

# 211 Quarterly Report

2024 - Quarter 2

**Logan County**



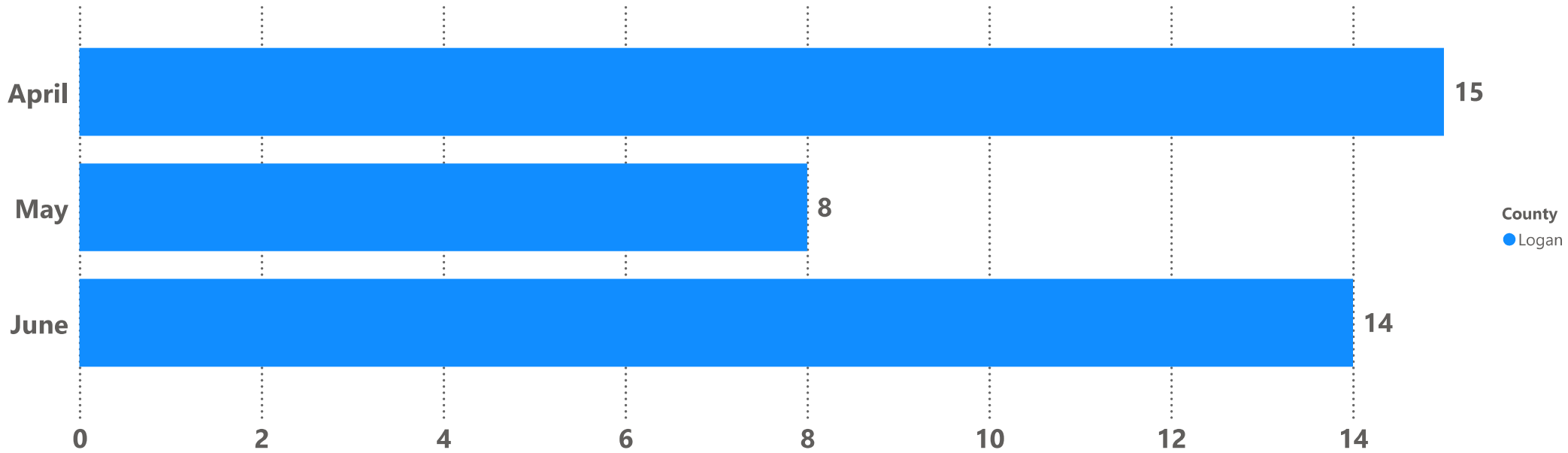
## Table of Contents

- . Overview
- . Demographics
- . Contact Type
- . Referral Source
- . Time of Day
- . Need Categories
- . Unmet Needs
- . Top Agency Referrals
- . Useful Links

