



Get Connected. Get Answers.

United Way of Rock River Valley



2-1-1 Quarterly Report

Ogle & Winnebago Counties
July 2013 - September 2013

For more information visit www.unitedwayrrv.org

One Year Later

October 2012 - September 2013

- 3,721 total calls received
- 4,056 total service referrals
- Rent and Utility Assistance accounted for 19% of all service requests
- 34 domestic violence and 17 suicide calls were received
- Organizations with the most referrals include Catholic Charities, City of Rockford Human Services Department, and Salvation Army

Top Service Requests: October 2012 - September 2013

Top service requests for Ogle & Winnebago counties

Information - 14%

Rent Assistance - 10%

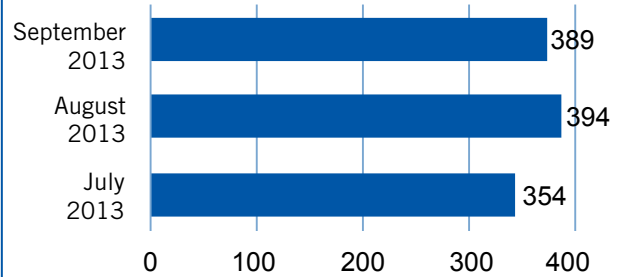
Utility Assistance - 9%

Homeless - 4%

Mental Health - 3%

Total 2-1-1 Calls by Month

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

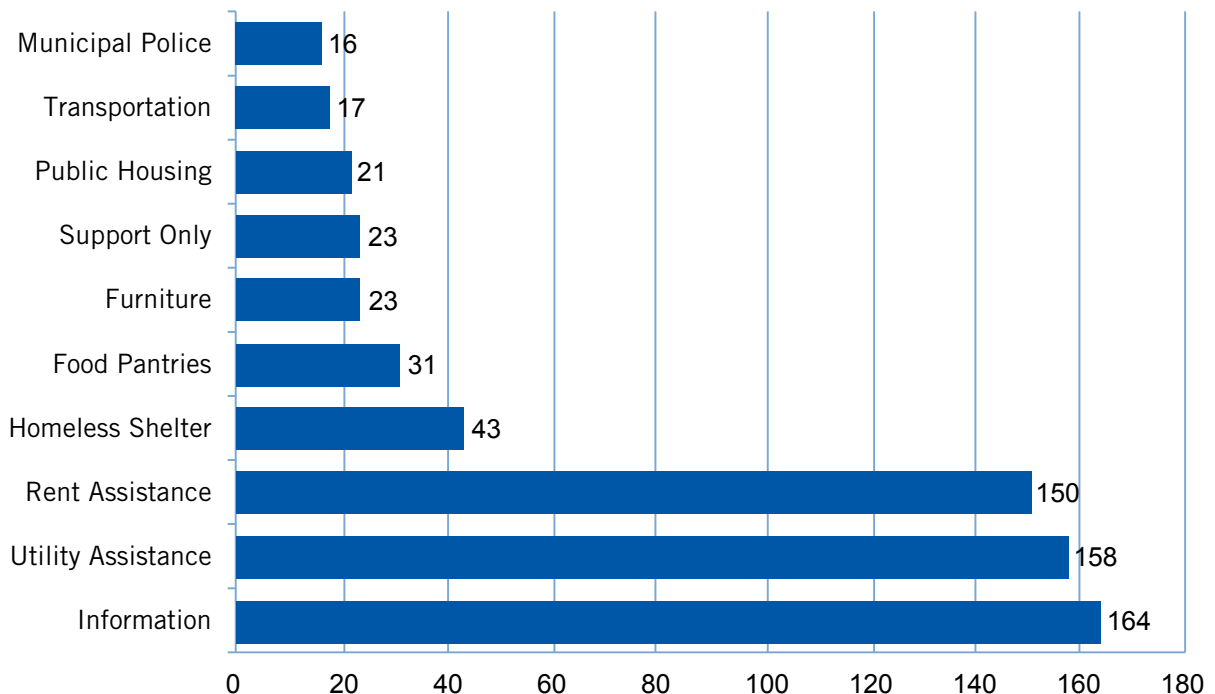


Fast Stats

- 1,137 total calls received between July-September
- 1,320 total service referrals between July-September
- Information accounted for 14% of all service requests
- 6 domestic violence and 6 suicide calls were received

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 - **15%**

Catholic Charities - **12%**

Salvation Army - **10%**

Rockford Township - **7%**

Rockford Life Center - **3%**

Rockford Rescue Mission - **3%**

Rockford Housing Authority - **2%**

Shelter Care Ministries - **2%**

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

Comprehensive Community Solutions - **2%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Utility Assistance - **11%**

Transportation Assistance - **10%**

Free School Supplies - **6%**

Home Maintenance - **4%**

Medical Expense - **4%**

Phantom Calls - 1,024

Calls not made by a human, usually a result of faulty telephone lines. The number of these calls should decline as we work with service providers to correct the problem lines.

Abandoned Calls - 2

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 - 19

Hang-ups

Ogle County

Top Referrals

Organizations with the most referrals

Catholic Charities - **14%**

Flagg Township - **14%**

Tri-Counties Opportunities Council - **14%**

Department of Human Services - **9%**

Rock River Center - **9%**

ComEd - **5%**

Coventry Living Center - **5%**

Helping Hands - **5%**

Sinnissippi Centers - **5%**

USDA Rural Development - **5%**

Top Unmet Needs

Service not available in database or all existing resources exhausted

Automotive Repair - **20%**

Furniture - **20%**

Home Maintenance - **20%**

Household Goods - **20%**

Mortgage Payment Assistance - **20%**

Phantom Calls - 18

Calls not made by a human, usually a result of faulty telephone lines. The number of these calls should decline as we work with service providers to correct the problem lines.

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
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