



Get Connected. Get Answers.

www.unitedwayrrv.org 

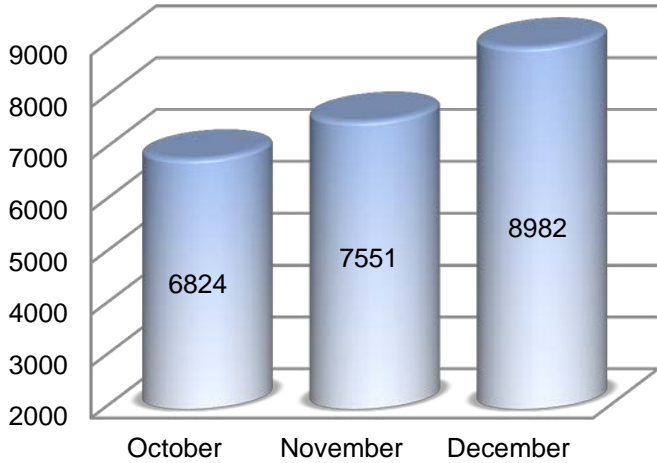
United Way 2-1-1 Report

Winnebago County

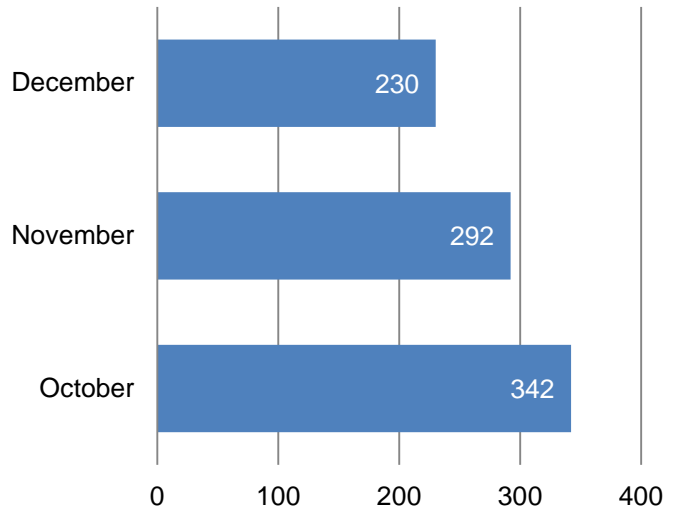
October-December 2016

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

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



Winnebago County



Age of Caller

Adult	665
Senior	17
Unknown	176
Youth	2

Gender

Female	638
Male	222
Unknown	4

Contact Person Type

Individual	775
Third Party	33
Agency	6
Business	1
Police/Sheriff	1

Call Time Frequency

12am-4am	26
4am-8am	29
8am-12pm	353
12pm-4pm	318
4pm-8pm	114
8pm-12am	24

Follow-Up Calls

Number Performed	128
Received Assistance	103
Did Not Receive Assistance	25

Referred By

Self-Referral	662
Agency	69
Unknown	45
Family/Friend	12
United Way	10
Doctor/Hospital/Clinic	4
Case Worker	2
Business	1
Other Advertisement	1