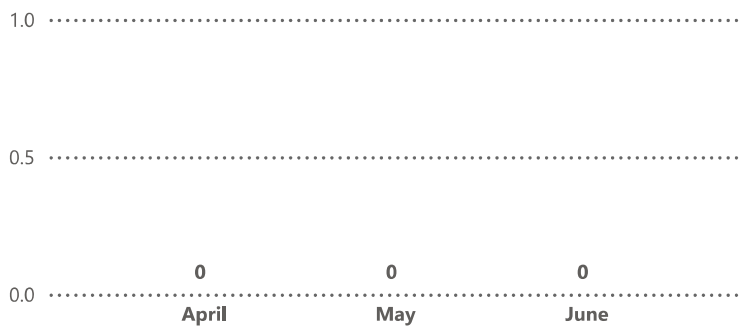


# Overview

Contacts by Month and County



Texts by Month and County



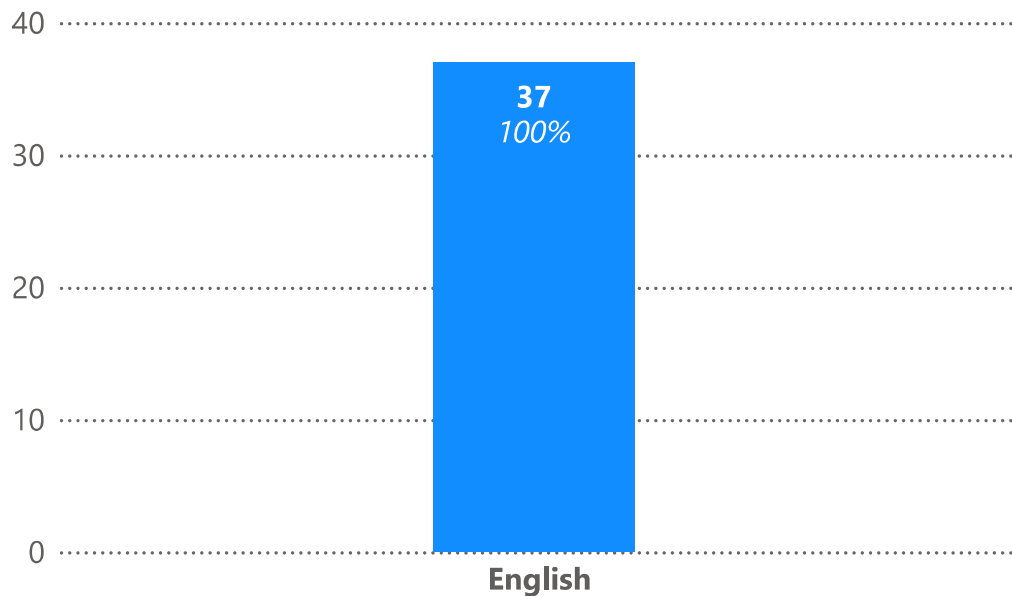
Contact Type	Contacts
211 Phone Call	37
<b>Total</b>	<b>37</b>

**3%**

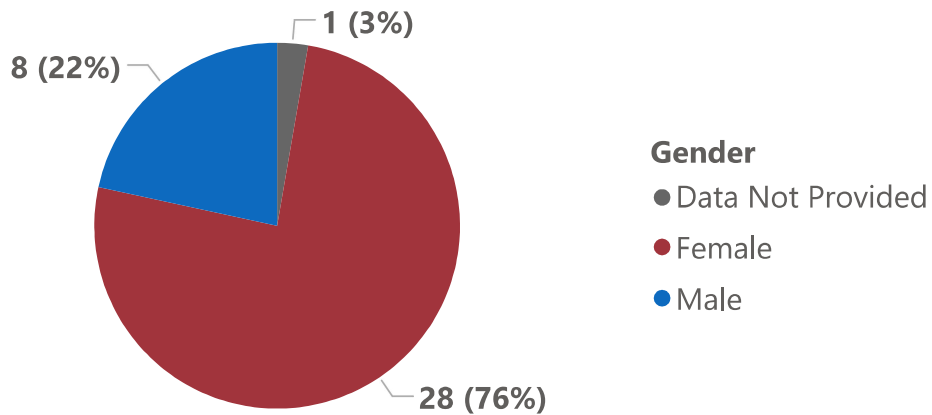
Change in Total Contacts from this quarter last year

