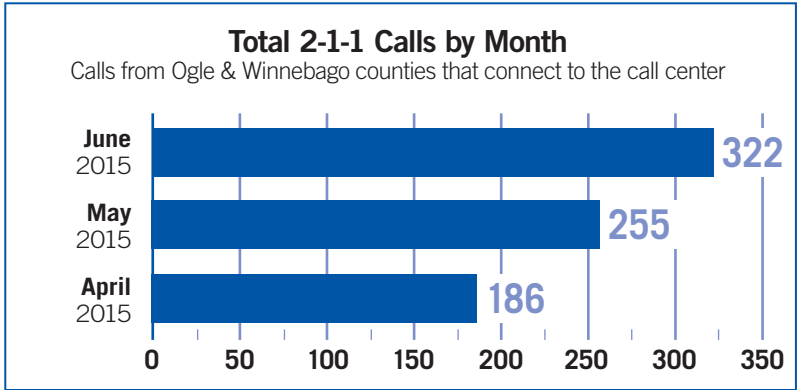
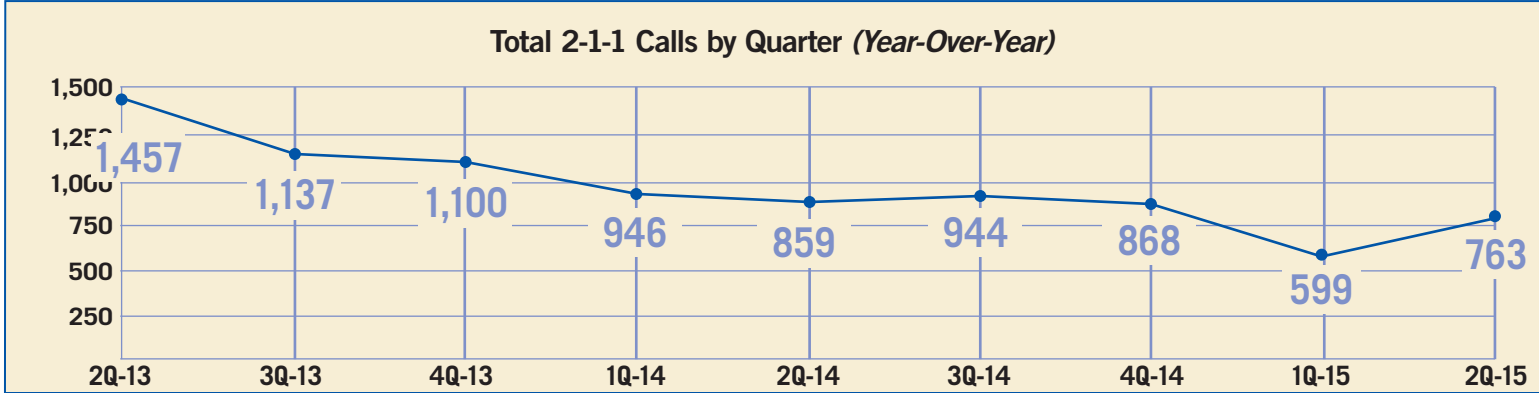
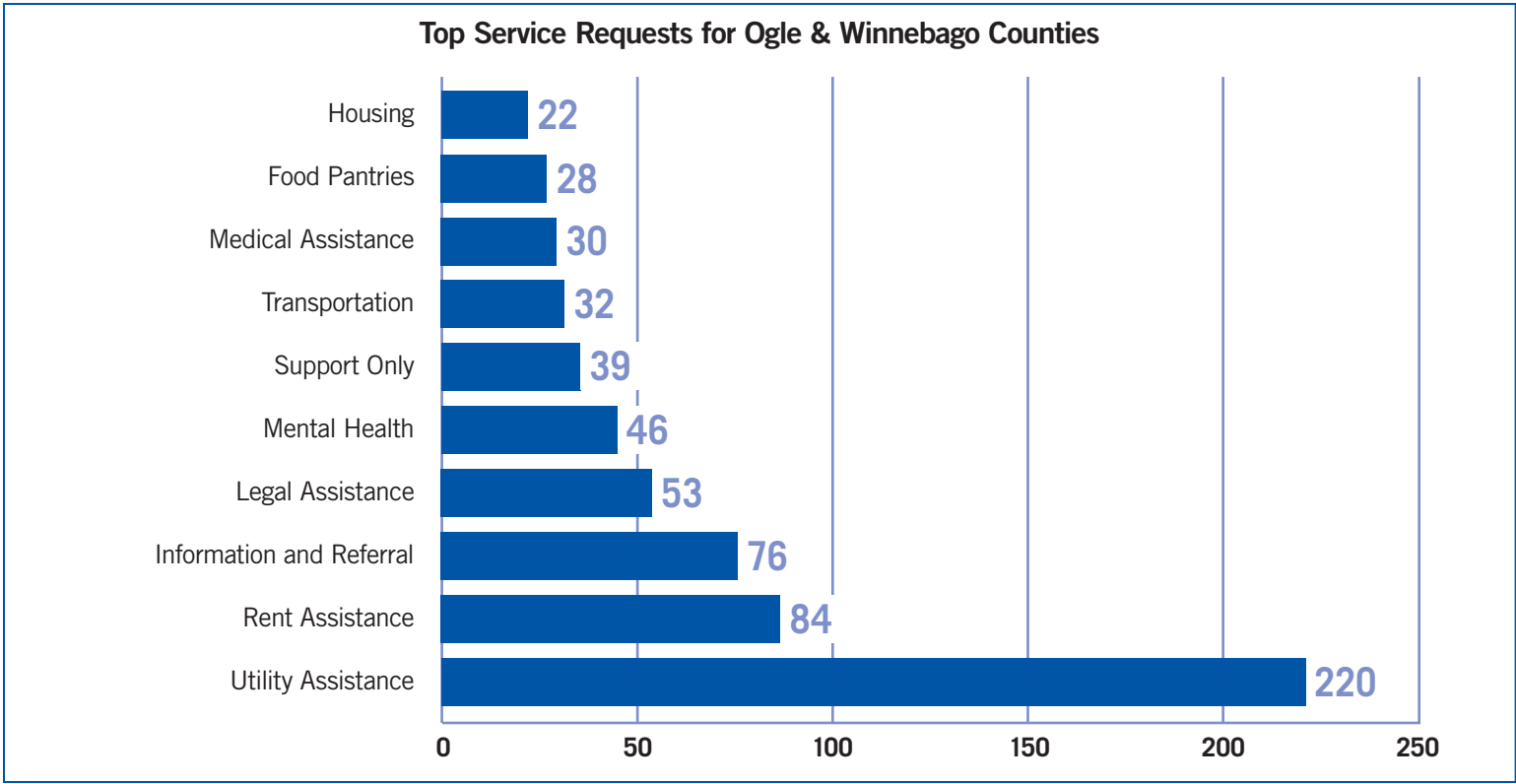