United Way 211

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

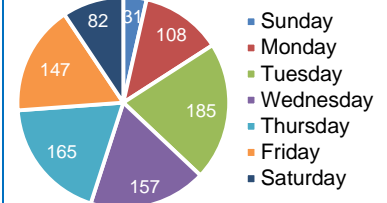
Contact Type

2-1-1 Call	850
Agency We Answer For	5
Online Chat	5

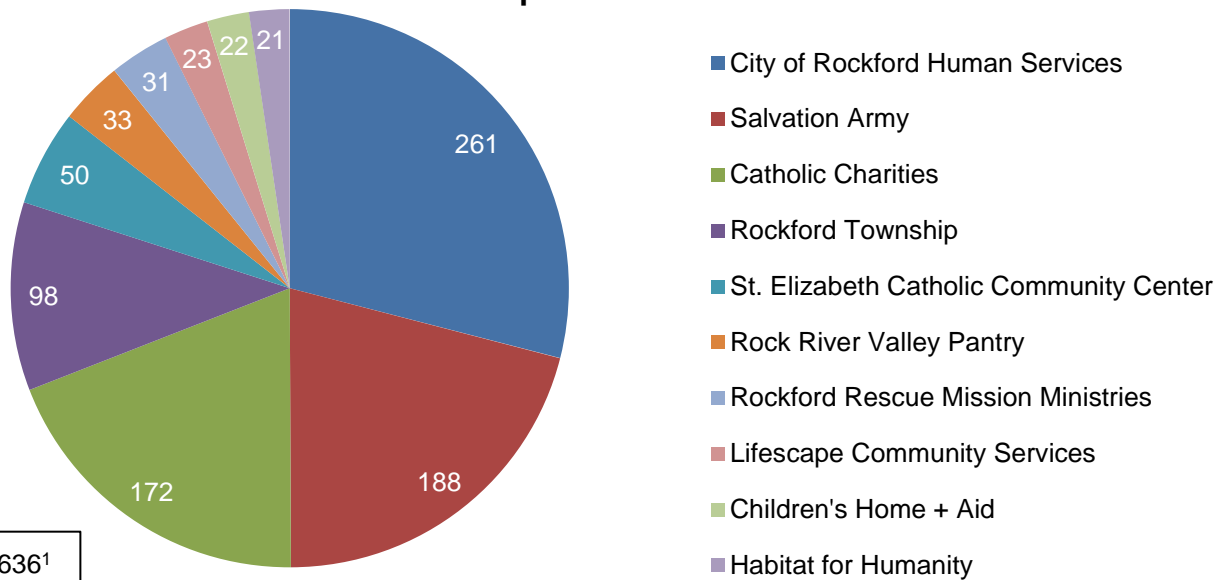
Top Reasons for Contact

Utility Assistance	158
Rent Assistance	141
Support Only	76
Information & Referral	75
Food Pantries	44
Holiday Programs	37
Furniture	31
Homeless Shelter	24
Clothing	23
Household Goods	23

Day Call Frequency

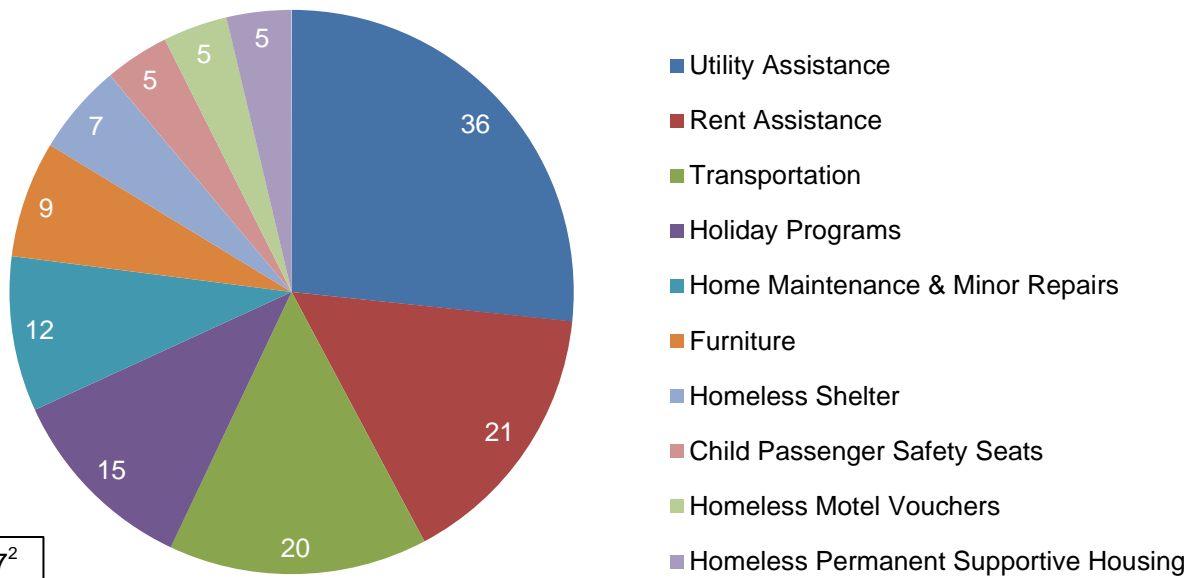


Top Ten Referrals



n=1,636¹

Top Ten Unmet Needs



n=197²

Winnebago County

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

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.