# Demographics

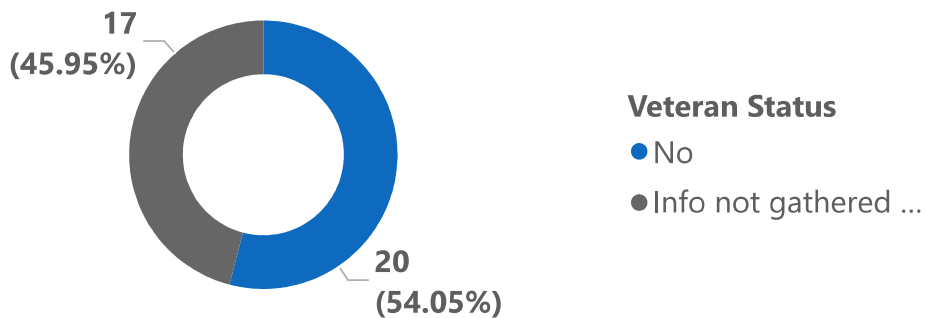
### Contacts by Language Preference



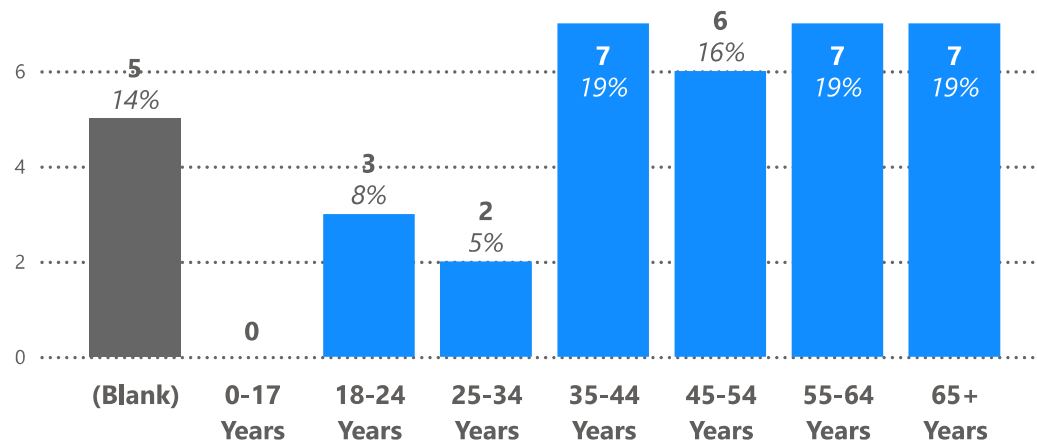
### Contacts by Gender



### Contacts by Veteran Status

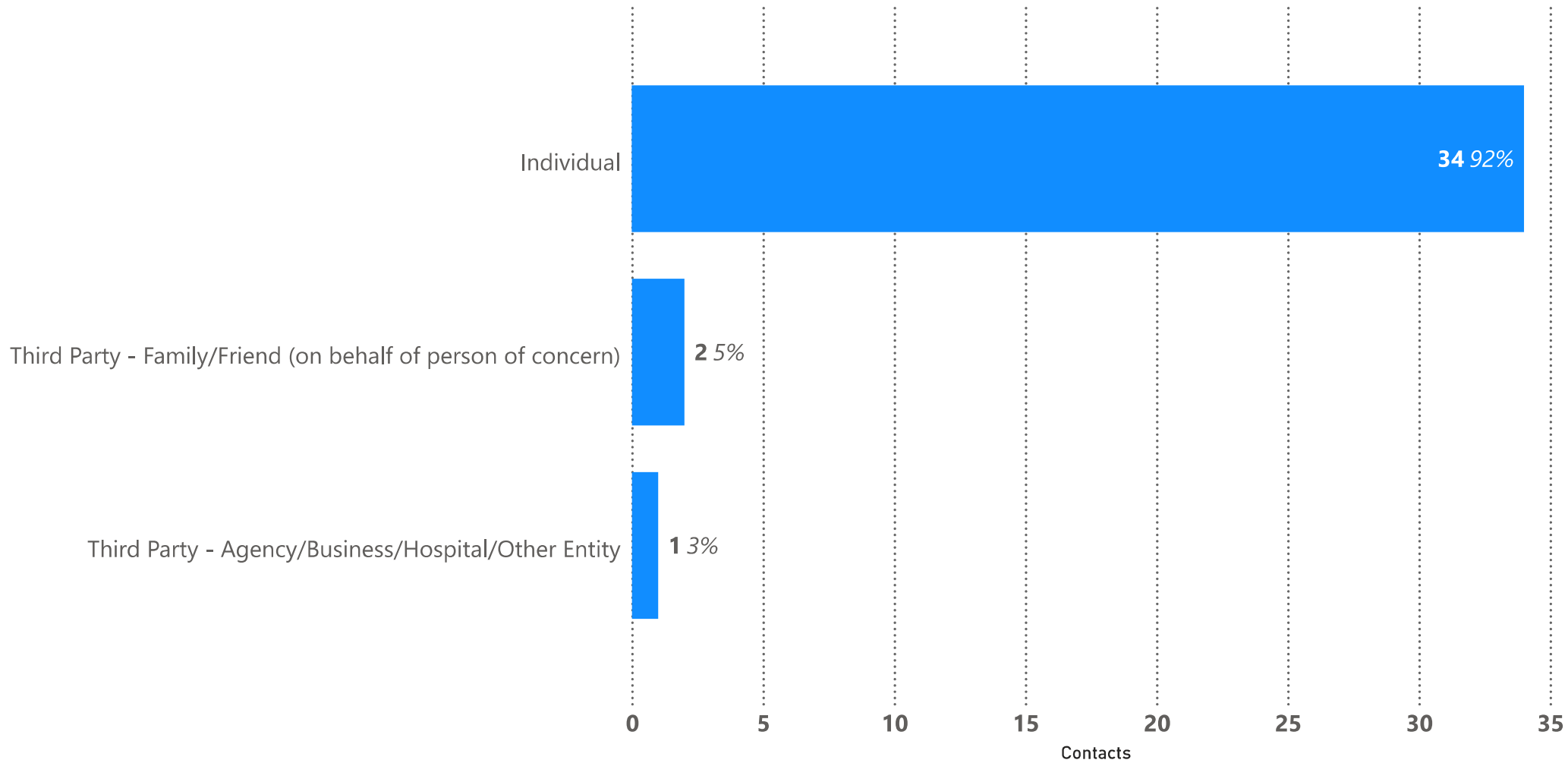


### Contacts by Age Group



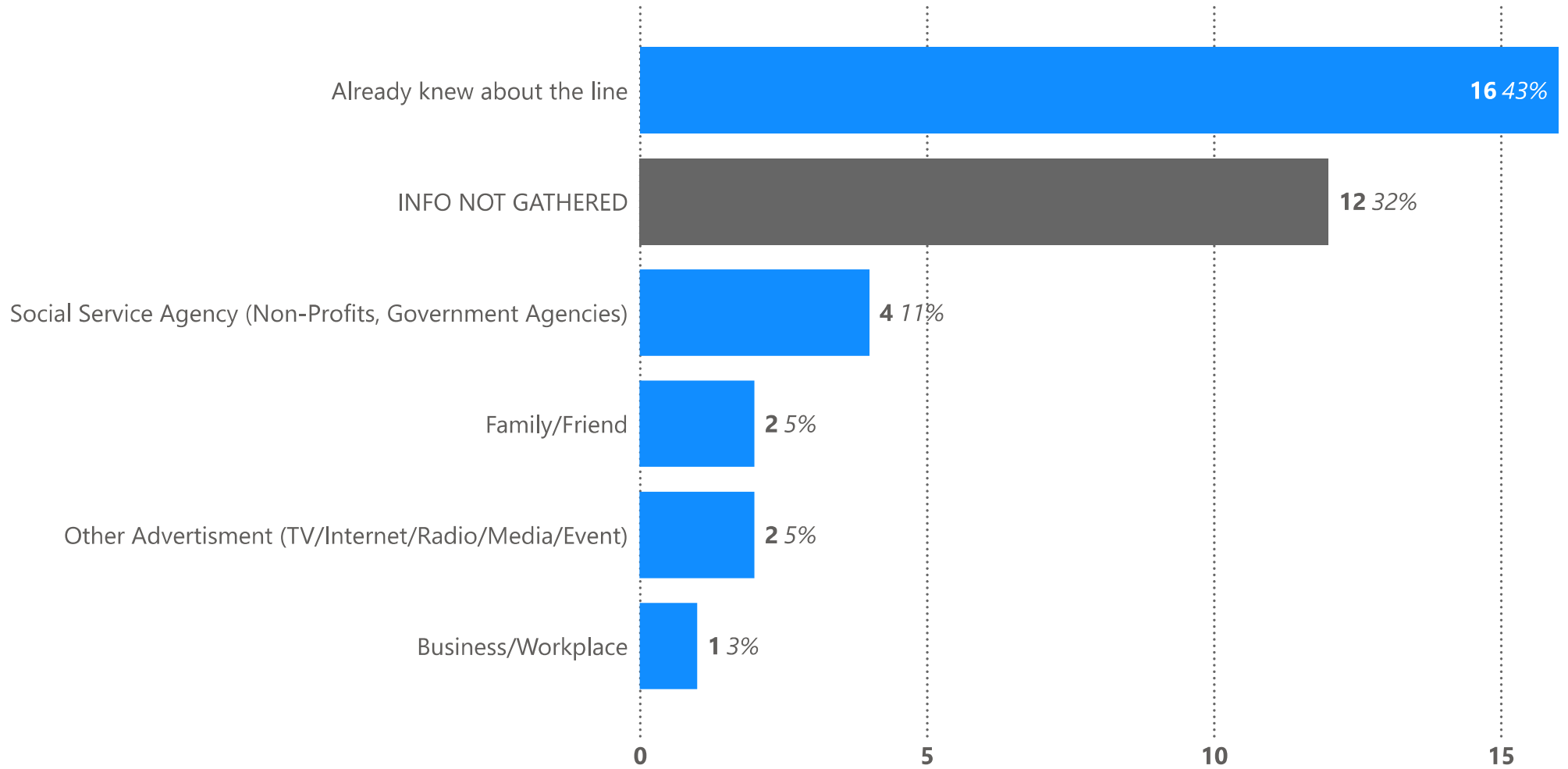
