



Get Connected. Get Answers.

www.unitedwayrrv.org 

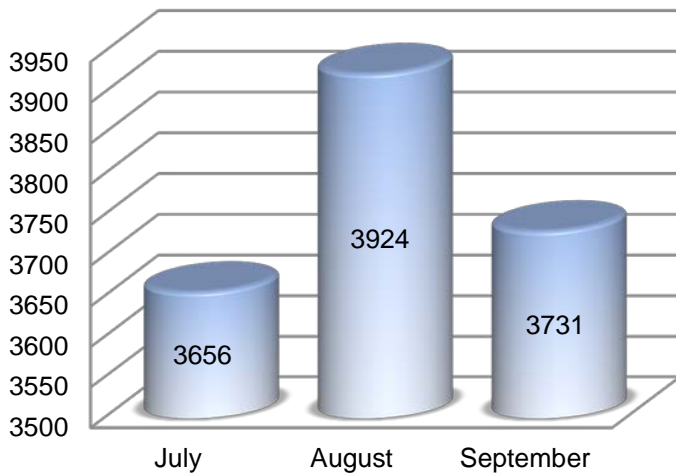
United Way 2-1-1 Report

Winnebago County

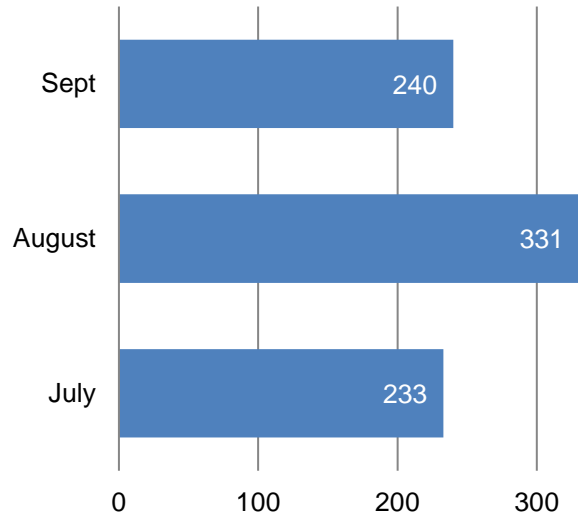
July - September 2017

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

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



Winnebago County



Age of Caller

| | |
|---------|-----|
| Adult | 550 |
| Senior | 83 |
| Unknown | 169 |
| Youth | 2 |

Gender

| | |
|---------|-----|
| Female | 601 |
| Male | 199 |
| Unknown | 4 |

Contact Person Type

| | |
|------------------------|-----|
| Individual | 761 |
| Third Party | 28 |
| Agency | 12 |
| Business | 1 |
| Doctor/Hospital/Clinic | 1 |
| School | 1 |

Call Time Frequency

| | |
|--------------------|-----|
| 8:00 am – 5:00 pm | 706 |
| 6:00 pm – 11:00 pm | 69 |
| 12:00 am – 7:00 am | 29 |

United Way 211

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

Referred By

| | |
|------------------------------|-----|
| Self-Referral | 681 |
| Agency | 50 |
| United Way | 27 |
| Family/Friend | 11 |
| Unknown | 27 |
| Doctor/Hospital/Clinic | 3 |
| Media (news, TV, radio, web) | 4 |
| School | 1 |

Follow-Up Calls

| | |
|------------------------------|-----|
| Number Scheduled | 154 |
| Received Assistance | 28 |
| Did Not Receive Assistance | 19 |
| Attempted, Could Not Contact | 63 |
| Rescheduled | 23 |
| Referral(s) Not Contacted | 7 |
| Not Recorded | 7 |

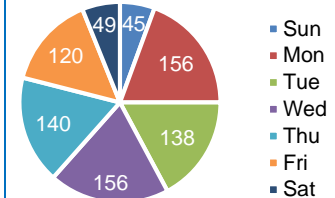
Contact Type

| | |
|-----------------|-----|
| 2-1-1 Call | 799 |
| Non Transaction | 5 |
| Online Chat | 0 |

