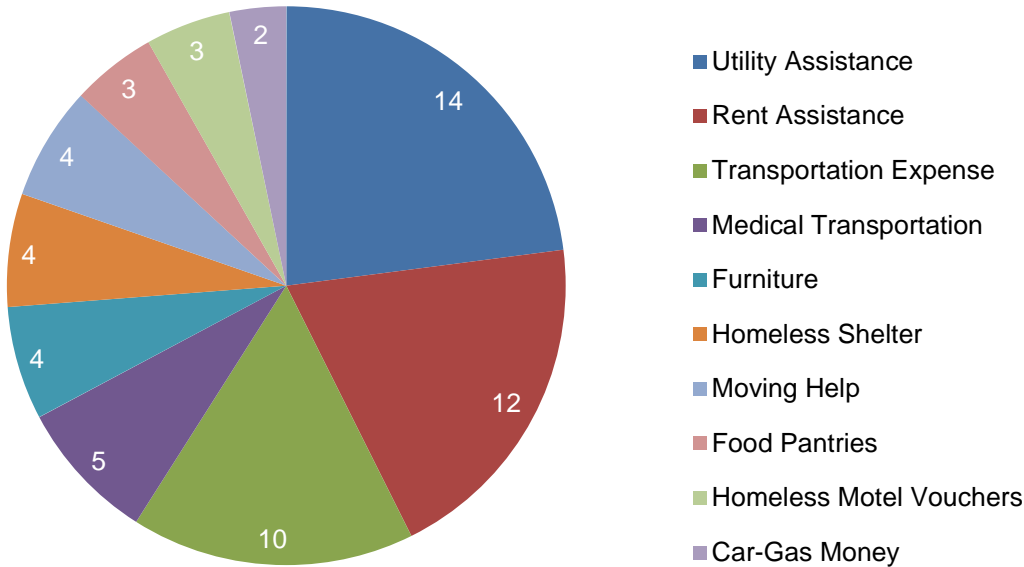
Day Call Frequency



Top Ten Referrals



Top Ten Unmet Needs



Please see additional report for detailed information on why specific needs are unmet.

Winnebago County

Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
4	0	1

¹ Top Ten Referrals – calls with resulting referrals usually receive more than one referral
² Top Ten Unmet Needs – Callers needs were not met; programs may exist but caller may not be eligible for assistance or program may be out of funds.
³ Abandoned Calls are calls that reach the center but are not answered before the caller disconnects.
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.

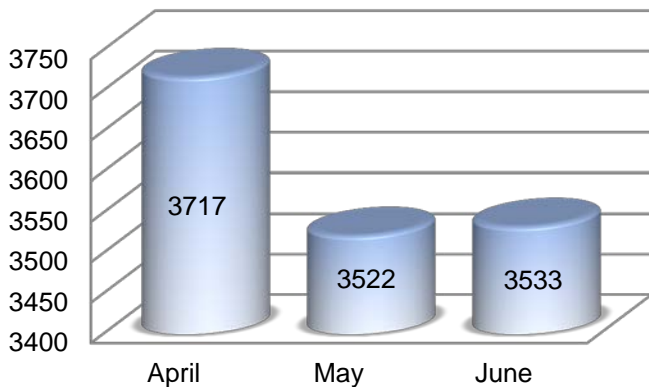
United Way 2-1-1 Report

Ogle County

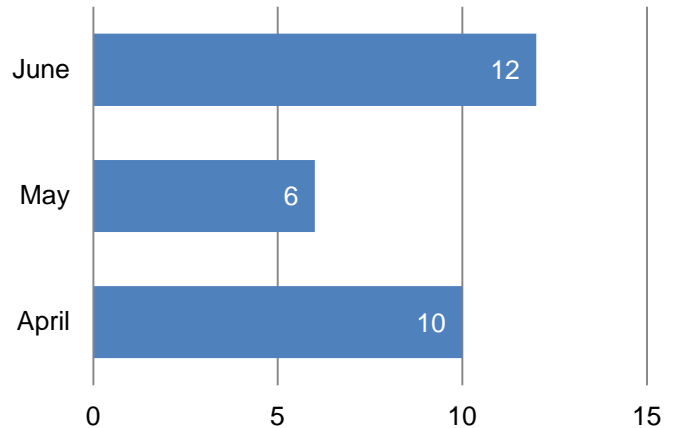
April – June 2017

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

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



Ogle County



Age of Caller

Adult	23
Senior	0
Unknown	5
Youth	0

For more detailed information on Reason for Contact see enclosed "AIRS Problem Needs and Referral Count" report.

Contact Type

2-1-1 Call	27
Online Chat	0
Non-Transaction	1

Gender

Female	21
Male	7
Unknown	0

Referred By

Self-Referral	25
Agency	1
Family/Friend	1
United Way	1

Top Reasons for Contact

Utility Assistance	7
Information	4
Food Pantries	2
Homeless Shelter	2
Problem Not Listed	2
911 Services	1
Government Services	1
Medical Appt. Transpor	1
Police	1
Non-Transaction Call	1

Contact Person Type

Individual	26
Church	1
Third Party	1

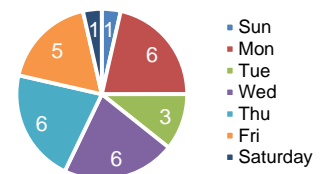
Call Time Frequency

12am-4am	0
4am-8am	1
8am-12pm	10
12pm-4pm	8
4pm-8pm	3
8pm-12am	5

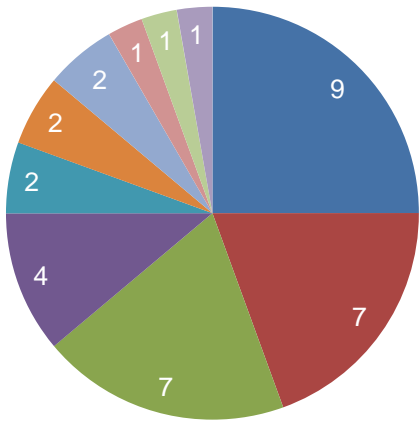
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Day Call Frequency



Top Ten Referrals



- No Referral Given
- Flagg Township
- Tri-County Opportunities Council
- Rock River Center
- Catholic Charities
- Dixon PADS Shelter
- Hand in Hand Pantry
- Air Care Alliance
- American Cancer Society
- Calvary Lighthouse Church

Unmet Needs

- No Unmet Needs

Please see additional report for detailed information on why specific needs are unmet.

Ogle County		
Abandoned Calls ³	Escape Calls ⁴	Non-Transaction Calls ⁵
0	0	1

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