

# 211 Quarterly Report

2024 - Quarter 1

Logan County



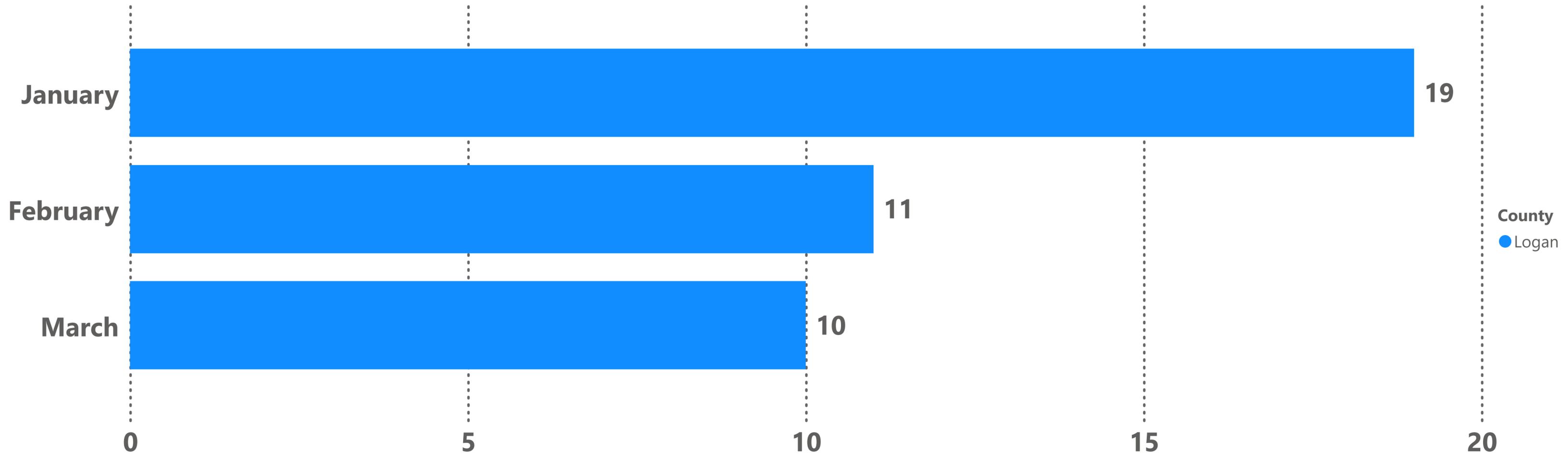
## Table of Contents

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