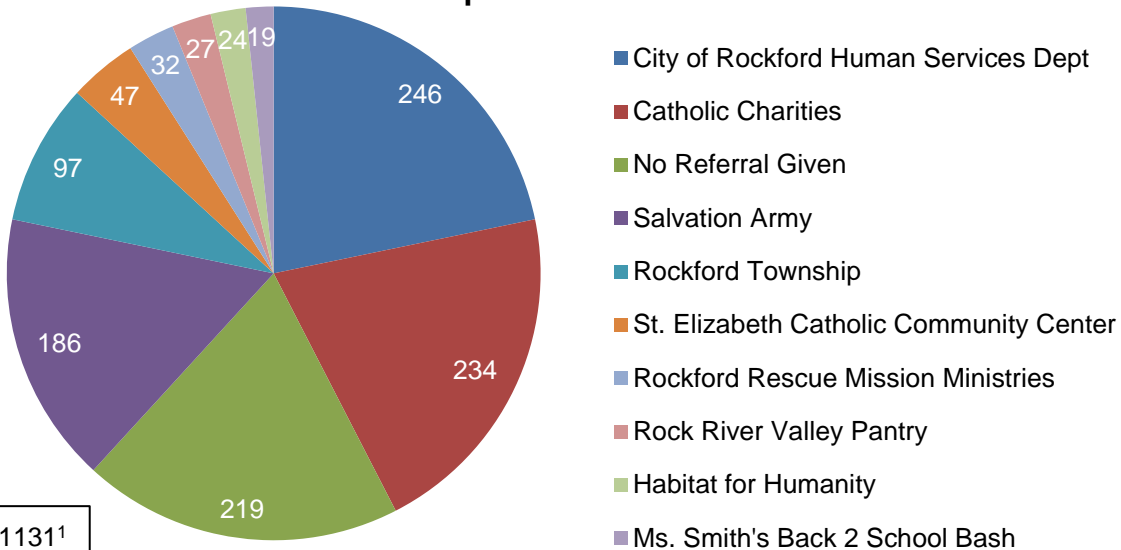
Top Reasons for Contact

| | |
|-------------------------|-----|
| Utility Assistance | 235 |
| Rent Payment Help | 120 |
| Support Only | 42 |
| Information | 39 |
| Food Pantries | 35 |
| Homeless Shelter | 28 |
| Temp. Financial Assist. | 25 |
| Free School Supplies | 22 |
| Household Goods | 20 |
| Clothing | 19 |
| Furniture | 19 |
| General Relief | 16 |

Day Call Frequency

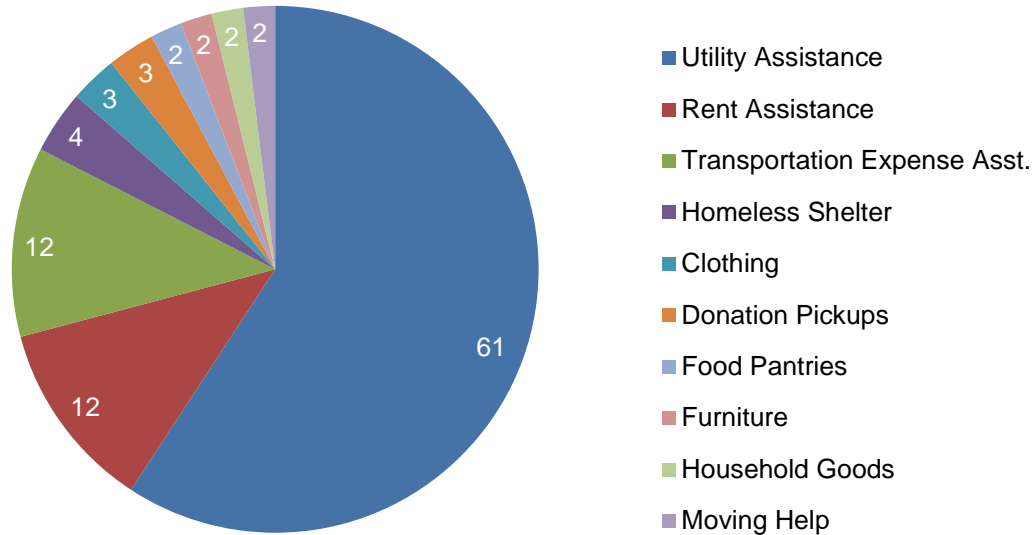


Top Ten Referrals



n=1131¹

Top Ten Unmet Needs



Please see additional report for detailed information on why specific needs are unmet.

