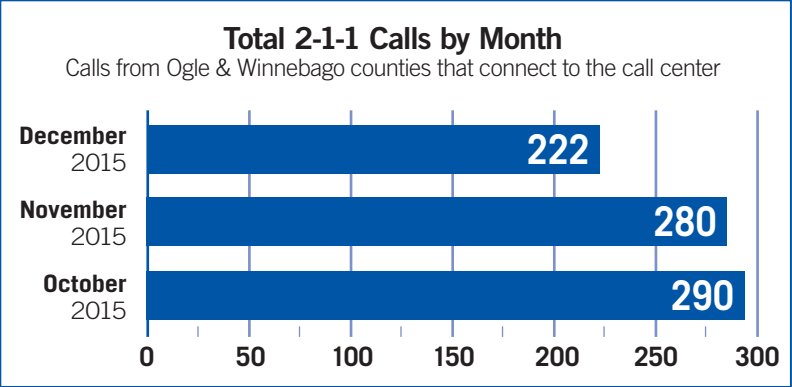
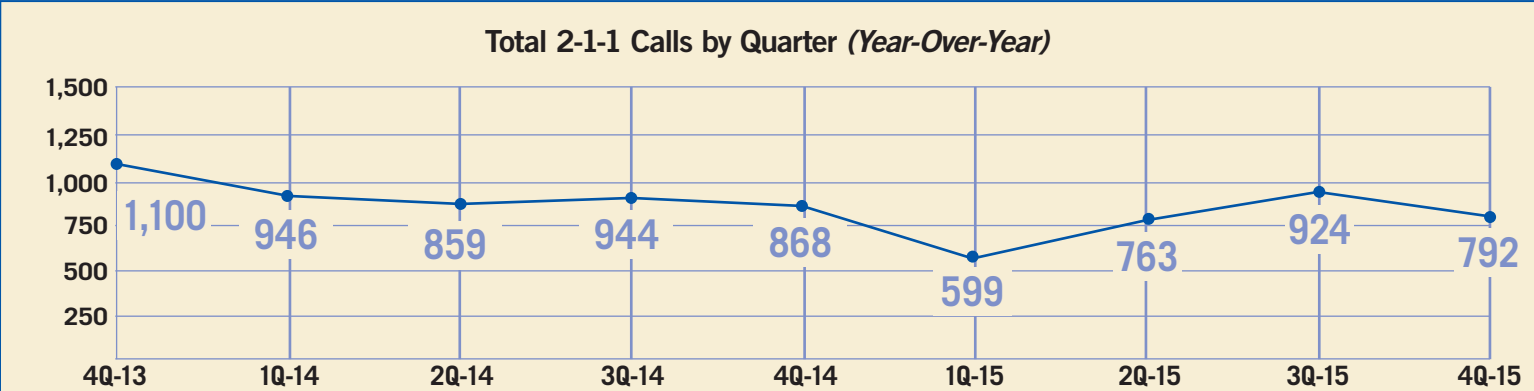
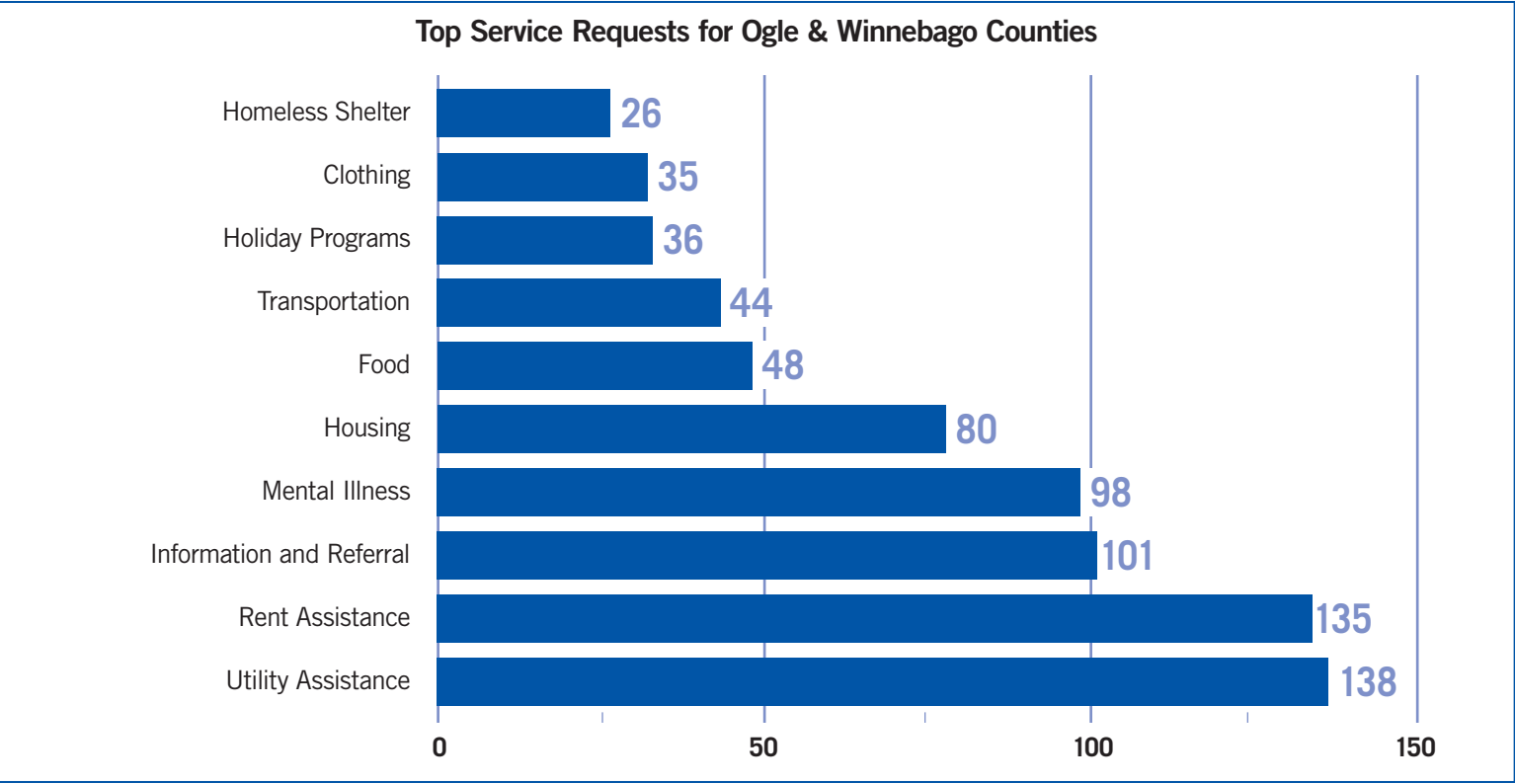