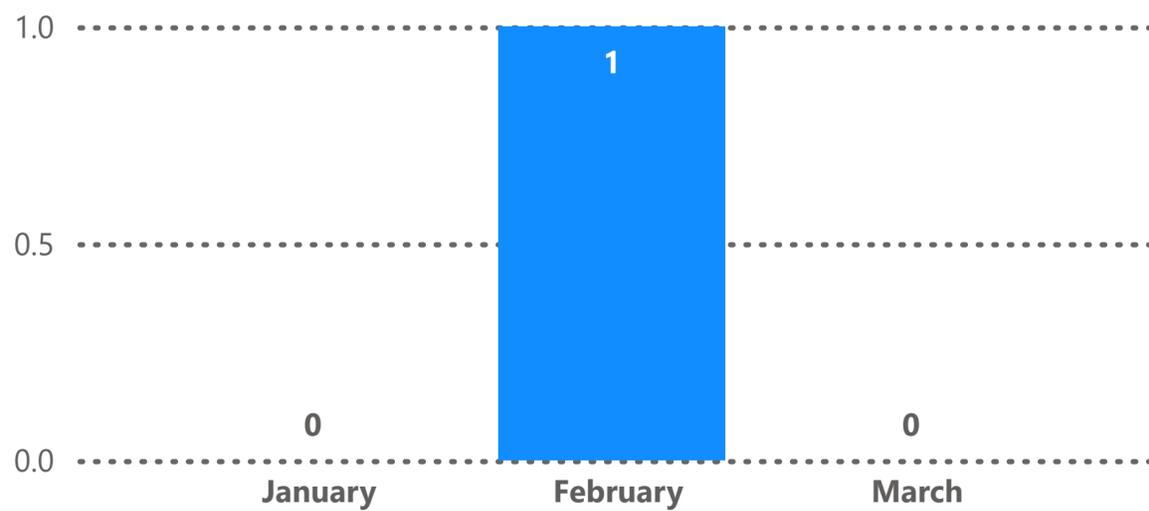


# Overview

## Contacts by Month and County



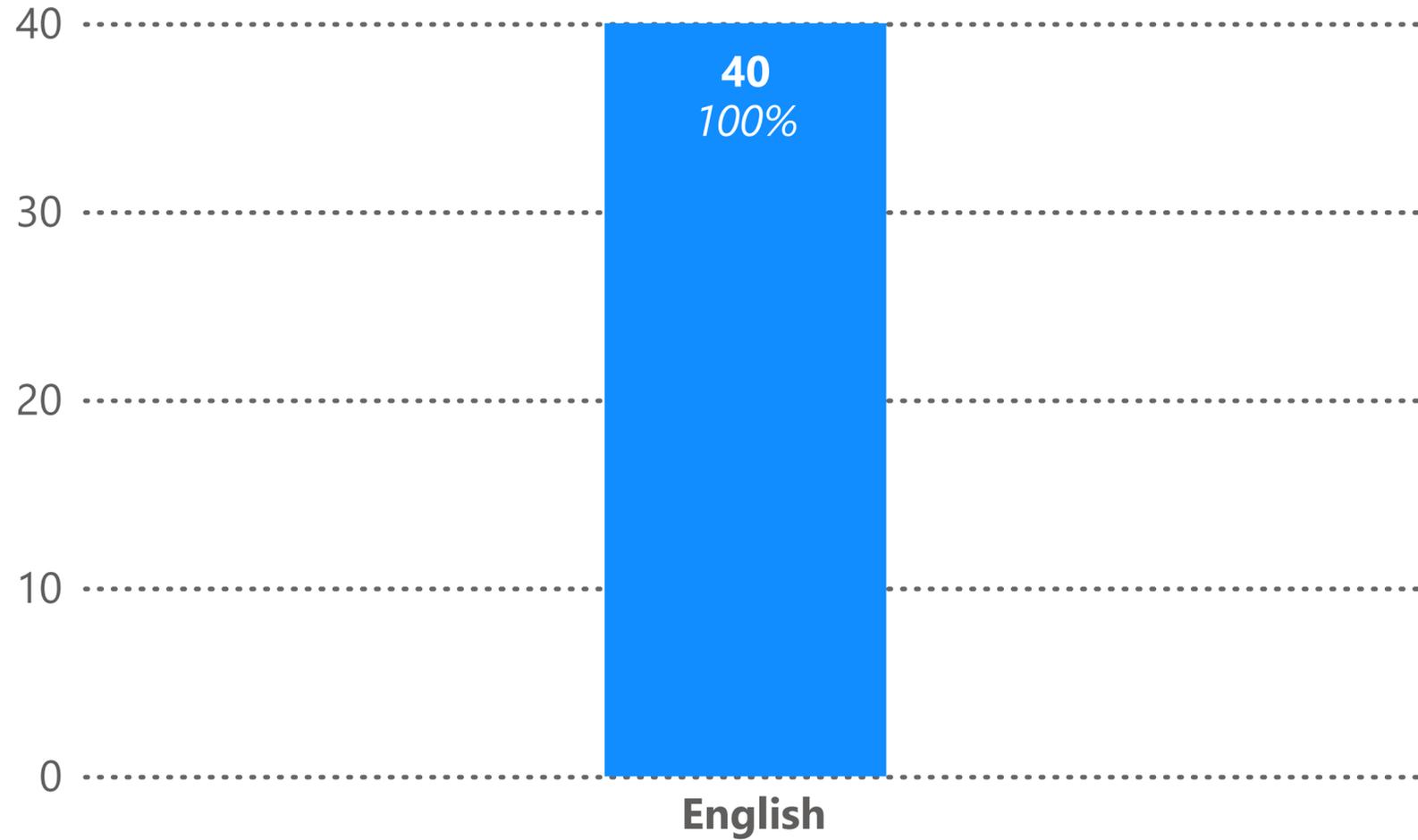
