

# 211 Quarterly Report

2024 - Quarter 3

**Logan County**



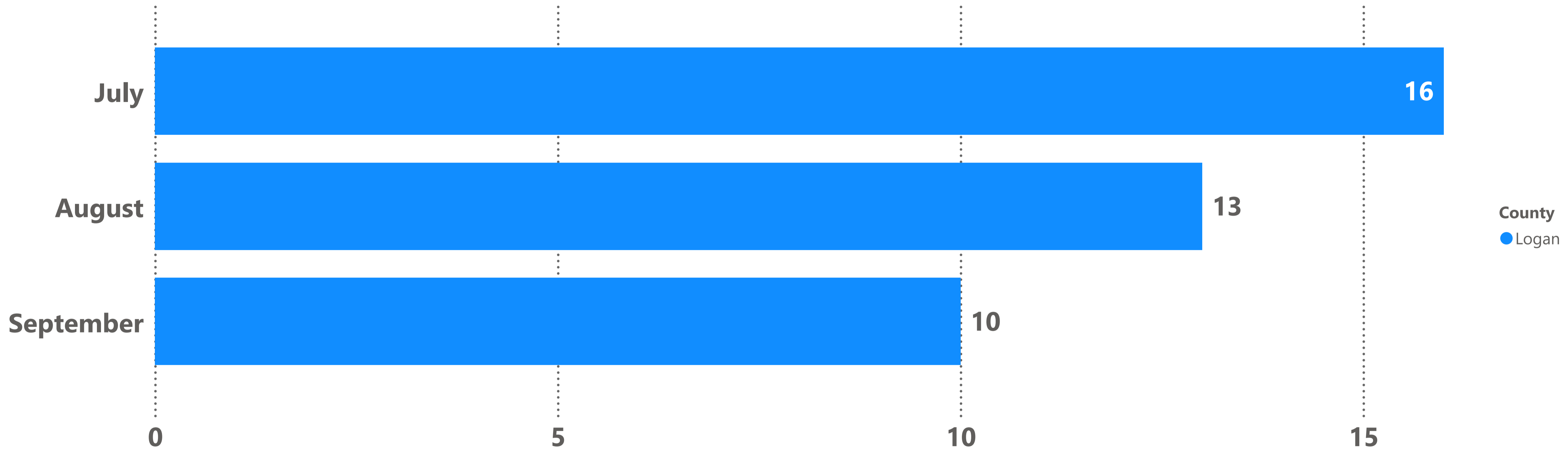
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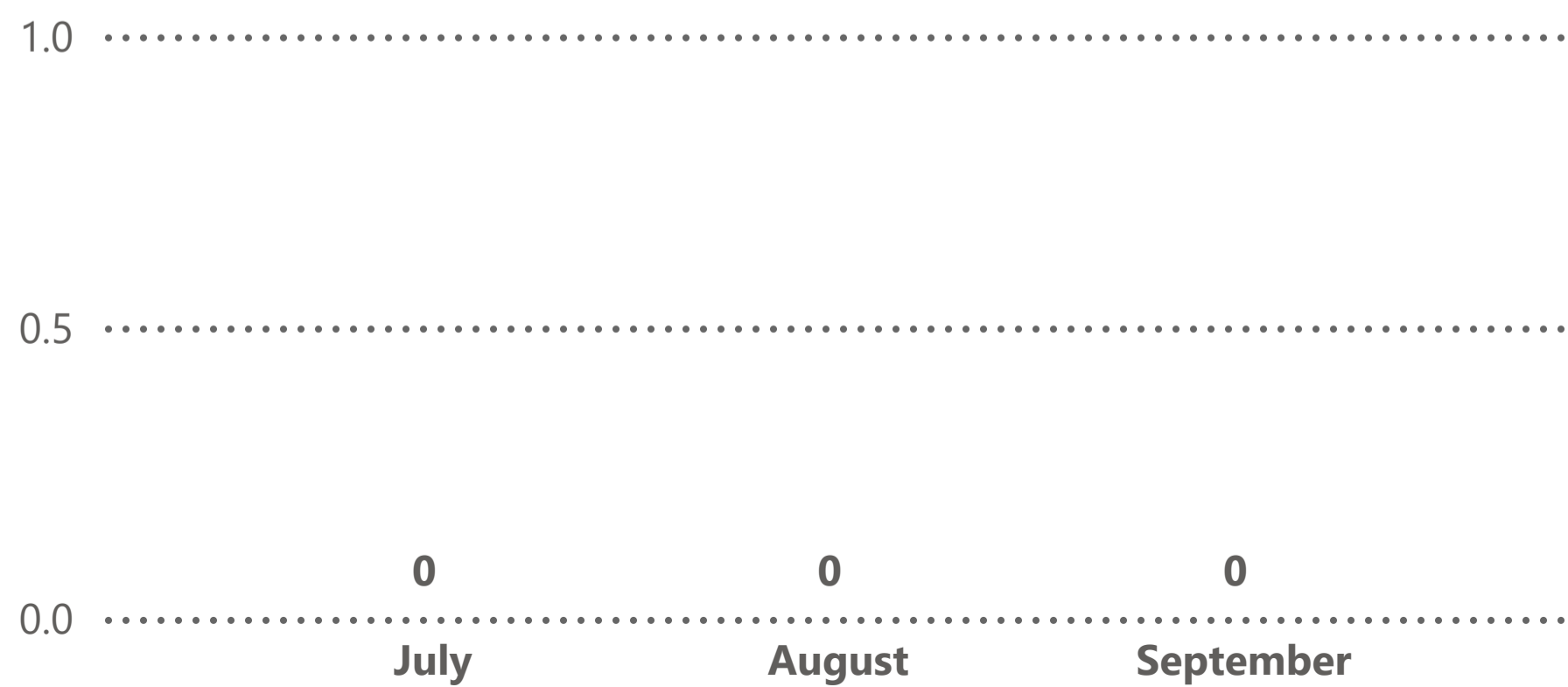


