



Get Connected. Get Answers.

United Way of Rock River Valley



## 2-1-1 Quarterly Report

Ogle & Winnebago Counties  
October 2013 - December 2013

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

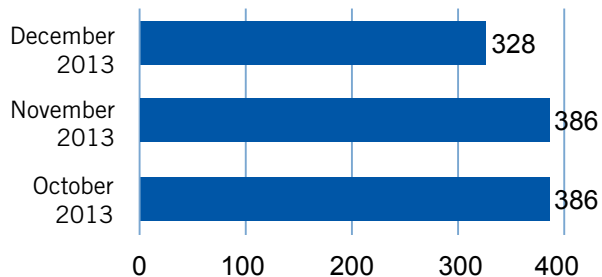
### 2-1-1 Stories

Following a difficult argument with his girlfriend, a man called United Way 2-1-1 seeking help. The caller related that he and his girlfriend have been together for two years, share a daughter, and are expecting twins. The call specialist learned that both the caller and his girlfriend each receive individual counseling but they continue to experience relationship problems. The United Way 2-1-1 call specialist referred the caller to couples counseling.

A woman calls United Way 2-1-1 and explains that she recently started psychiatric and medical treatments for her frequent anxiety issues. After talking with the caller for some time, the call specialist learned that the woman was having a difficult time adjusting to new feelings brought on by the treatment and simply wanted to talk with someone. The United Way 2-1-1 call specialist provided support to the caller and invited her to call back whenever she felt stressed.

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

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

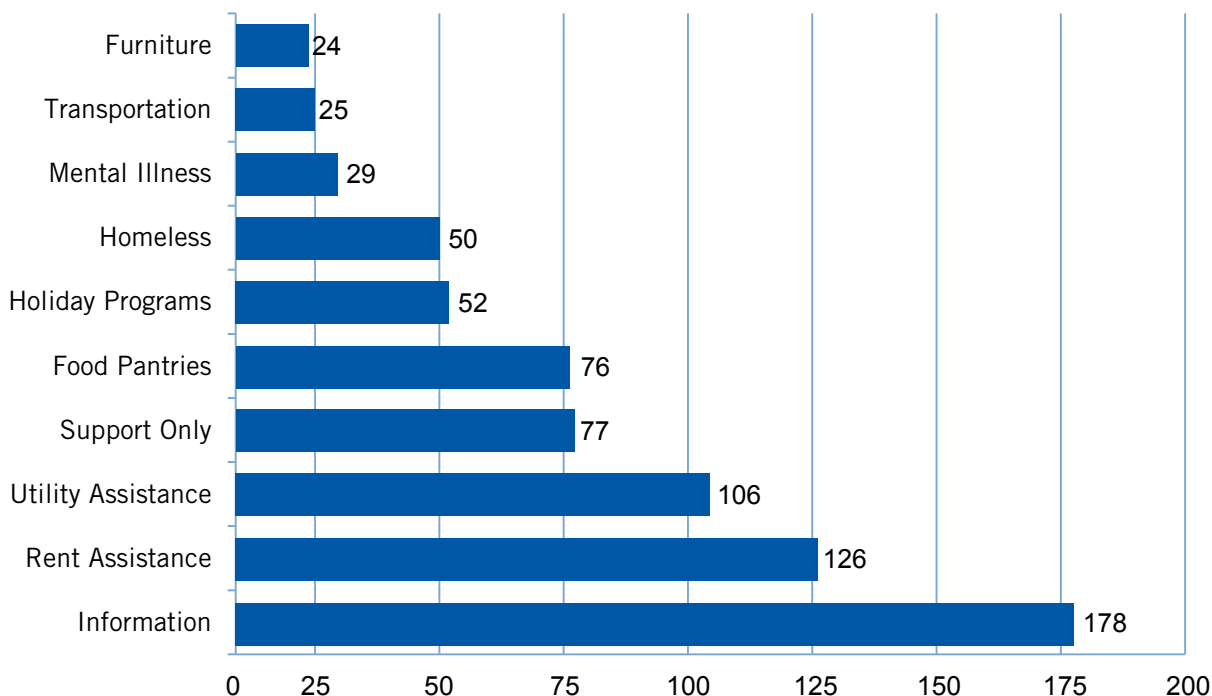


### Fast Stats

- 1,100 total calls received between October - December
- 1,326 total service referrals between October - December
- Rent & Utility Assistance accounted for 17% of all service requests
- Top unmet need: Transportation

### Top Service Requests

Top service requests for Ogle & Winnebago counties



## Winnebago County

### Top Referrals

Organizations with the most referrals

City of Rockford Human Services Department - **13%**

Salvation Army - **11%**

Catholic Charities - **7%**

Rockford Township - **6%**

Rock River Valley Pantry - **5%**

Rockford Rescue Mission - **3%**

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

Rockford Life Center - **2%**

DHS Family Community Resource Center - **2%**

Emmanuel Lutheran Church - **2%**

### Top Unmet Needs

Service not available in database or all existing resources exhausted

Transportation - **11%**

Holiday Programs - **6%**

Homeless Motel Vouchers - **5%**

Clothing - **5%**

Dental Care - **3%**

### Abandoned Calls - 3

*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 - 16

*Hang-ups*

## Ogle County

### Top Referrals

Organizations with the most referrals

Tri-Counties Opportunities Council - **25%**

Flagg Township - **16%**

Rock River Center - **9%**

Catholic Charities - **6%**

DHS Family Community Resource Center - **6%**

Shelter Care Ministries - **6%**

DCFS - **3%**

Goodwill of Northern Illinois - **3%**

IDES - **3%**

Lifeline Food & Self-Help Project - **3%**

### Top Unmet Needs

Service not available in database or all existing resources exhausted

Furniture - **3%**

Holiday Programs - **3%**

Home Repairs/Rehab - **3%**

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

Illinois   
**2-1-1**  
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