## Texts by Month and County



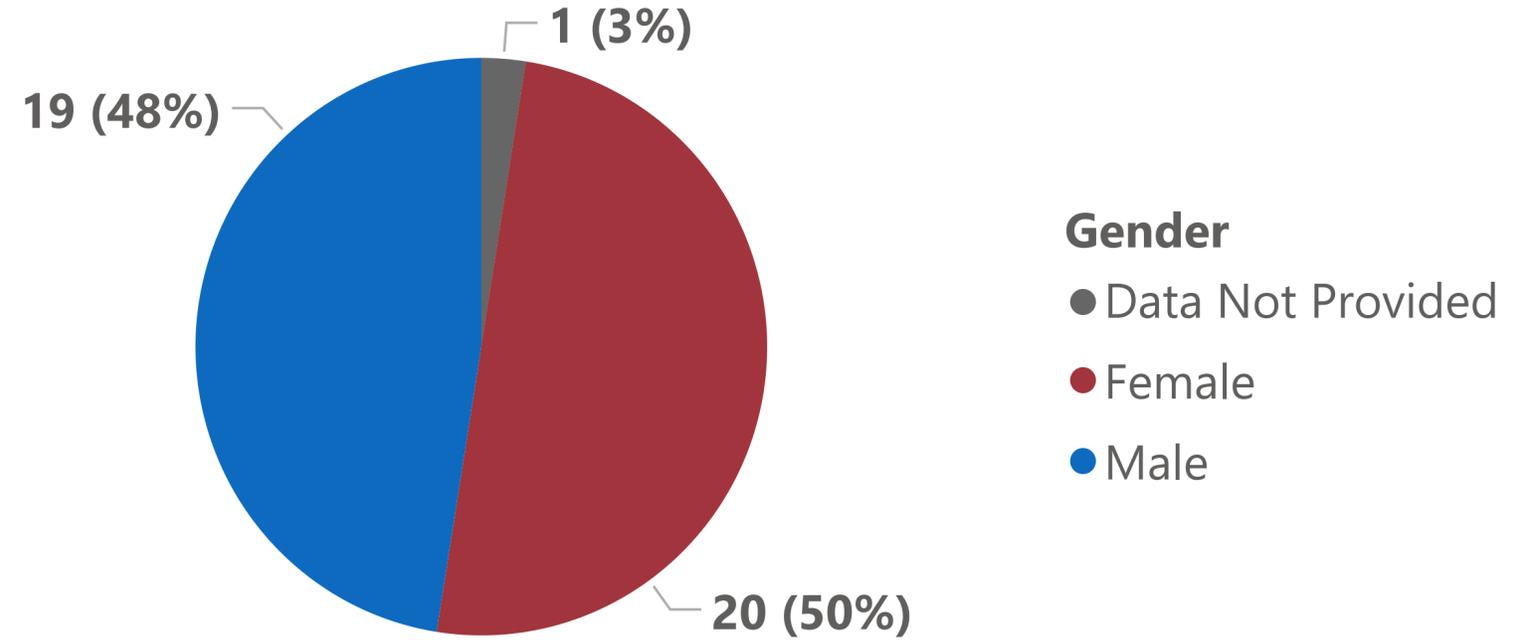
Contact Type	Contacts
211 Phone Call	39
211 Texting	1
<b>Total</b>	<b>40</b>

