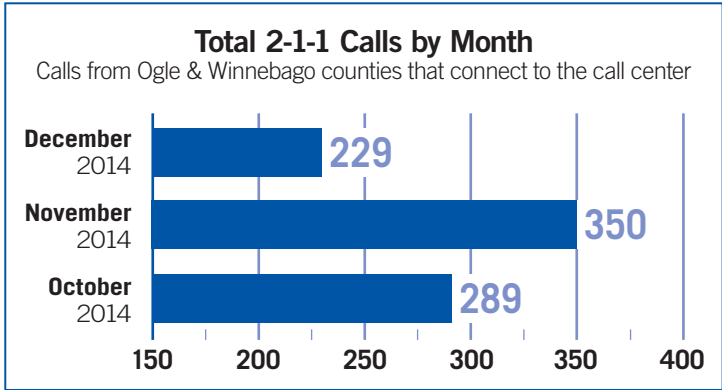
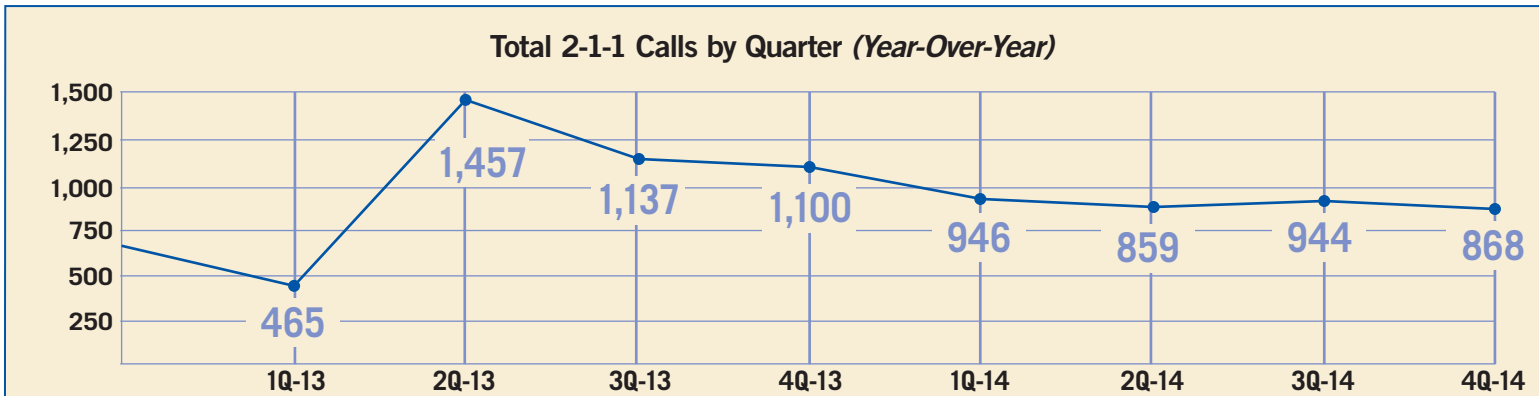
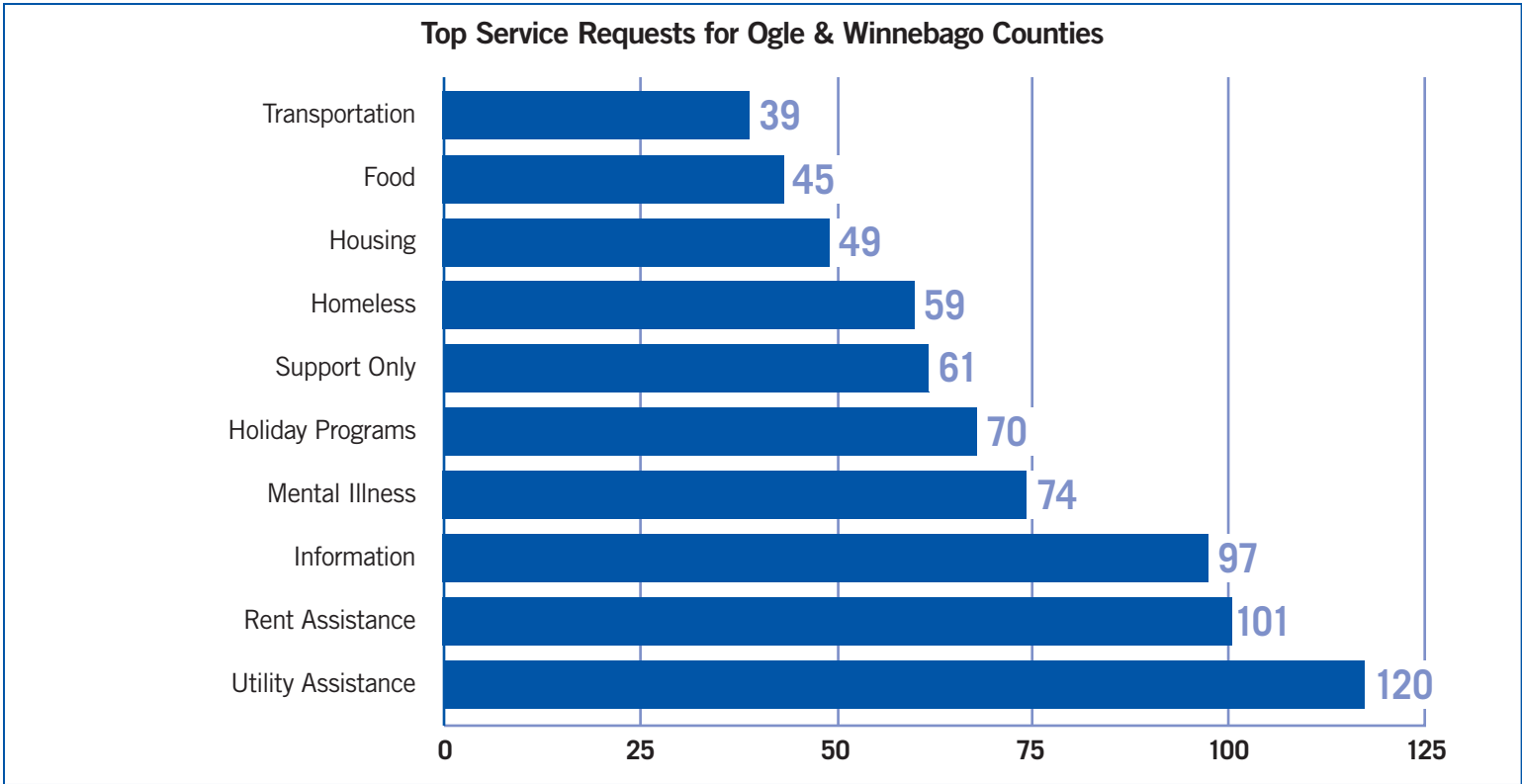