# Contact Person Type

Contacts by Contact Person Type



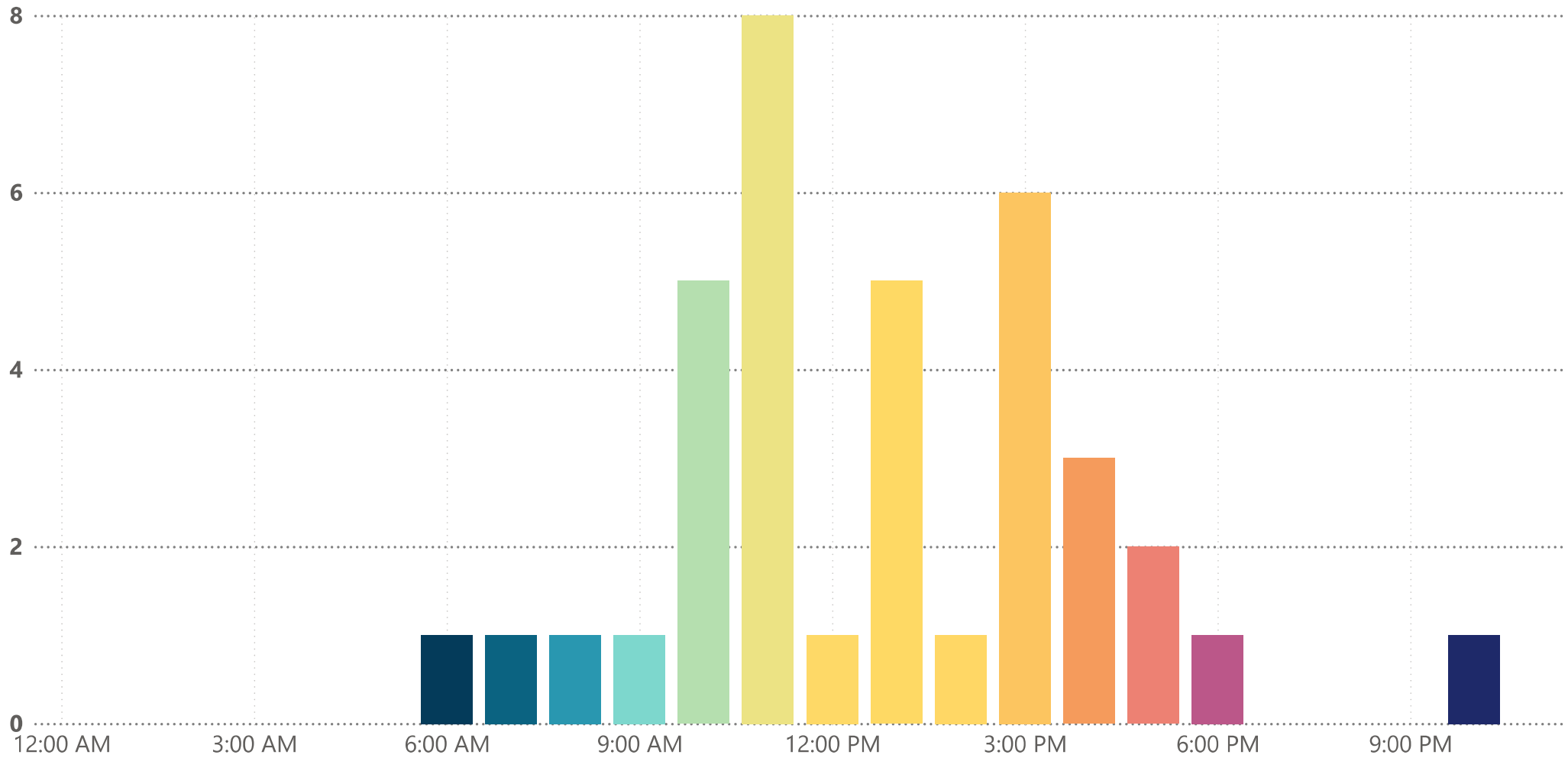
# Referral Source

Contacts by Source of Referral to 211



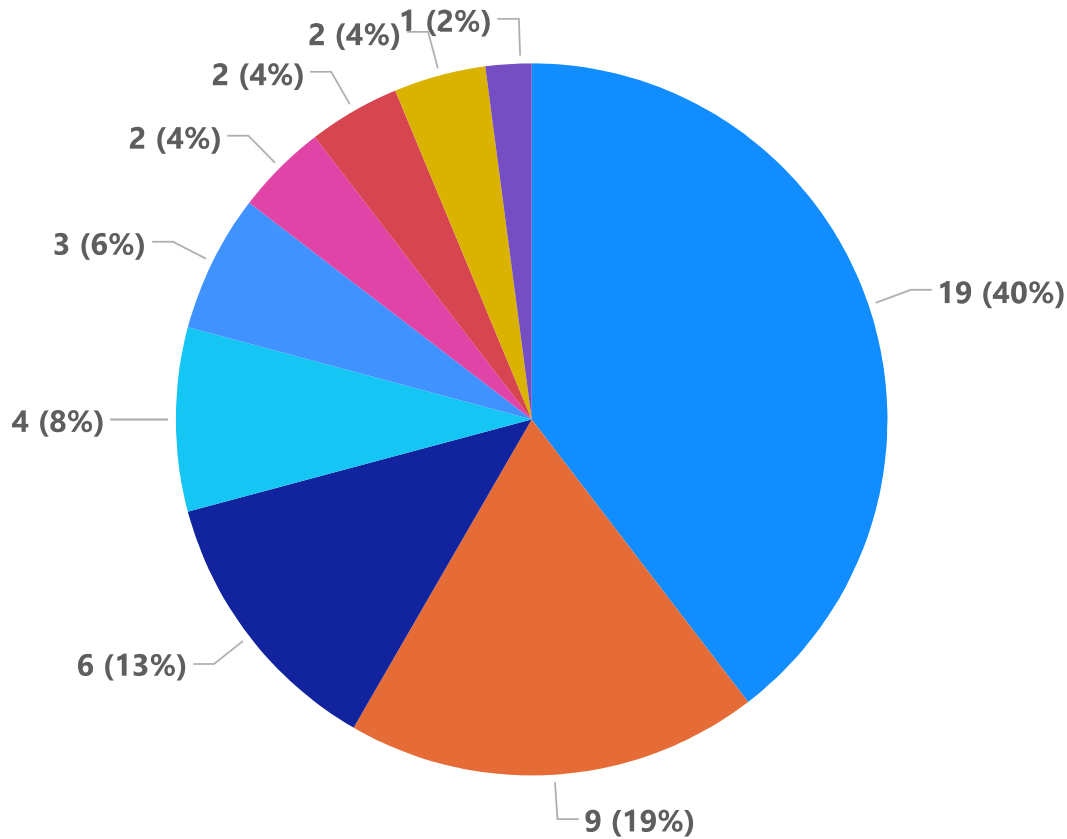
# Time of Day

Contacts by Time of Day



# AIRS Problem Needs

Needs by AIRS Problem Needs Category

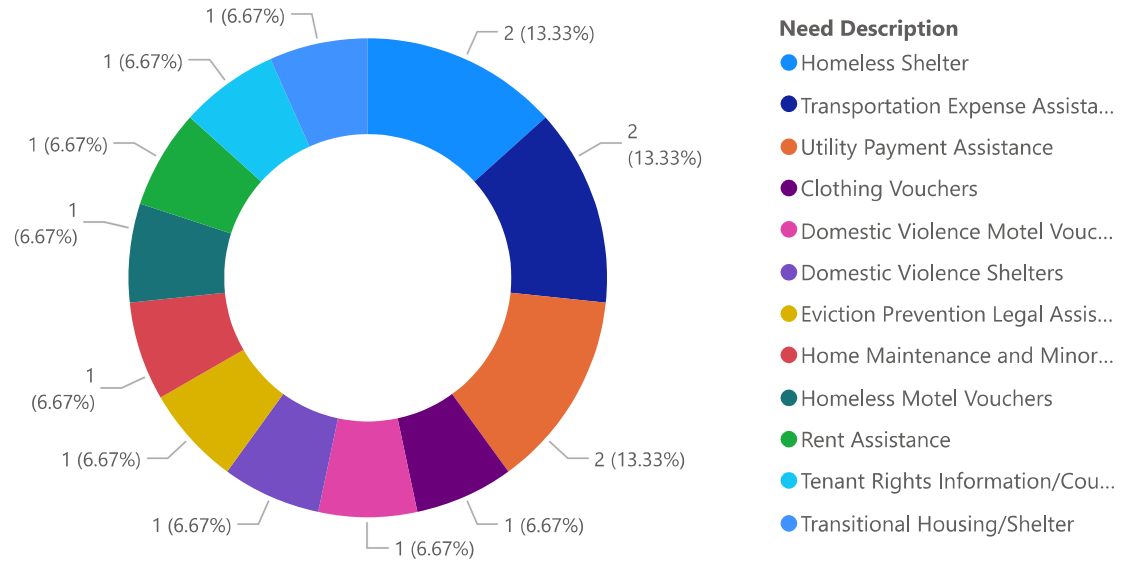