# Demographics

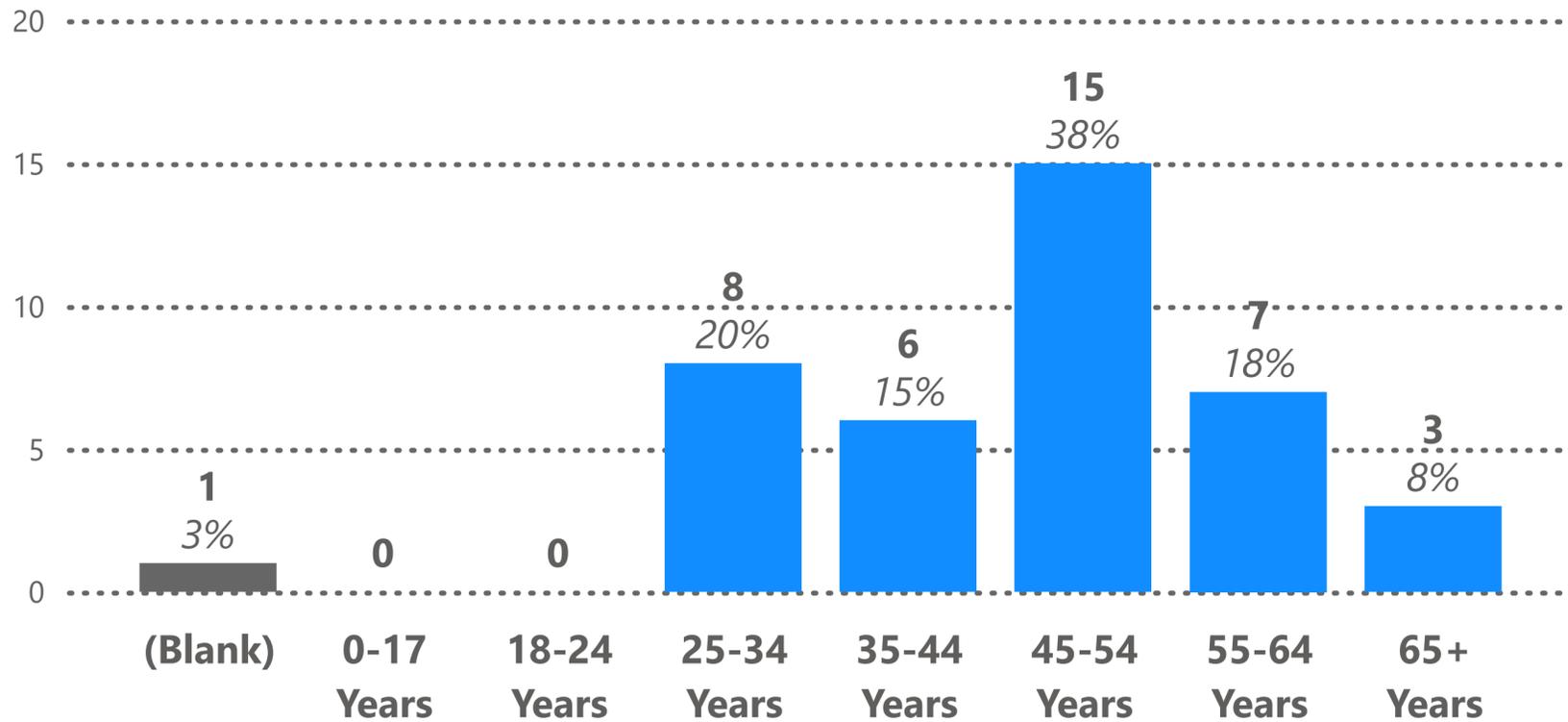
### Contacts by Language Preference



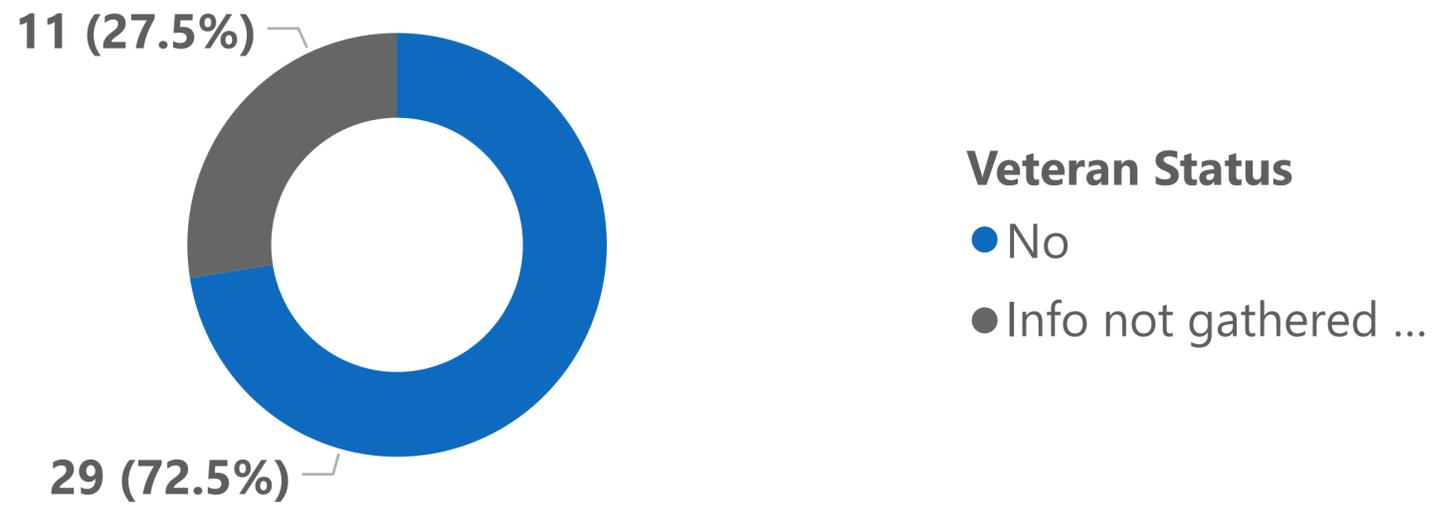
