



Get Connected. Get Answers.

www.unitedwayrrv.org 

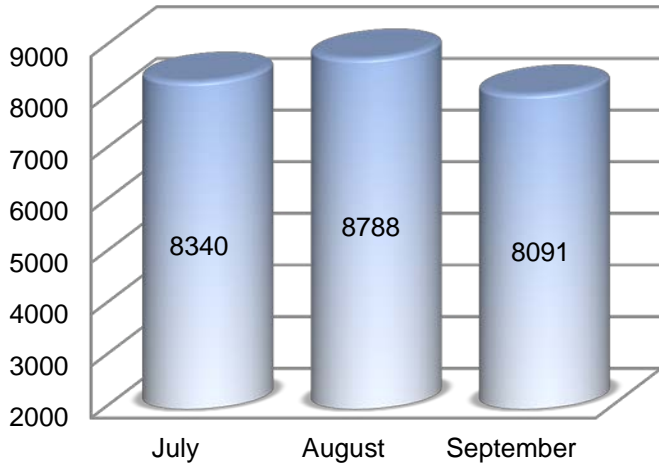
United Way 2-1-1 Report

Winnebago County

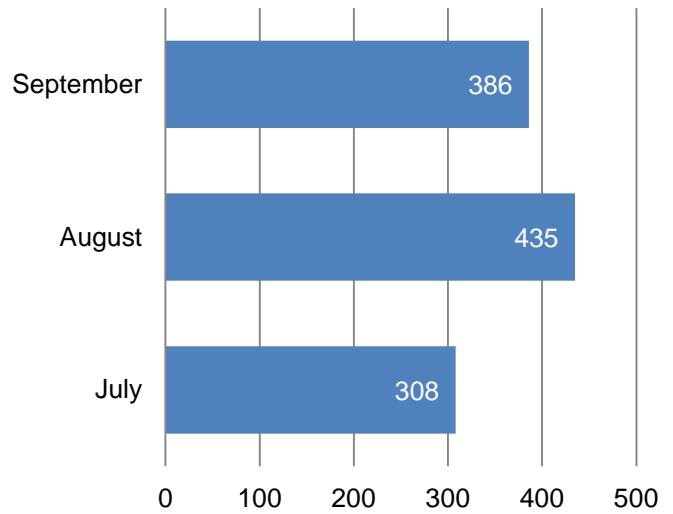
July - September 2016

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

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



Winnebago County



Age of Caller

Adult	848
Senior	84
Unknown	205
Youth	4

Gender

Female	812
Male	280
Unknown	38

Contact Person Type

Individual	1043
Third Party	40
Agency	8
School	1
Church	1
Police/Sheriff	1

Call Time Frequency

12am-4am	22
4am-8am	33
8am-12pm	462
12pm-4pm	434
4pm-8pm	140
8pm-12am	38

Follow-Up Calls

Number Performed	183
Received Assistance	151
Did Not Receive Assistance	32

Referred By

Self-Referral	938
Agency	93
Unknown	23
Family/Friend	19
United Way	6
Case Worker	5
Business	5
Clergy/Church	4
Internet	3
Doctor/Hospital/Clinic	2
Other Advertisement	1

Contact Type

2-1-1 Call	1113
Agency We Answer For	8
Online Chat	3

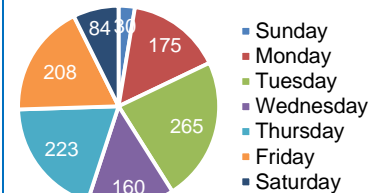
Top Reasons for Contact

Utility Assistance	251
Rent Assistance	188
Information & Referral	112
Support Only	81
Free School Supplies	45
Homeless Shelter	39
Mental Illness	38
Housing	36
Clothing	33
Food Pantries	26