AIRS Problem Needs Category	Needs	% Referred
Housing	19	68%
Income Support/Assistance	9	100%
Utility Assistance	6	83%
Mental Health & Substance Abuse	4	100%
Information Services	3	100%
Clothing & Household	2	50%
Health Care	2	100%
Transportation	2	0%
Individual, Family, and Community Support	1	0%
<b>Total</b>	<b>48</b>	<b>77%</b>

# Unmet Needs

Unmet Needs by Need Type

AIRS Category	Needs
<b>Clothing &amp; Household</b>	<b>1</b>
+ Clothing Vouchers	1
<b>Housing</b>	<b>9</b>
+ Domestic Violence Motel Vouchers	1
+ Domestic Violence Shelters	1
+ Eviction Prevention Legal Assistance	1
+ Homeless Motel Vouchers	1
+ Homeless Shelter	2
+ Rent Assistance	1
+ Tenant Rights Information/Counseling	1
+ Transitional Housing/Shelter	1
<b>Individual, Family, and Community Support</b>	<b>1</b>
+ Home Maintenance and Minor Repair Services	1
<b>Transportation</b>	<b>2</b>
+ Transportation Expense Assistance	2
<b>Utility Assistance</b>	<b>2</b>
+ Utility Payment Assistance	2
<b>Total</b>	<b>15</b>