### Contacts by Gender



### Contacts by Age Group

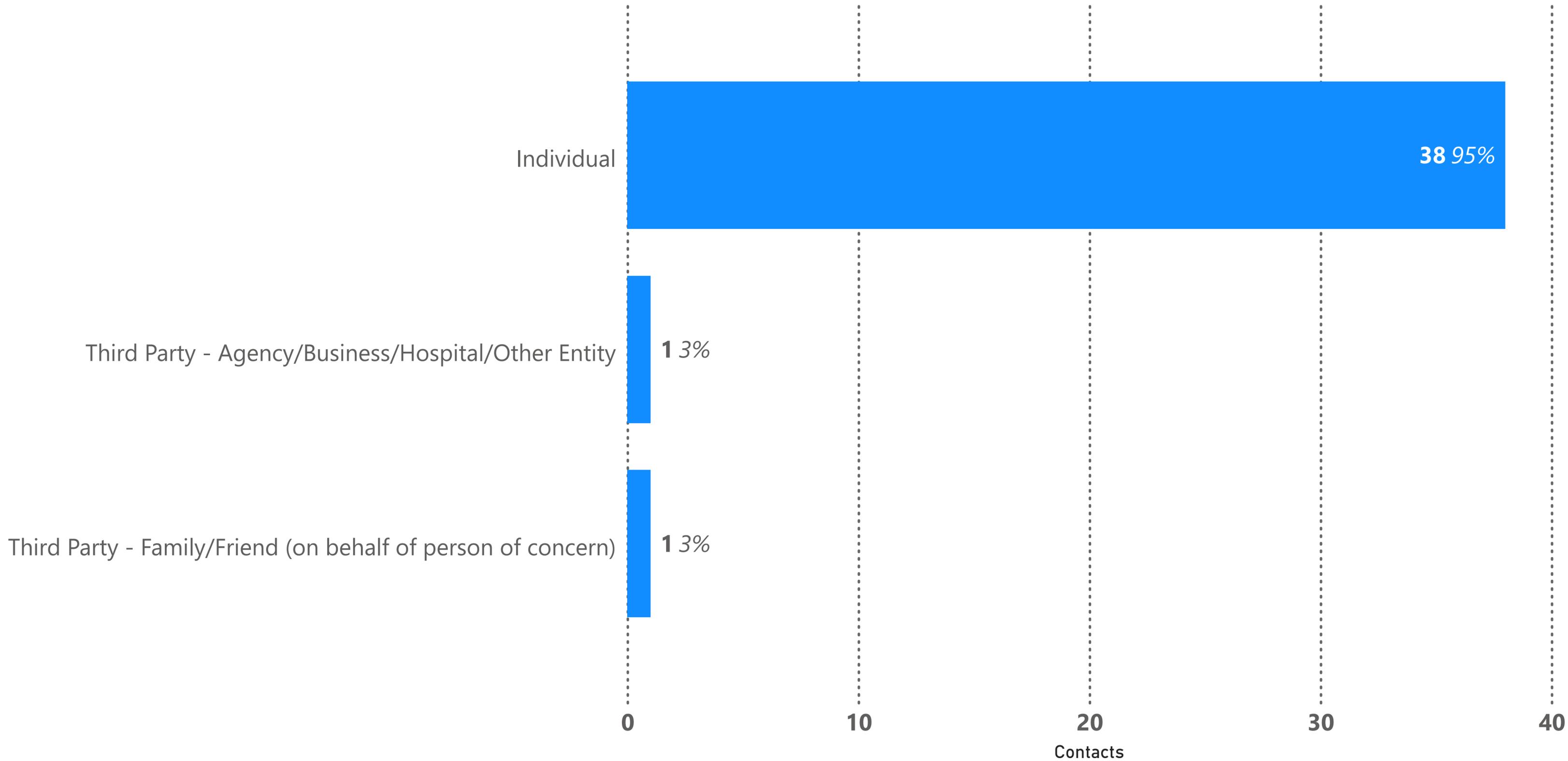