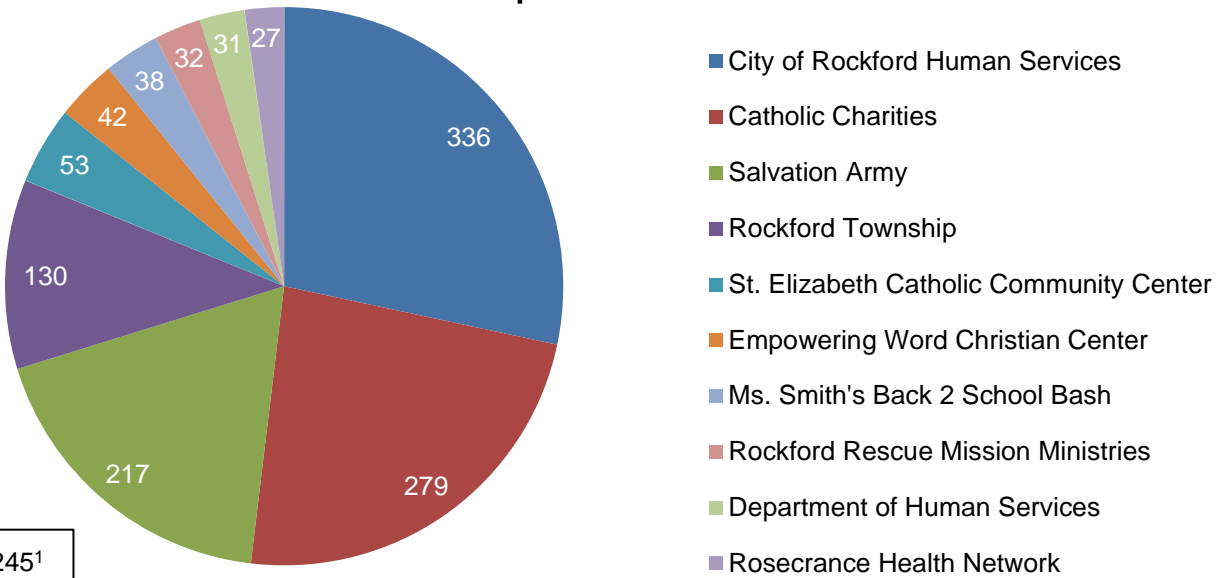
United Way 211

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

Day Call Frequency

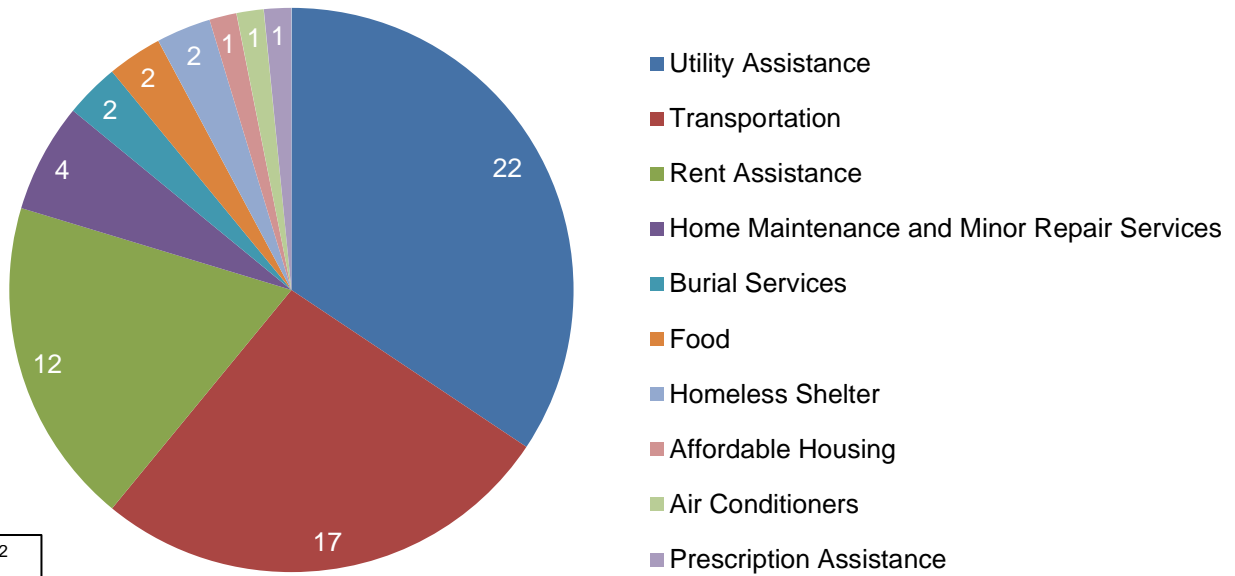


Top Ten Referrals



n=2,245¹

Top Ten Unmet Needs



n=10²

Winnebago County

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

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.



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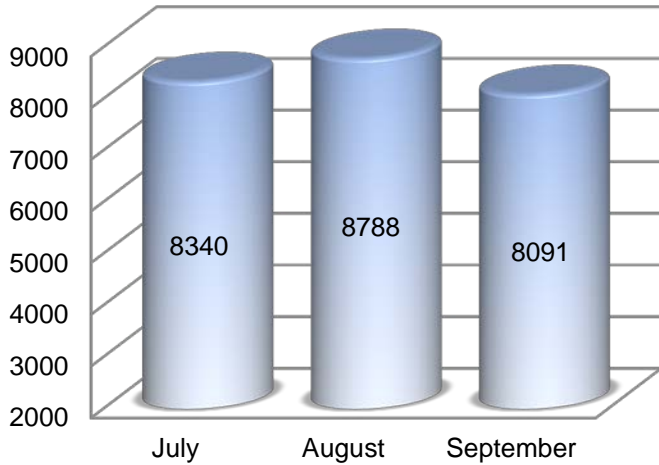
United Way 2-1-1 Report