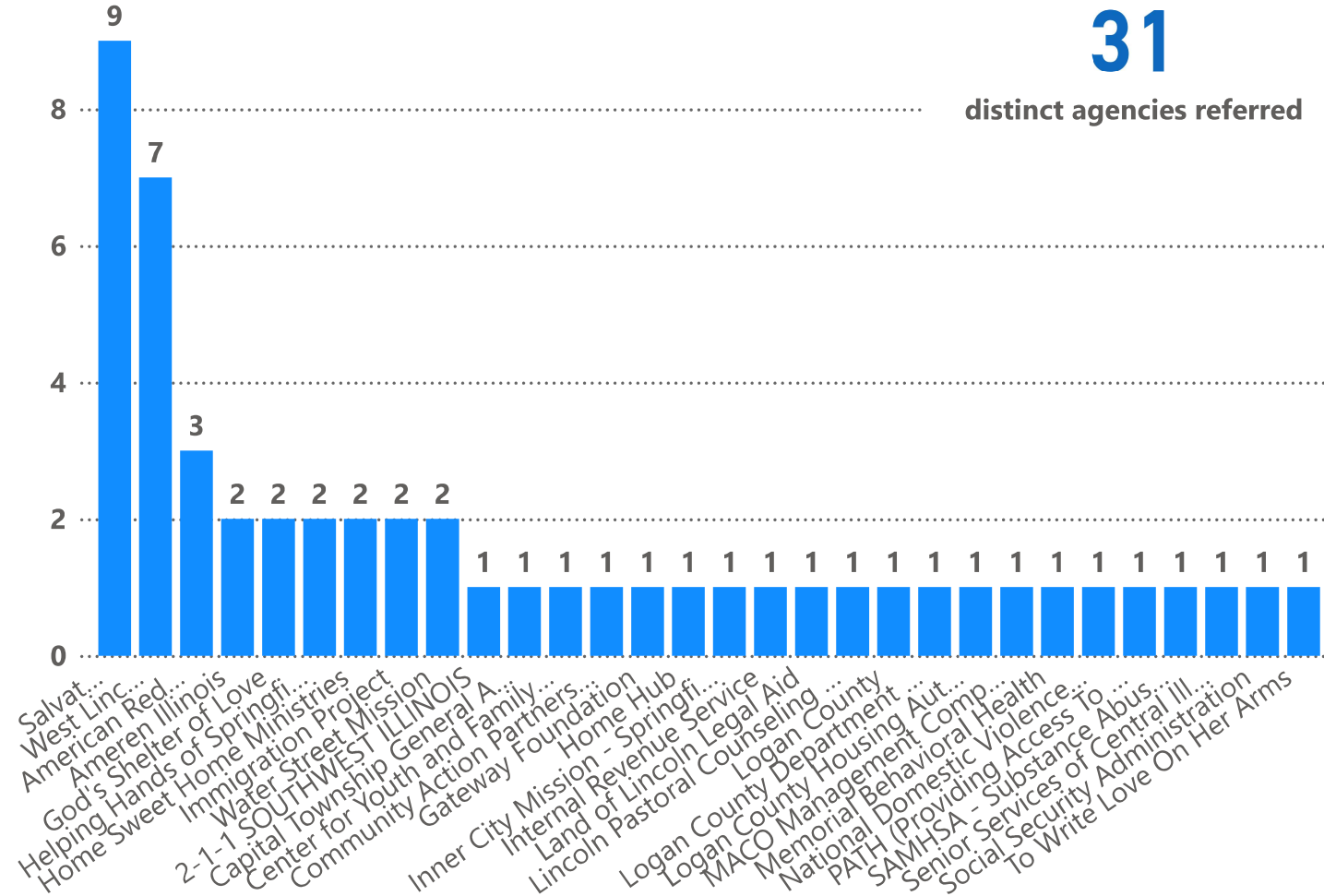




# Top Agency Referrals

Agency Referred	Referrals
Salvation Army Lincoln 360 Life Center	9
West Lincoln Township	7
American Red Cross	3
Ameren Illinois	2
God's Shelter of Love	2
Helping Hands of Springfield	2
Home Sweet Home Ministries	2
Immigration Project	2
Water Street Mission	2
2-1-1 SOUTHWEST ILLINOIS	1
Capital Township General Assistance Office	1
Center for Youth and Family Solutions	1
Community Action Partnership of Central Illinois	1
Gateway Foundation	1
Home Hub	1
Inner City Mission - Springfield	1
Internal Revenue Service	1
Land of Lincoln Legal Aid	1
Lincoln Pastoral Counseling Services	1
Logan County	1
Logan County Department of Public Health	1
Logan County Housing Authority	1
MACO Management Company	1
Memorial Behavioral Health	1
National Domestic Violence Hotline	1
PATH (Providing Access To Help)	1
SAMHSA - Substance Abuse and Mental Services	1
<b>Total</b>	<b>52</b>

Referrals by Agency Referred (Top 10)



# 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.