Winnebago County

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

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.



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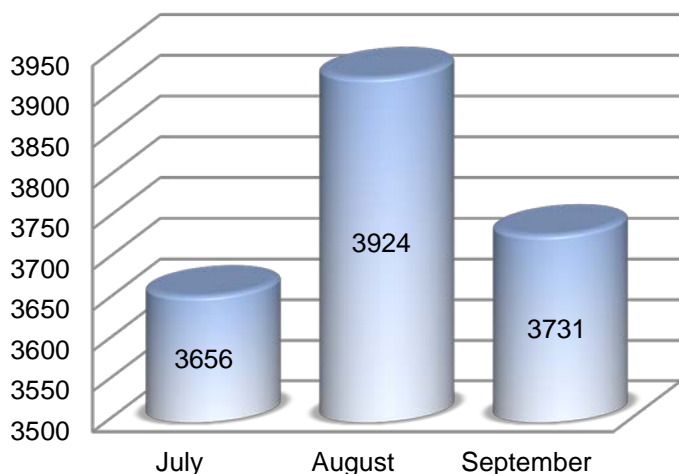
United Way 2-1-1 Report

Ogle County

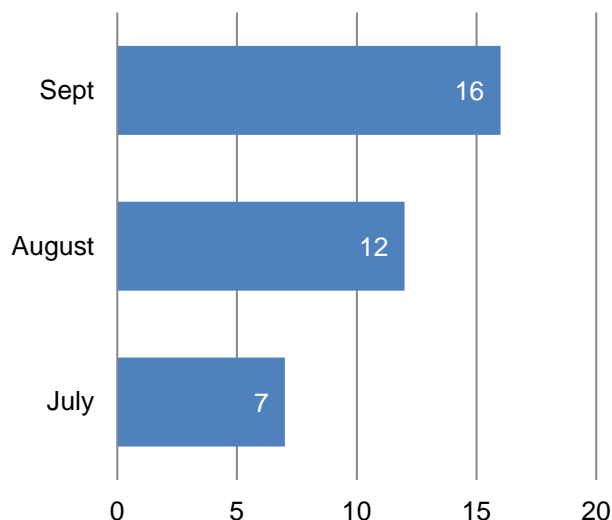
July – September 2017

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

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



Ogle County



Age of Caller

| | |
|---------|----|
| Adult | 17 |
| Senior | 3 |
| Unknown | 15 |
| Youth | 0 |

Gender

| | |
|---------|----|
| Female | 27 |
| Male | 8 |
| Unknown | 0 |

Contact Person Type

| | |
|-------------|----|
| Individual | 33 |
| Third Party | 2 |

Call Time Frequency

| | |
|--------------------|----|
| 8:00 am – 5:00 pm | 30 |
| 6:00 pm – 11:00 pm | 4 |
| 12:00 am – 7:00 am | 1 |

United Way 211

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 Phone: 2-1-1 (888-865-9903)
 Web: www.findhelp211.org

Referred By

| | |
|---------------|----|
| Self-Referral | 30 |
| Agency | 3 |
| Family/Friend | 1 |
| United Way | 1 |

Follow-Up Calls

| | |
|----------------------------|---|
| Number Scheduled | 8 |
| Received Assistance | 2 |
| Did Not Receive Assistance | 2 |
| Abandoned | 1 |
| Attempted, No Answer | 3 |