Ogle County

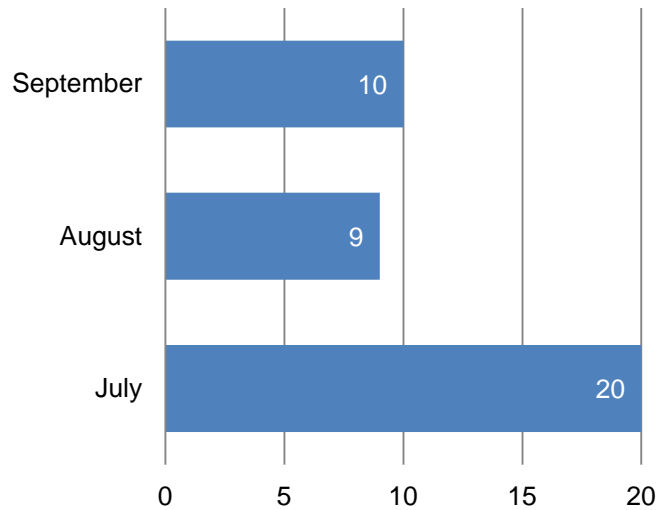
July - September 2016

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

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



Ogle County



Age of Caller

Adult	36
Senior	2
Unknown	2
Youth	0

Gender

Female	24
Male	11
Unknown	4

Contact Person Type

Individual	41
Third Party	1
Agency	1

Call Time Frequency

12am-4am	1
4am-8am	0
8am-12pm	15
12pm-4pm	21
4pm-8pm	1
8pm-12am	1

Follow-Up Calls

Number Performed	9
Received Assistance	7
Did Not Receive Assistance	2

Referred By

Self-Referral	7
Agency	1
Internet	1

United Way 211

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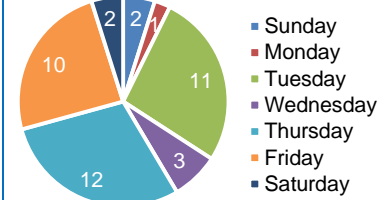
Contact Type

2-1-1 Call	39
Agency We Answer For	0
Online Chat	0

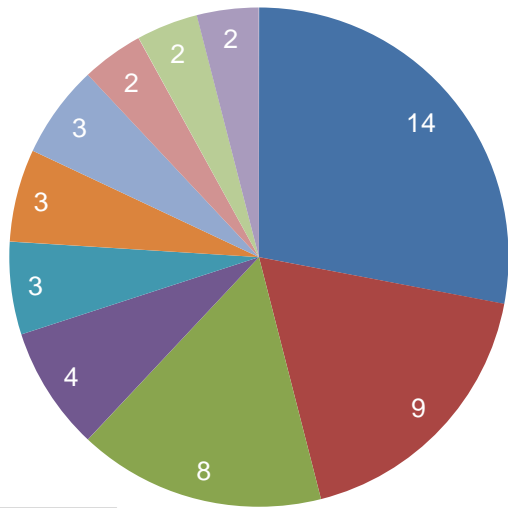
Top Reasons for Contact

Rent Assistance	10
Utility Assistance	7
Food Pantries	5
Information & Referral	5
Homeless Shelter	3
Homeless	2
Homeless Motel	2
Vouchers	2
Housing Authorities	2
Medical/Health	2
Community Mental Health Agencies	1

Day Call Frequency



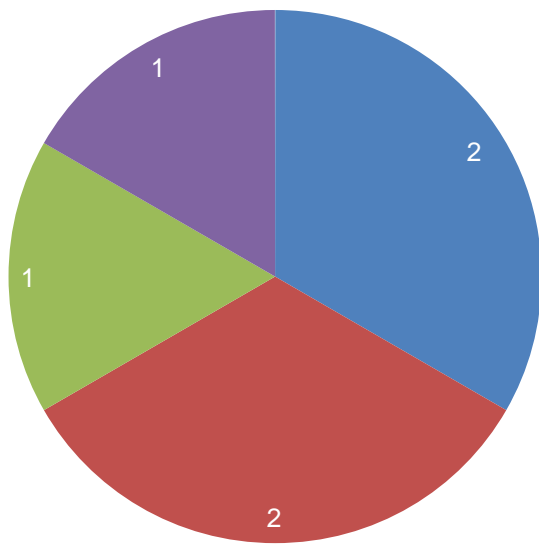
Top Ten Referrals



- Tri-County Opportunities Council
- Flagg Township
- Catholic Charities
- Calvary Lighthouse Church
- Ogle County Housing Authority
- Rochelle Christian Food Pantry
- Rock River Center, Inc
- Hand in Hand Community Service
- Northern Illinois Food Bank
- Rochelle Area Community Emergency Shelter

n=84¹

Unmet Needs



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

n=6²

Ogle County

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

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