# Overview

### Contacts by Month and County



### Texts by Month and County



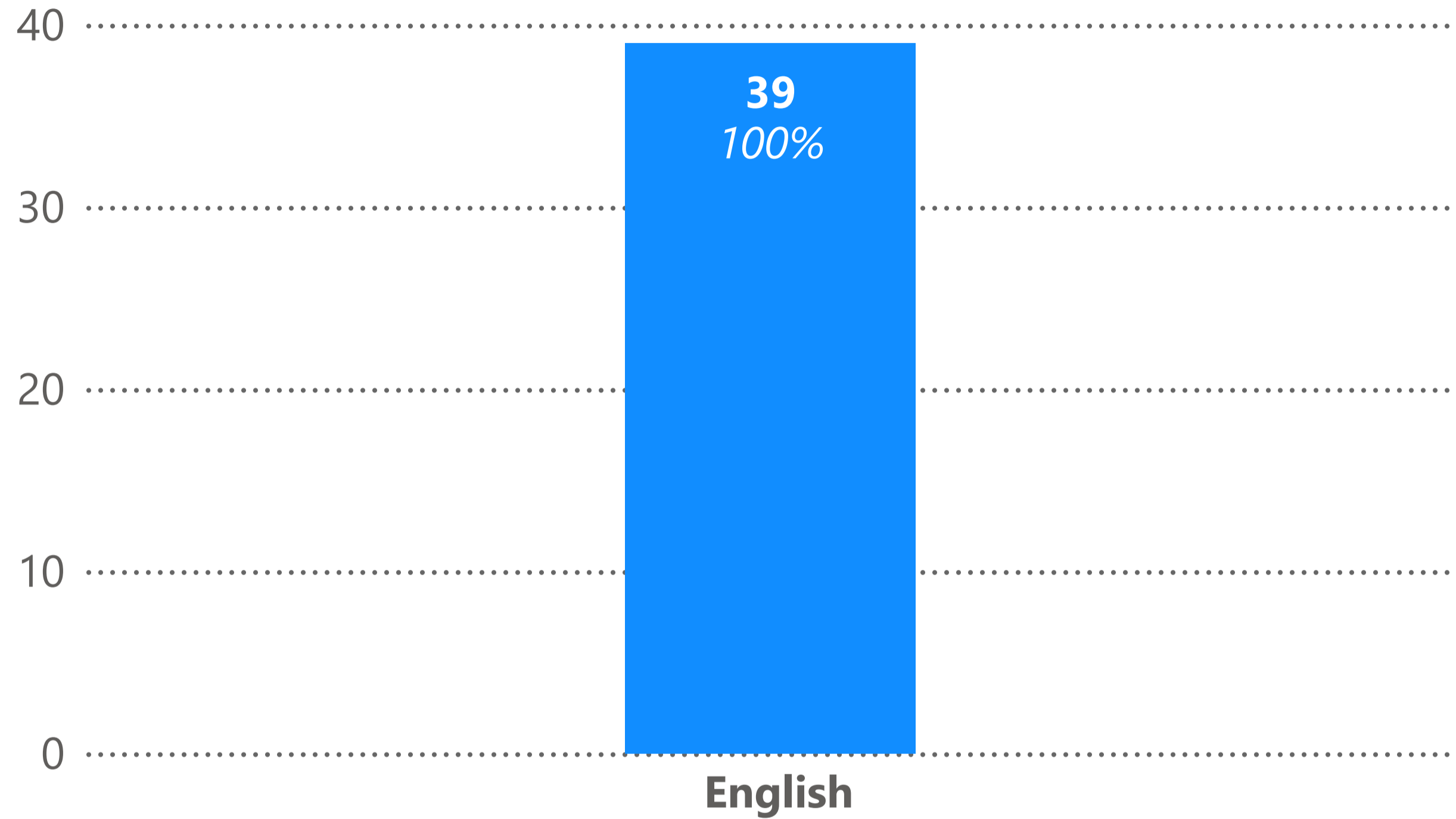
Contact Type	Contacts
211 Phone Call	39
<b>Total</b>	<b>39</b>