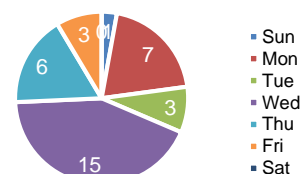
Contact Type

| | |
|-------------|----|
| 2-1-1 Call | 35 |
| Online Chat | 0 |

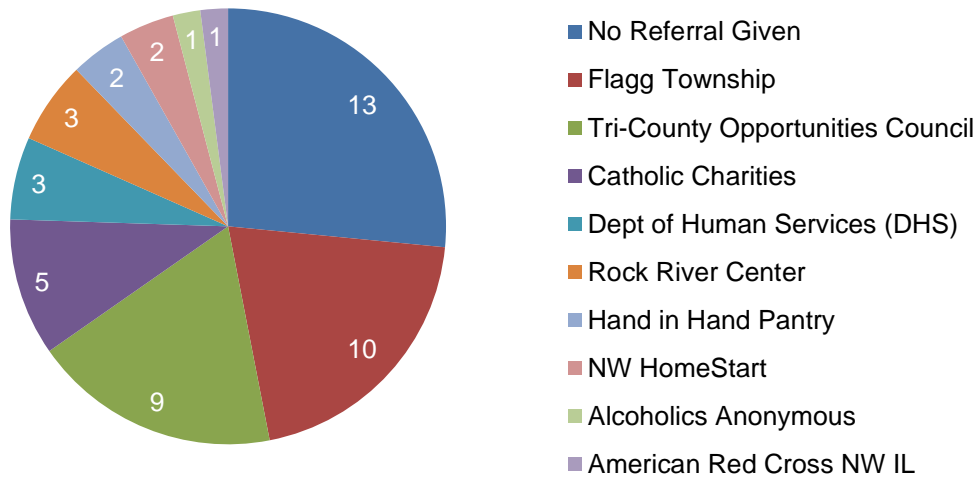
Top Reasons for Contact

| | |
|-----------------------|---|
| Rent Assistance | 8 |
| Utility Assistance | 6 |
| Food Stamps/SNAP | 3 |
| Food Pantries | 2 |
| Information | 2 |
| Adolescent Counseling | 1 |
| Child Care | 1 |
| Clothing | 1 |

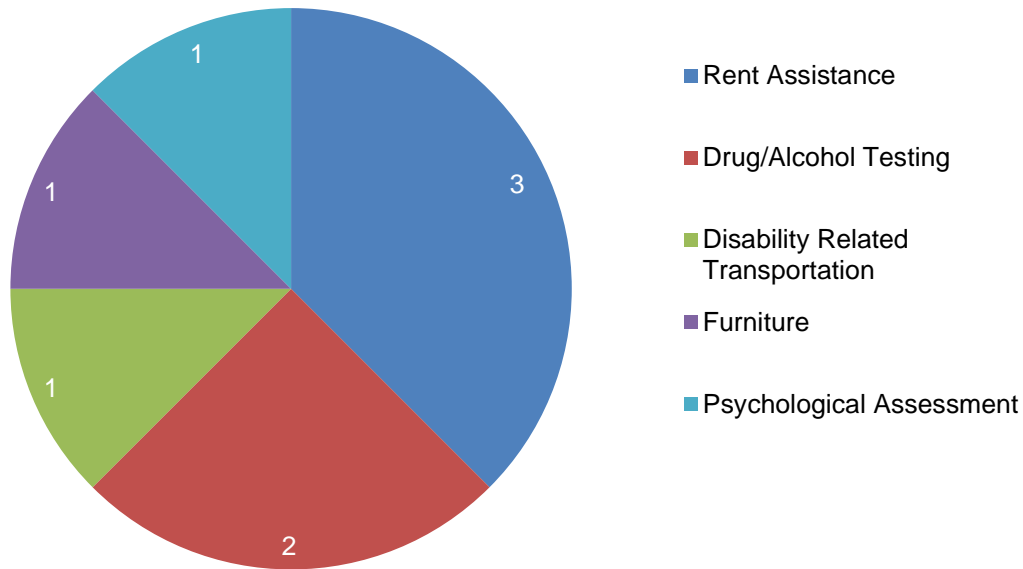
Day Call Frequency



Top Ten Referrals



Unmet Needs



Please see additional report for detailed information on why specific needs are unmet.

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

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