### Contacts by Veteran Status



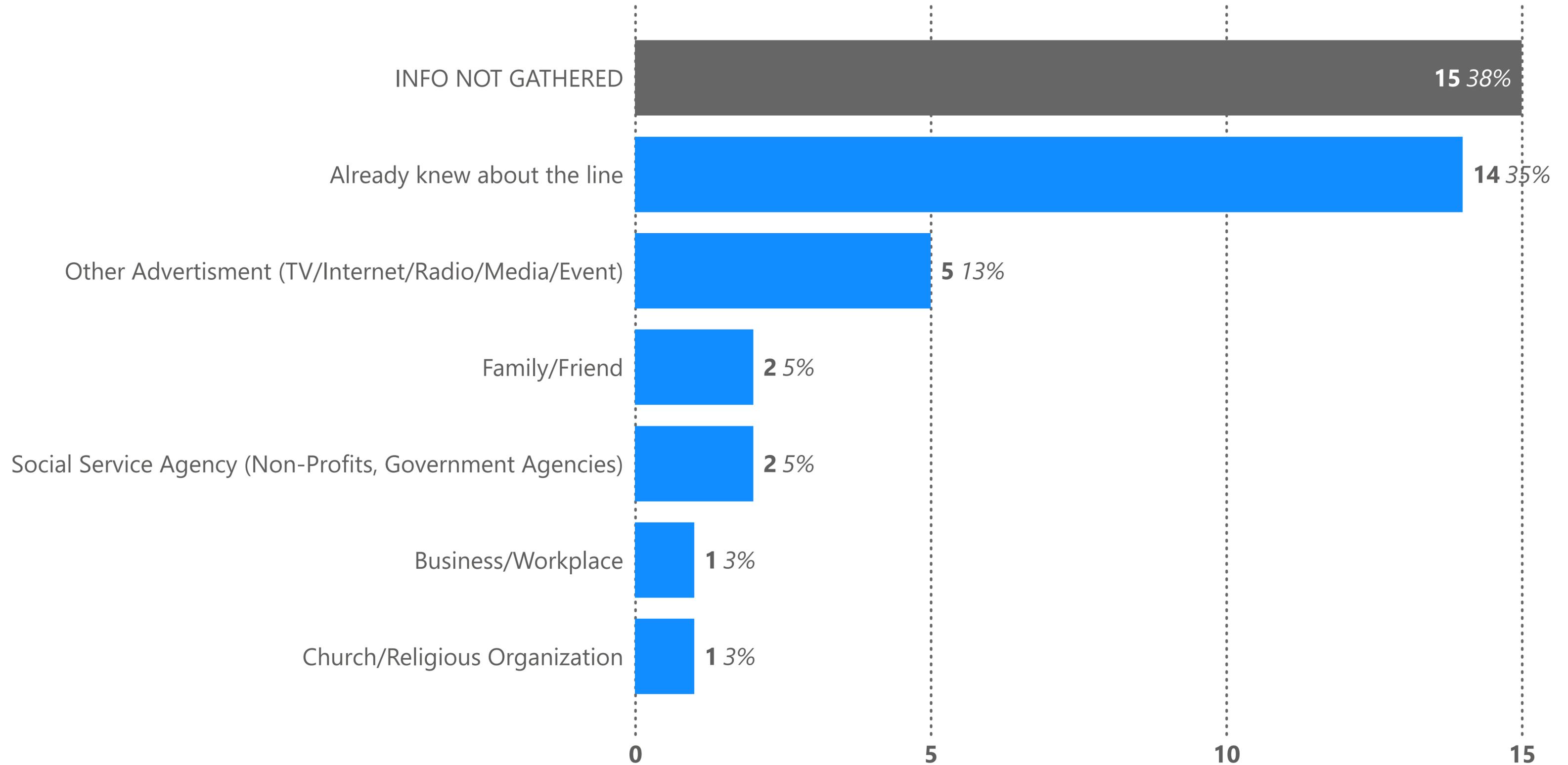
# Contact Person Type

Contacts by Contact Person Type