**-46%**

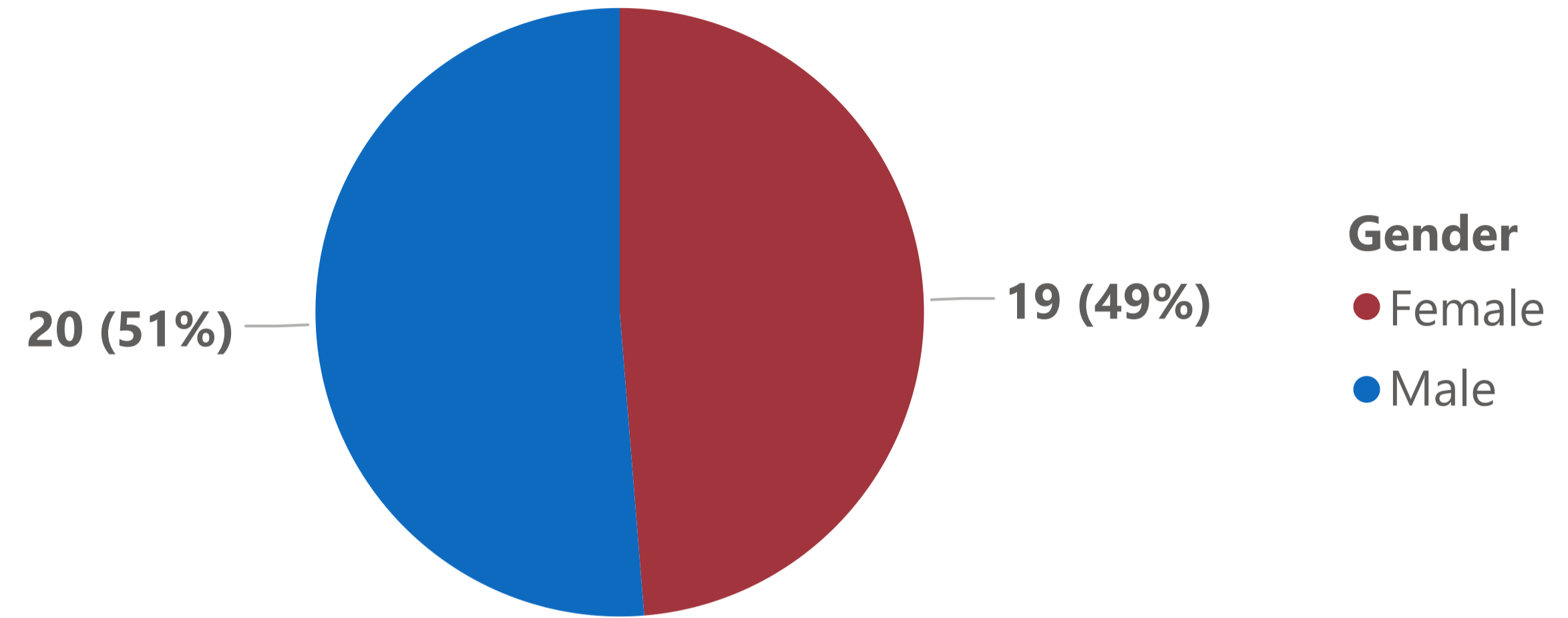
Change in Total Contacts from this quarter last year