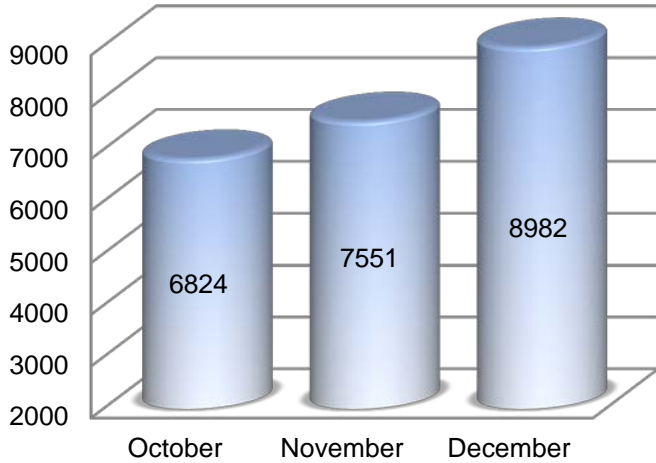
United Way 2-1-1 Report

Ogle County

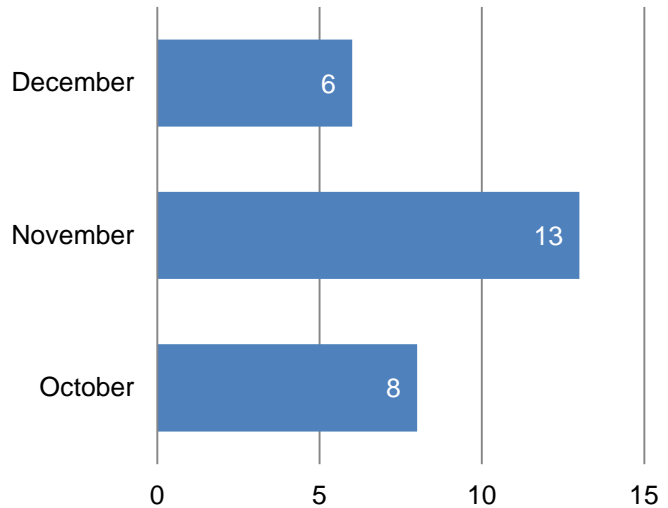
October-December 2016

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

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



Ogle County



Age of Caller

Adult	19
Senior	1
Unknown	7
Youth	0

Gender

Female	17
Male	10
Unknown	0

Contact Person Type

Individual	22
Third Party	2

Call Time Frequency

12am-4am	0
4am-8am	0
8am-12pm	10
12pm-4pm	15
4pm-8pm	1
8pm-12am	1

Follow-Up Calls

Number Performed	7
Received Assistance	5
Did Not Receive Assistance	2

Referred By

Self-Referral	16
Agency	3
Clergy/Church	1
Doctor/Hospital/Clinic	1
Family/Friend	1
United Way	1
Unknown	1

United Way 211

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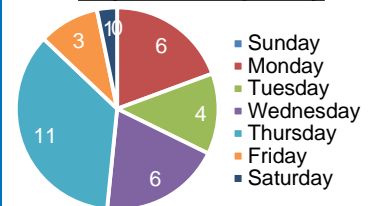
Contact Type

2-1-1 Call	26
Agency We Answer For	1
Online Chat	0

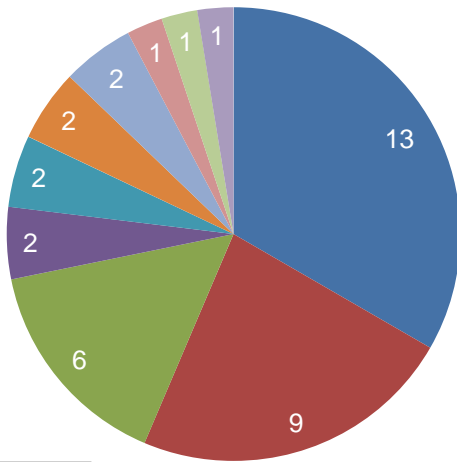
Top Reasons for Contact

Rent Assistance	10
Utility Assistance	5
Furniture	3
Homeless Shelter	3
Information & Referral	3
Holiday Programs	2
Transportation	2
Clothing	1
Domestic Violence Hotline	1
Domestic Violence Shelter	1

Day Call Frequency



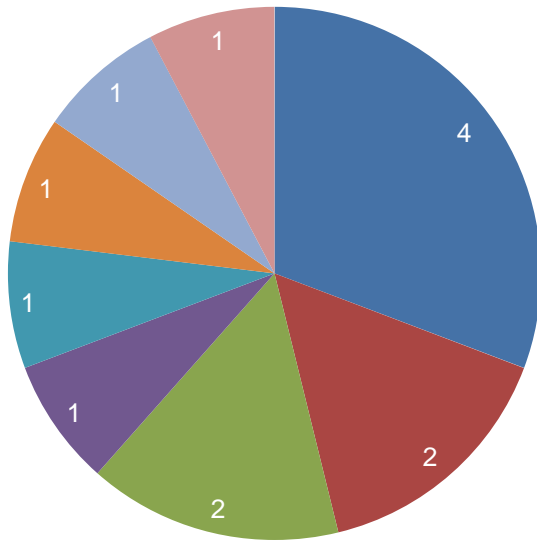
Top Ten Referrals



- Tri-County Opportunities Council
- Flagg Township
- Catholic Charities
- Caring Center
- Dixon PADS Shelter
- Rochelle Area Community Emergency Shelter
- Rock River Center
- Calvary Lighthouse Church
- Elgin Mental Health Center
- National Domestic Violence Hotline

n=59¹

Unmet Needs



- Holiday Programs
- Furniture
- Rent Assistance
- Home Maintenance & Minor Repairs
- Household Goods Donation Programs
- Transportation
- Nonprofit Retail Stores
- Weatherization

n=13²

Ogle County

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

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