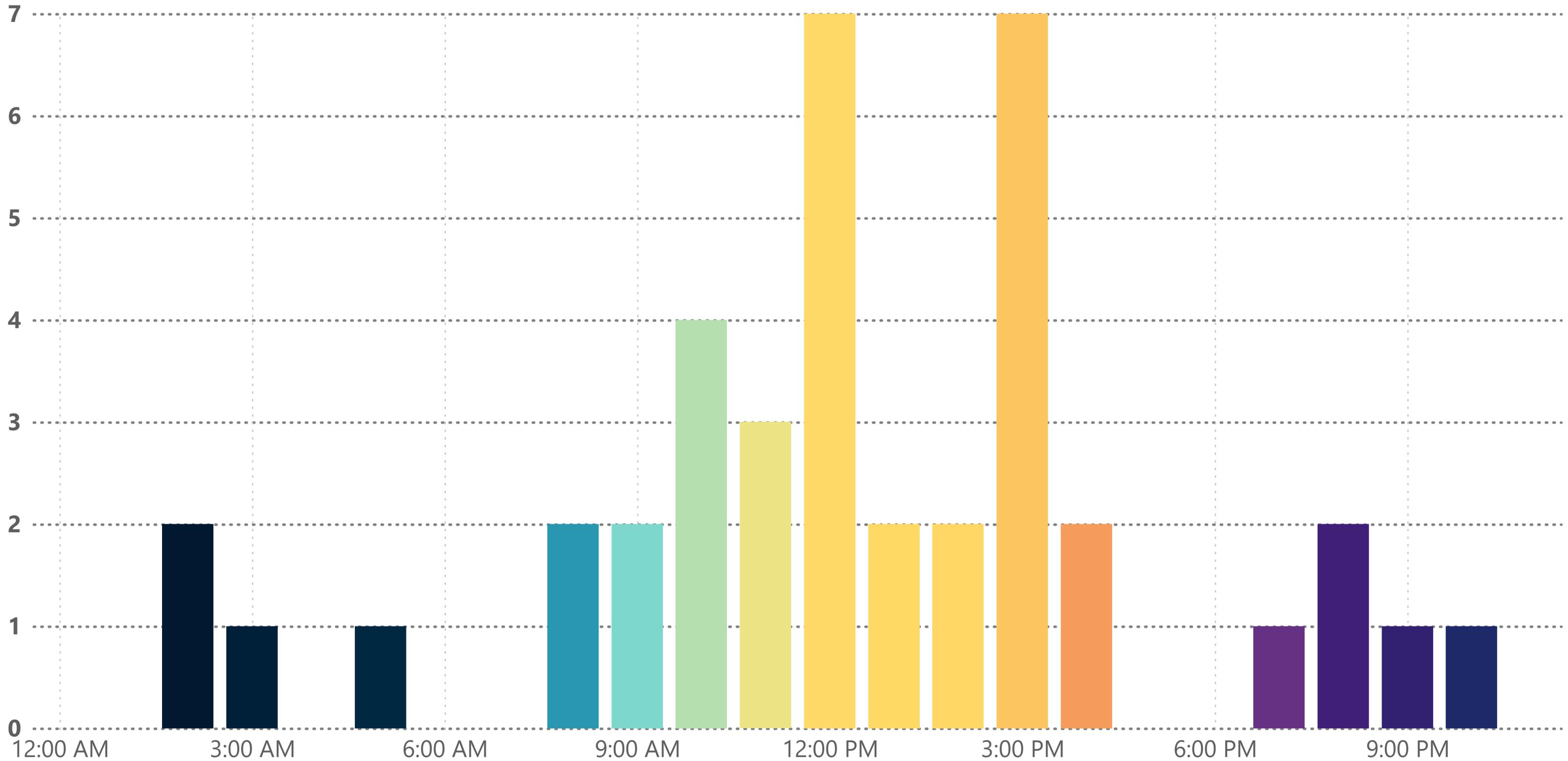
# Referral Source

## Contacts by Source of Referral to 211



