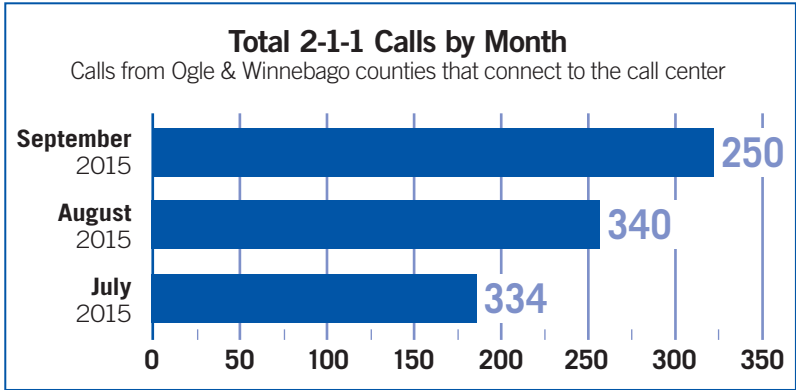
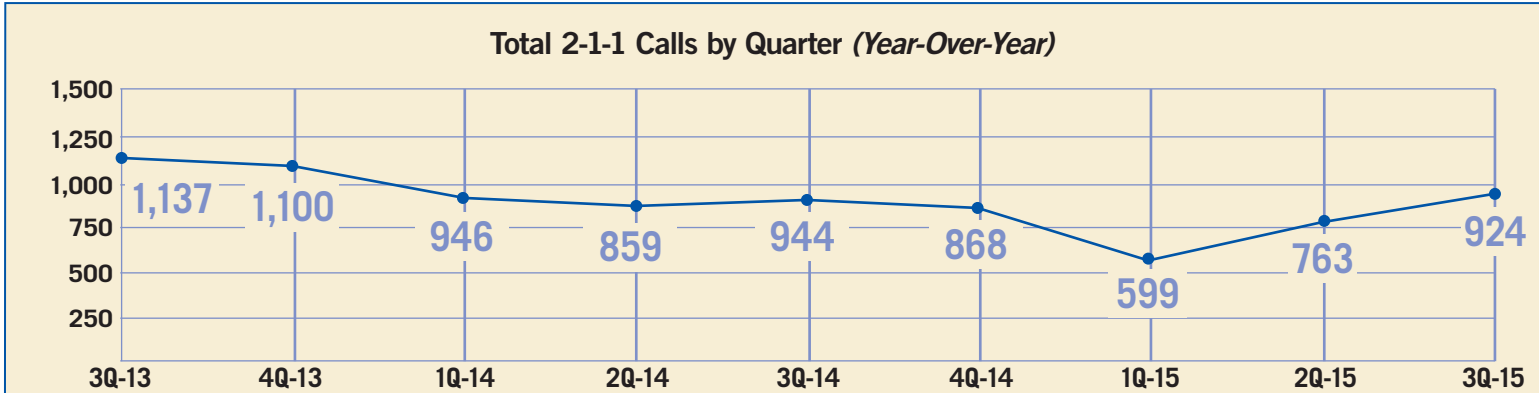
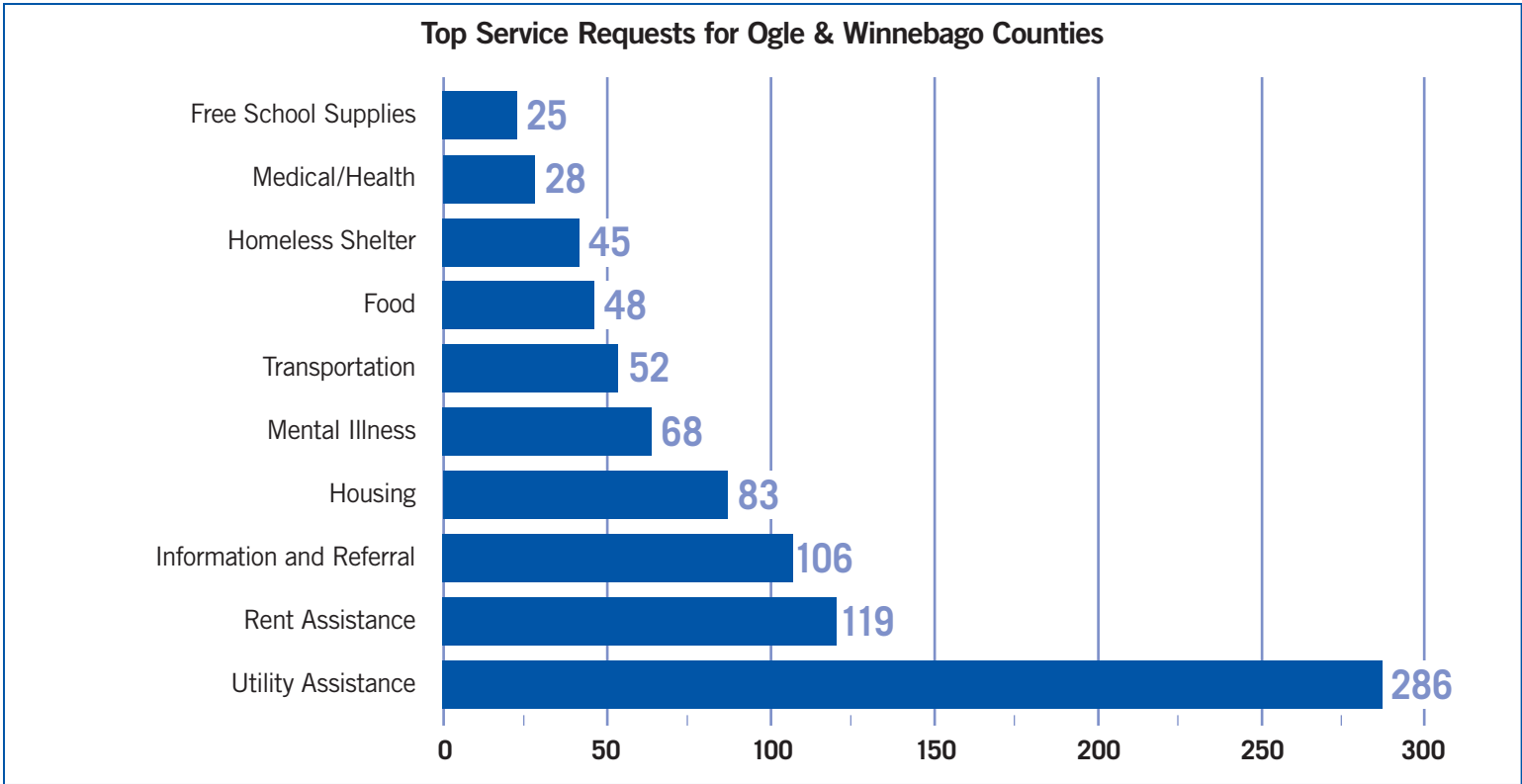