# Demographics

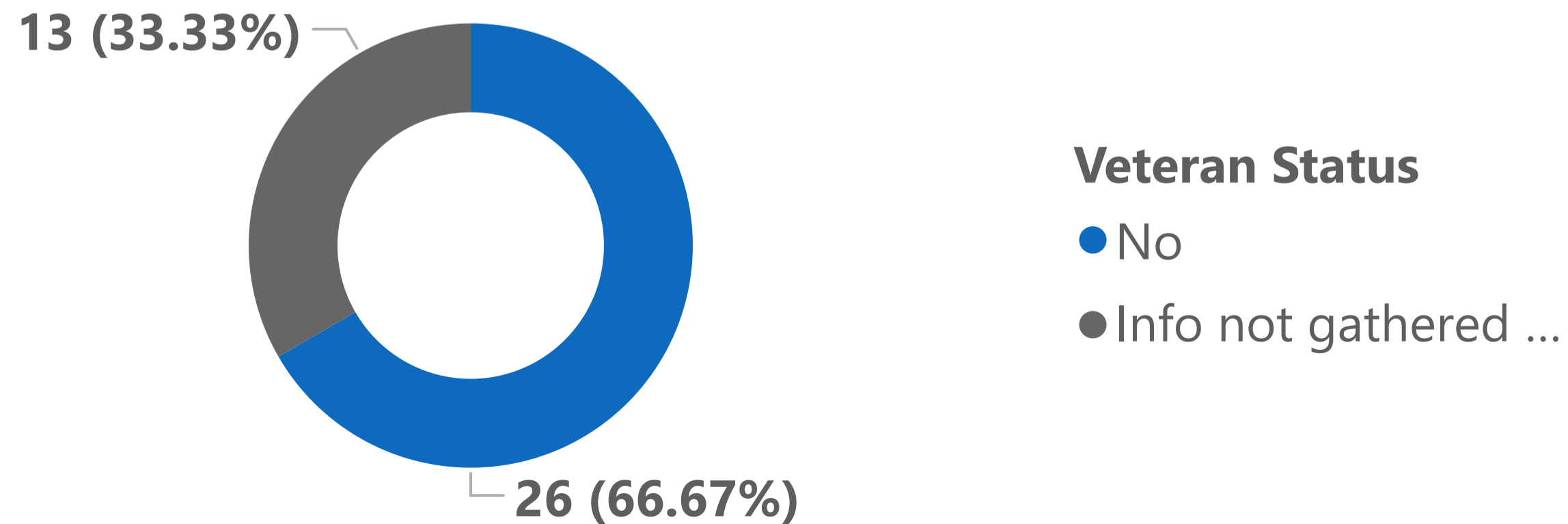
## Contacts by Language Preference



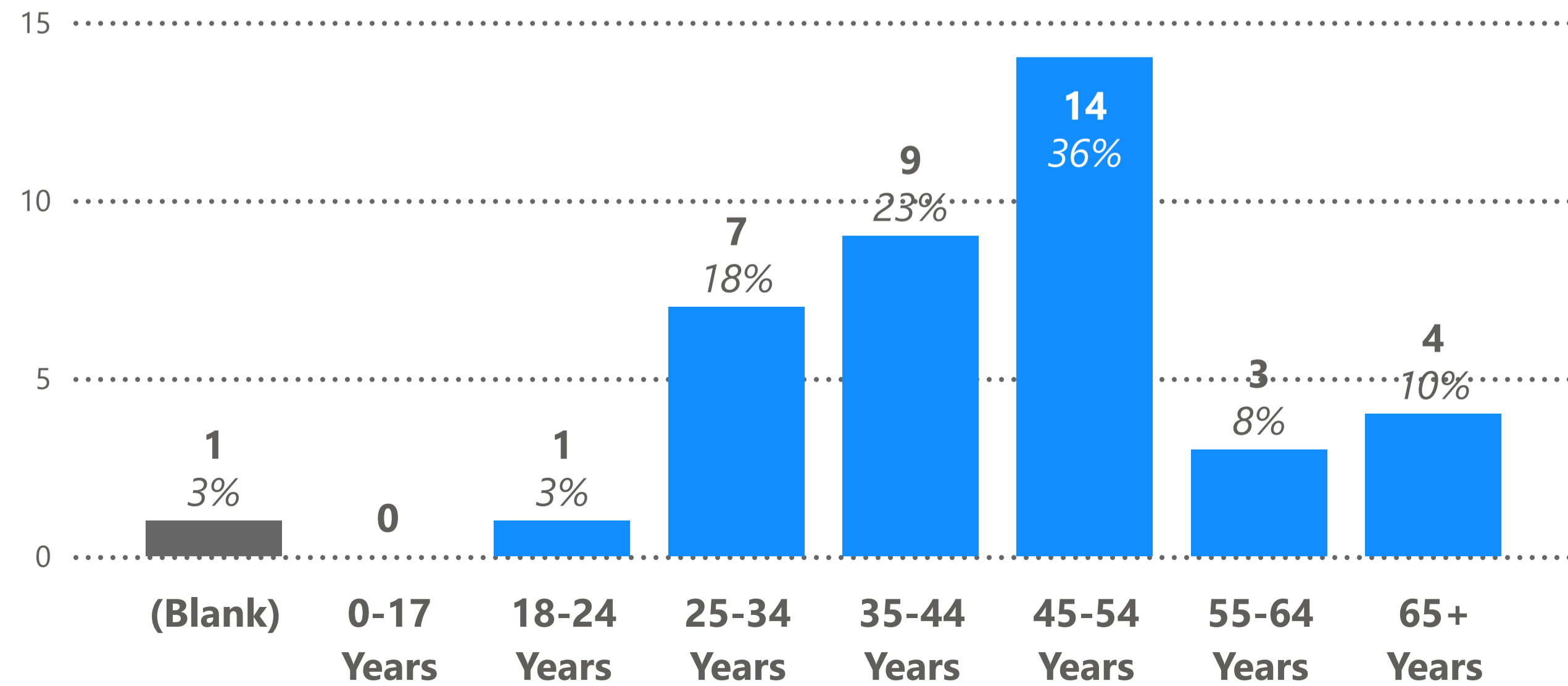
## Contacts by Gender



## Contacts by Veteran Status

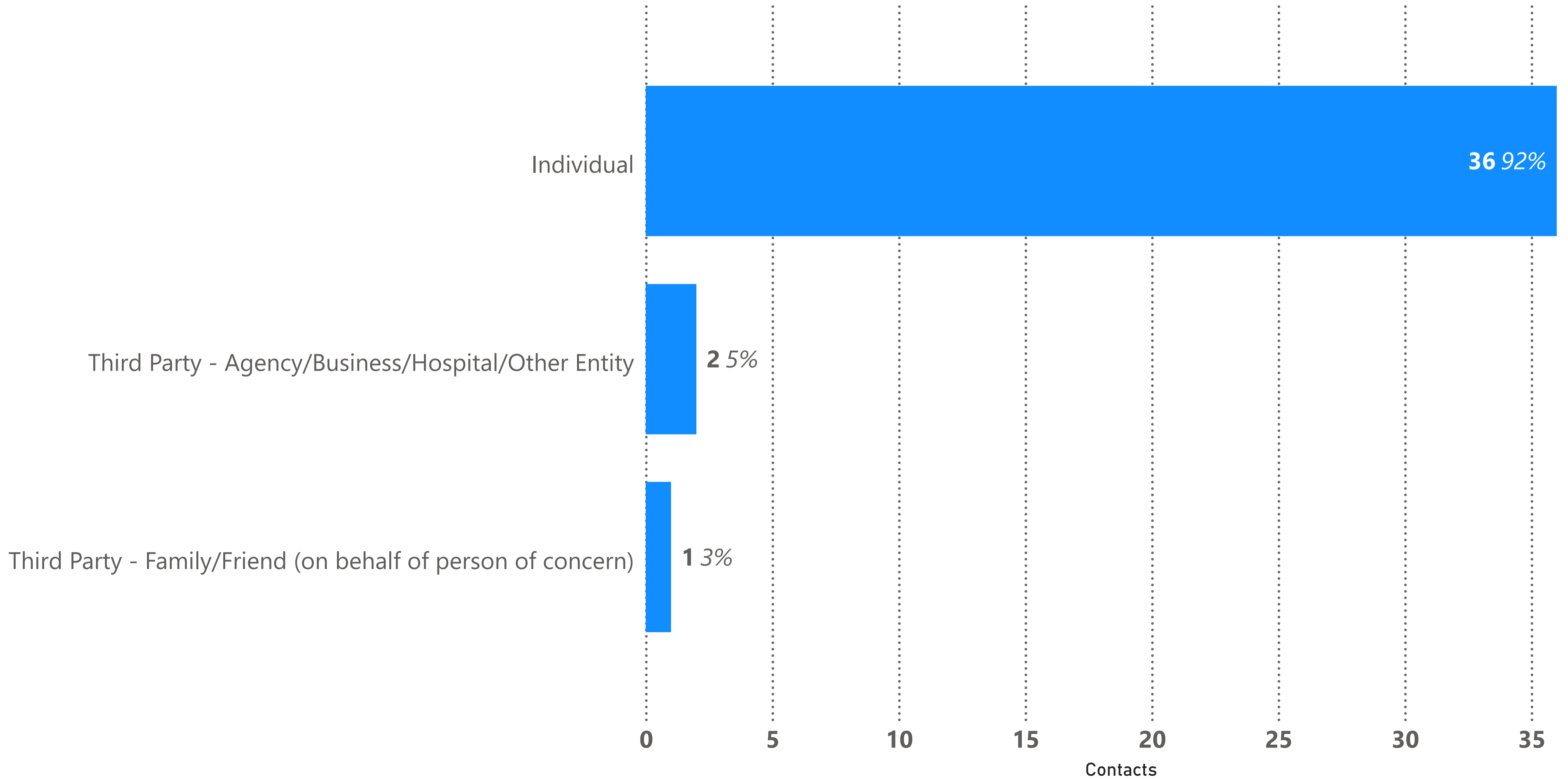


## Contacts by Age Group



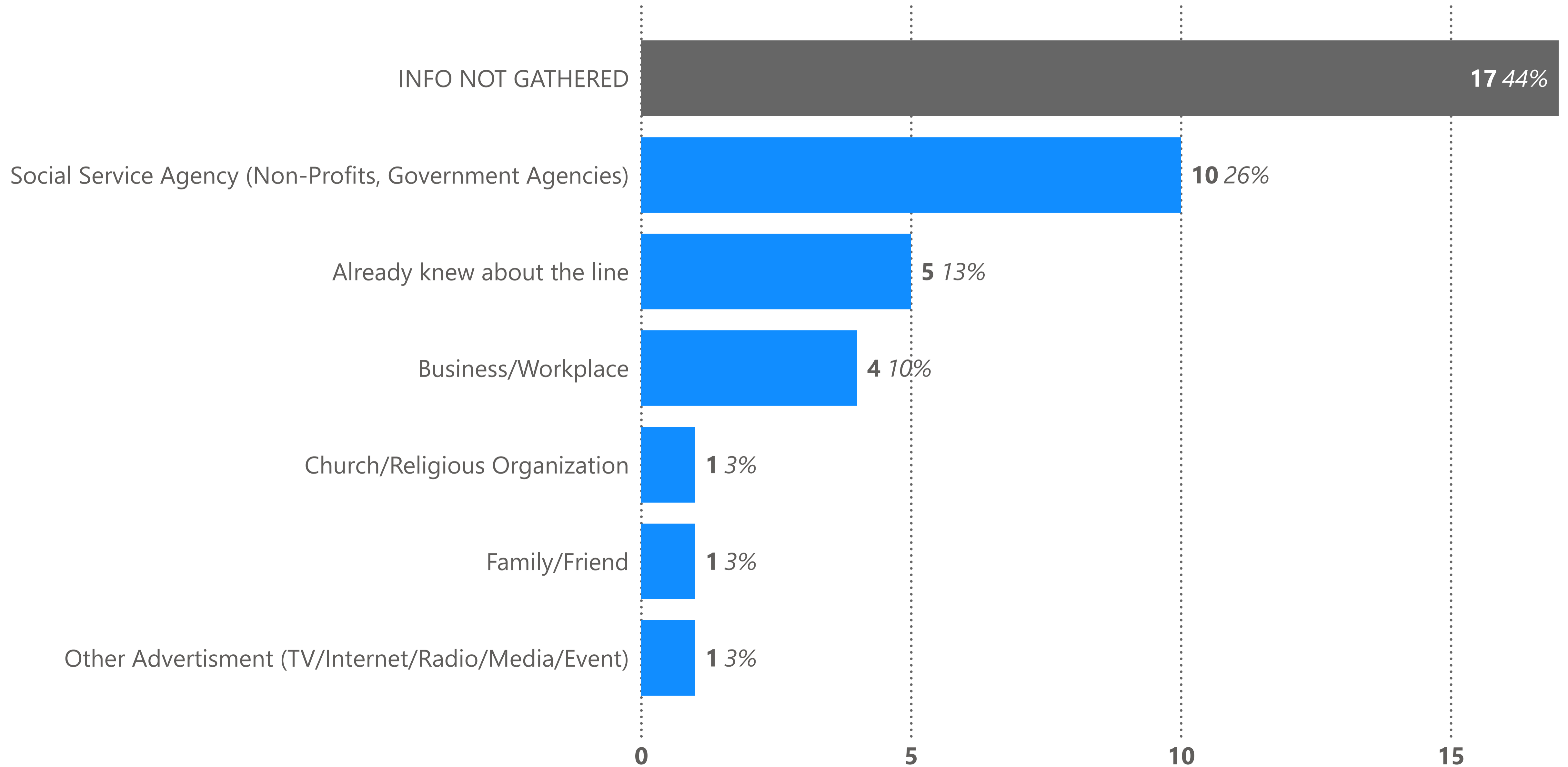
# Contact Person Type

Contacts by Contact Person Type



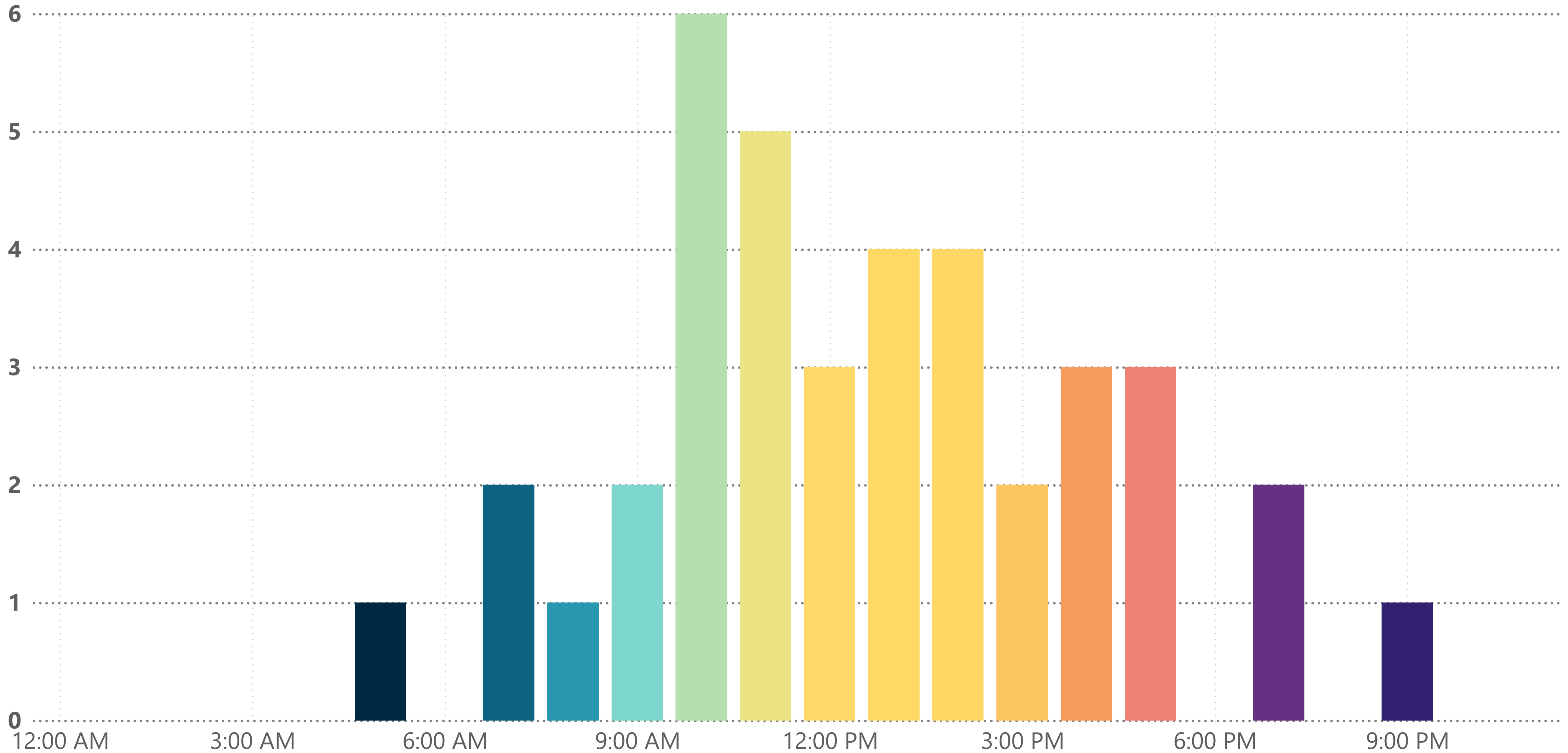