Ogle & Winnebago Counties  
October 2014 - December 2014



- ### Fast Stats
- 868 total calls received between October - December
  - 1,515 total service referrals between October - December
  - Rent and Utility Assistance accounted for 20% of service requests
  - Holiday Programs accounted for 6% of service requests and 20% of unmet needs



## Winnebago County

### Top Referrals

Organizations with the most referrals

City of Rockford Human Services Department - **10%**

Salvation Army - **8%**

Catholic Charities - **7%**

Rockford Rescue Mission - **5%**

Rockford Township - **5%**

Rock River Valley Pantry - **3%**

Rockford Register Star - **2%**

Comprehensive Community Solutions - **1%**

Love INC - **1%**

Rosecrance - **1%**

### Top Unmet Needs

Service not available in database or all existing resources exhausted

Holiday Programs - **16%**

Utility Assistance - **7%**

Transportation - **7%**

Rent Assistance - **5%**

Homeless Motel Vouchers - **4%**

### Abandoned Calls - 3

*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 - 4

*Hang-ups*

## Ogle County

### Top Referrals

Organizations with the most referrals

Free 411 - **16%**

4-C Community Coordinated Child Care - **16%**

Alcoholics Anonymous - **16%**

Flagg Township - **11%**

Sinnissippi Centers - **11%**

Tri-Counties Opportunities Council - **5%**

United States Postal Service - **5%**

Valley Covenant Church - **5%**

Winnebago County Health Department - **5%**

### Top Unmet Needs

Service not available in database or all existing resources exhausted

Holiday Programs - **67%**

Parental Visitation Facilitation - **17%**

Specialized Information and Referral - **17%**

### 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**  
*Get Connected. Get Answers.*  
United Way of Rock River Valley