Ogle & Winnebago Counties
July 2015 - September 2015



- ### Fast Stats
- 924 total calls received between January-March
 - 2,123 total service referrals between July - September
 - Utility Assistance accounted for 20% of service requests and 49% 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 - **14%**

Catholic Charities - **13%**

Salvation Army - **11%**

Rockford Township - **5%**

Rockford Rescue Mission Ministries - **2%**

Rock River Valley Pantry - **1%**

Lifescape Community Services - **1%**

Empowering Word Christian Center - **1%**

Love INC of Greater Rockford - **1%**

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

Top Unmet Needs

Service not available in database or all existing resources exhausted

Utility Assistance - **49%**

Rent Assistance - **7%**

School Supplies - **7%**

Support Groups - **4%**

Transportation - **2%**

Abandoned Calls - 1

Calls that reach the center but are not answered.

Escape Calls - 1

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 - **25%**

Flagg Township - **15%**

Catholic Charities - **13%**

Rock River Center - **10%**

Rochelle Area Community Emergency Shelter - **3%**

Dixon PADS Shelter - **2%**

American Red Cross - **2%**

Community Assistance Program - **1%**

First Transit - **1%**

Shelter Care Ministries - **1%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Temporary Financial Assistance - **23%**

Homeless Financial Assistance - **15%**

Rent Assistance - **15%**

Utility Assistance - **15%**

Public Housing - **8%**

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