Ogle & Winnebago Counties
October 2015 - December 2015



- ### Fast Stats
- 792 total calls received between January-March
 - 1,649 total service referrals between October - December
 - Utility Assistance and Rent Assistance accounted for 23% of service requests and 66% 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 - **9%**

Salvation Army - **9%**

Rockford Township - **6%**

Rock River Valley Pantry - **2%**

Rockford Rescue Mission - **2%**

St. Elizabeth Catholic Community Center - **2%**

Illinois Department of Human Services - **1%**

Rosecrance Health Network - **1%**

Shelter Care Ministries - **1%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Rent Assistance - **31%**

Transportation - **20%**

Utility Assistance - **14%**

Furniture - **8%**

Pre-job Guidance - **5%**

Abandoned Calls - 8

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 - 4

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Tri-County Opportunities Council - **33%**

Flagg Township - **9%**

Catholic Charities - **7%**

Rock River Center - **7%**

Lifescape Community Services - **4%**

AI-Anon/Alateen - **2%**

American Cancer Society - **2%**

Calvary Lighthouse Church - **2%**

Ogle County Health Department - **2%**

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

Top Unmet Needs

Service not available in database or all existing resources exhausted

Holiday Programs - **33%**

Bill Payment Locations - **11%**

Employment - **11%**

Housing Authorities - **11%**

Personal Financial Counseling - **11%**

Abandoned Calls - 1

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