Ogle & Winnebago Counties
April 2015 - June 2015



- ### Fast Stats
- 763 total calls received between January-March
 - 1,483 total service referrals between April - June
 - Utility Assistance accounted for 22% of service requests and 41% of unmet needs
 - Top Referrals: City of Rockford Human Services (*Winnebago County*); Catholic Charities and Tri-County Opportunities Council (*Ogle County*)



Winnebago County

Top Referrals

Organizations with the most referrals

City of Rockford Human Services Department - **17%**

Catholic Charities - **13%**

Salvation Army - **10%**

Rockford Township - **4%**

Rockford Rescue Mission Ministries - **2%**

ComEd - **2%**

Rock River Valley Pantry - **2%**

Love INC - **1%**

St. Elizabeth Catholic Community Center - **1%**

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

Top Unmet Needs

Service not available in database or all existing resources exhausted

Utility Assistance - **41%**

Rent Assistance - **15%**

Transportation - **8%**

Homeless Shelter - **4%**

General Counseling Services - **2%**

Abandoned Calls - 7

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 - 2

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Catholic Charities - **15%**

Tri-County Opportunities Council - **15%**

Flagg Township - **9%**

Polo Lifeline Food Pantry - **4%**

Rock River Center - **4%**

ComEd - **3%**

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

Lifescape Community Services - **3%**

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

Sinnissippi Centers - **3%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Food Pantries - **50%**

General Counseling Services - **50%**

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

Illinois
2-1-1
Get Connected. Get Answers.
United Way of Rock River Valley