# Referral Source

## Contacts by Source of Referral to 211



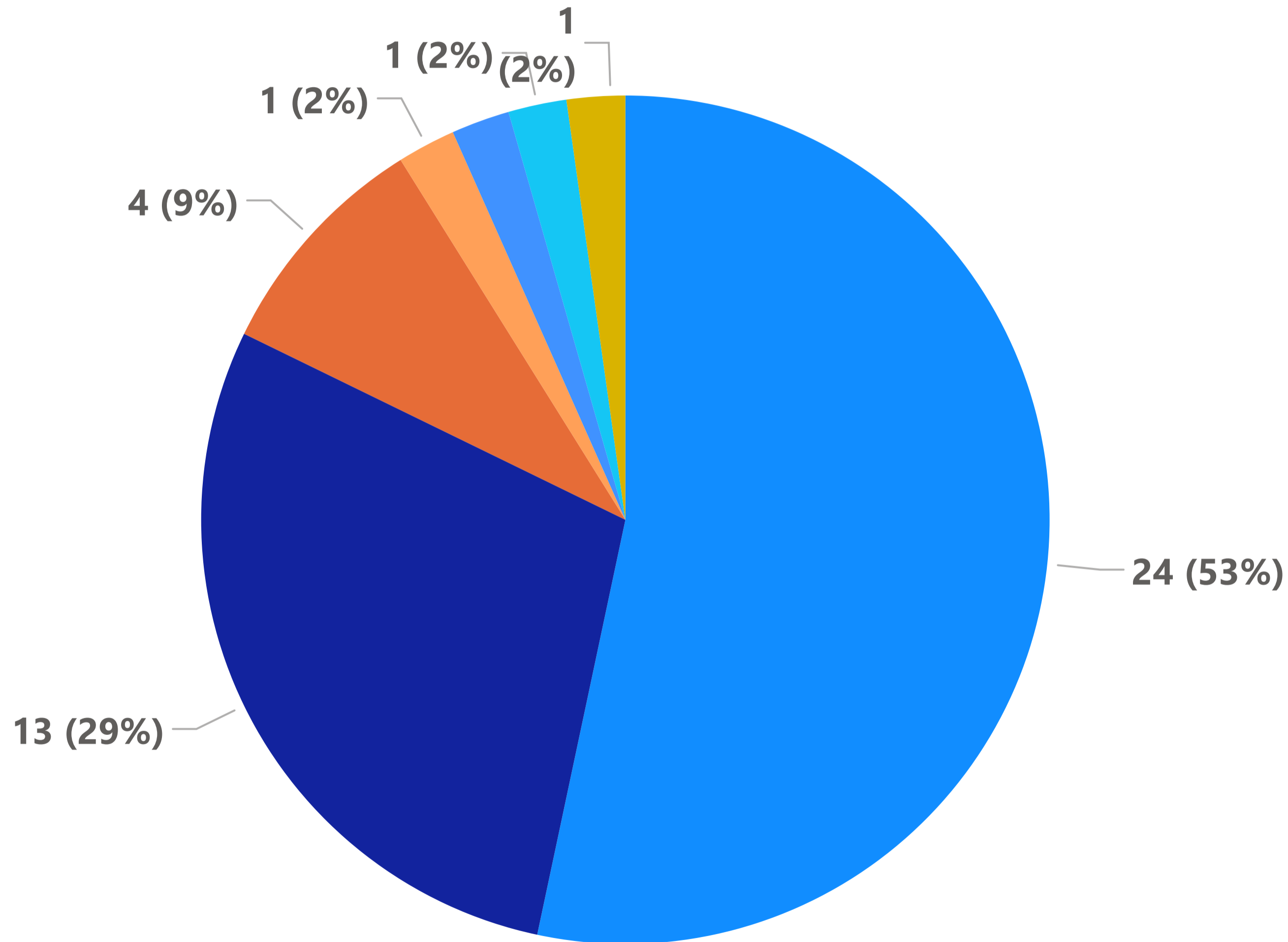
# Time of Day

Contacts by Time of Day



# AIRS Problem Needs

Needs by AIRS Problem Needs Category

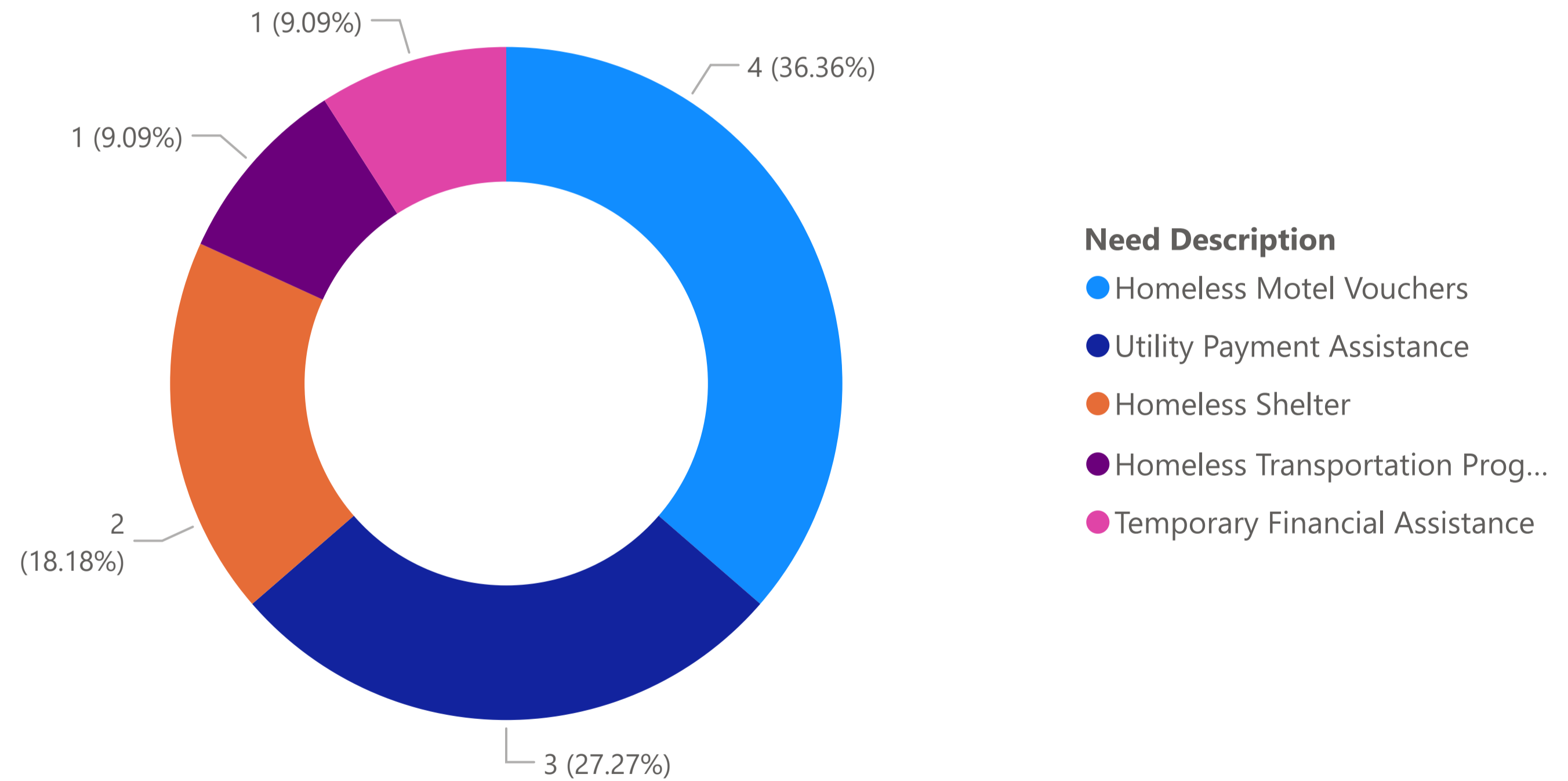


AIRS Problem Needs Category	Needs	% Referred
Housing	24	75%
Utility Assistance	13	92%
Income Support/Assistance	4	75%
Employment	1	100%
Information Services	1	100%
Mental Health & Substance Abuse	1	100%
Transportation	1	0%
<b>Total</b>	<b>45</b>	<b>80%</b>

# Unmet Needs

AIRS Category	Needs
<b>Housing</b>	<b>6</b>
<b>Homeless Motel Vouchers</b>	<b>4</b>
Service not listed in the area	4
<b>Homeless Shelter</b>	<b>2</b>
Client cannot access service due to lack of transportation	1
Service not listed in the area	1
<b>Income Support/Assistance</b>	<b>1</b>
<b>Temporary Financial Assistance</b>	<b>1</b>
Service out of funds	1
<b>Transportation</b>	<b>1</b>
<b>Homeless Transportation Programs</b>	<b>1</b>
Service not listed in the area	1
<b>Utility Assistance</b>	<b>3</b>
<b>Utility Payment Assistance</b>	<b>3</b>
Client ineligible due to other guidelines	2
Client rejected service referral for other reason	1
Service out of funds	1
<b>Total</b>	<b>11</b>

Unmet Needs by Need Type

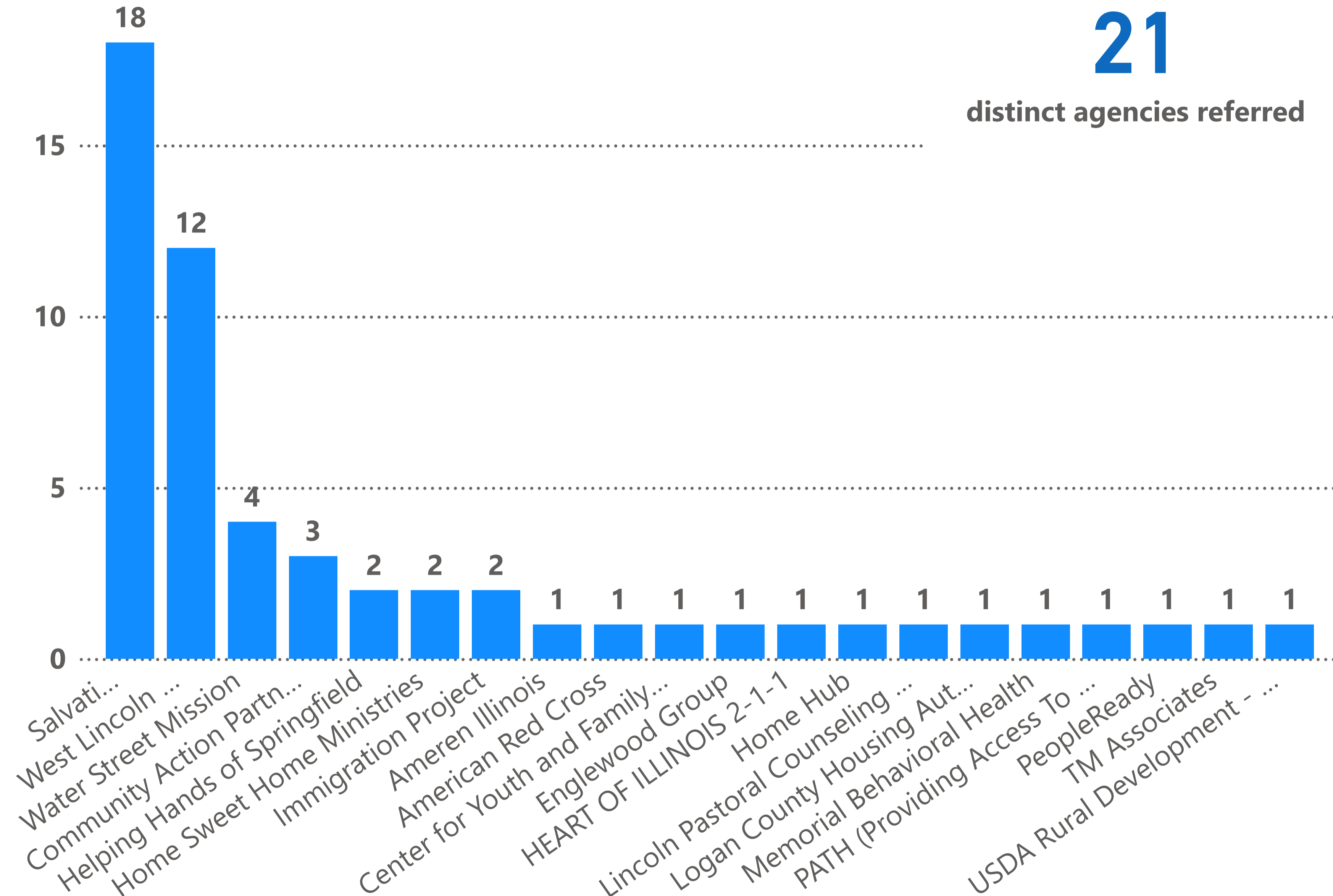




# Top Agency Referrals

Agency Referred	Referrals
Salvation Army Lincoln 360 Life Center	18
West Lincoln Township	12
Water Street Mission	4
Community Action Partnership of Central Illinois	3
Helping Hands of Springfield	2
Home Sweet Home Ministries	2
Immigration Project	2
Ameren Illinois	1
American Red Cross	1
Center for Youth and Family Solutions	1
Englewood Group	1
HEART OF ILLINOIS 2-1-1	1
Home Hub	1
Lincoln Pastoral Counseling Services	1
Logan County Housing Authority	1
Memorial Behavioral Health	1
PATH (Providing Access To Help)	1
PeopleReady	1
TM Associates	1
USDA Rural Development - Illinois	1
<b>Total</b>	<b>56</b>

Referrals by Agency Referred (Top 10)



**21**

**distinct agencies referred**

# Useful Links

[PATH Inc. Online Database](#): Look up resources in our database directly.

[PATH Inc. New Agency Form](#): Request your agency's inclusion in our database.

[Web Survey Portal](#): Request changes to your agency's existing database entry.

[PATH Inc. Website](#): View PATH's public information, including 211 alternate numbers, tips for using our online database, and information for agencies looking to add or update entries.

[Illinois 211 Dashboard](#): IL 211's ongoing project for aggregating contact center data.

[211 Counts](#): This provides a different lens to view our data. It focuses primarily on needs, rather than contacts.

[Inform USA](#): The nation's foremost accrediting body for Information & Referral (including services like 211), through which PATH Inc. proudly maintains professional accreditation.