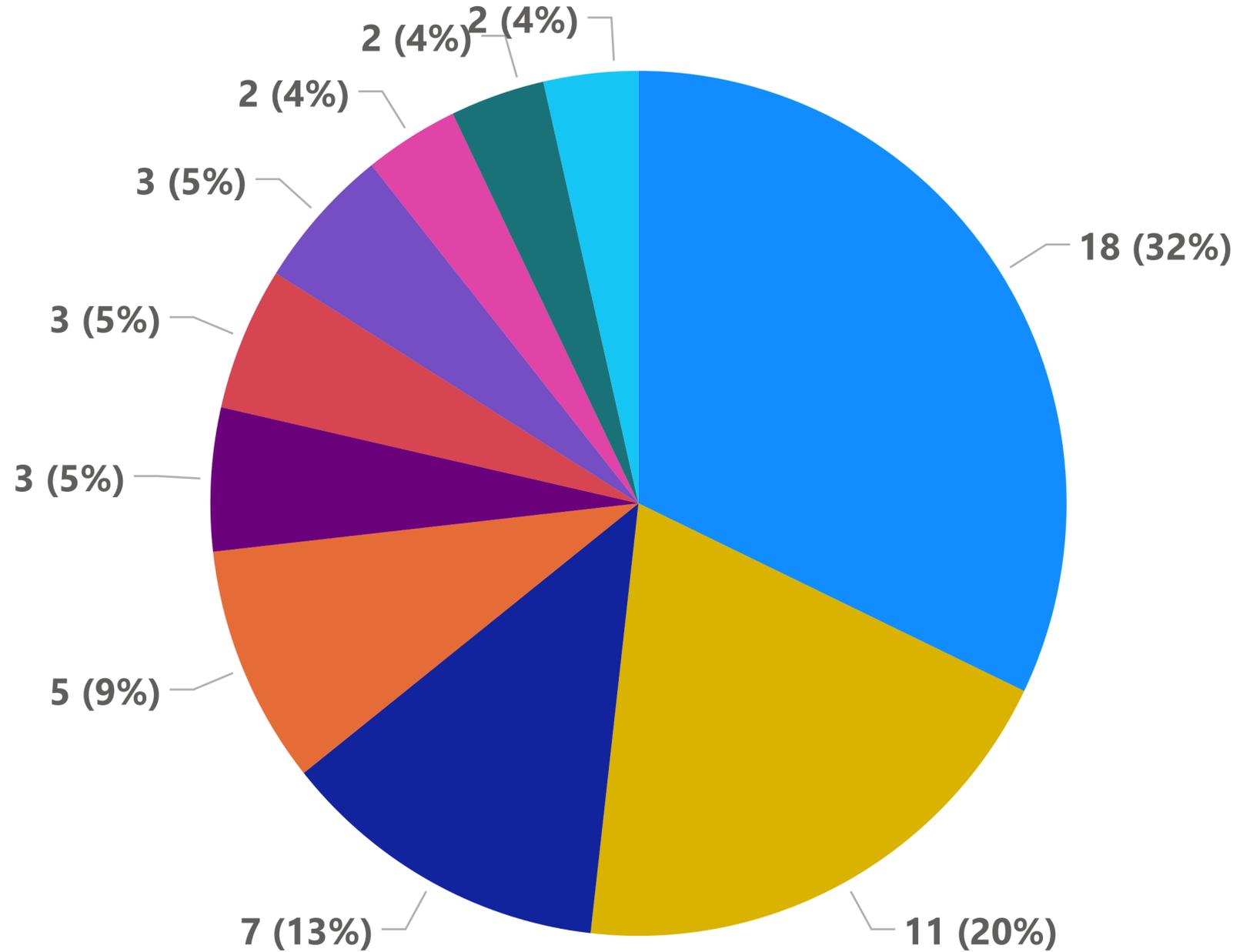
# Time of Day

Contacts by Time of Day



# AIRS Problem Needs

Needs by AIRS Problem Needs Category

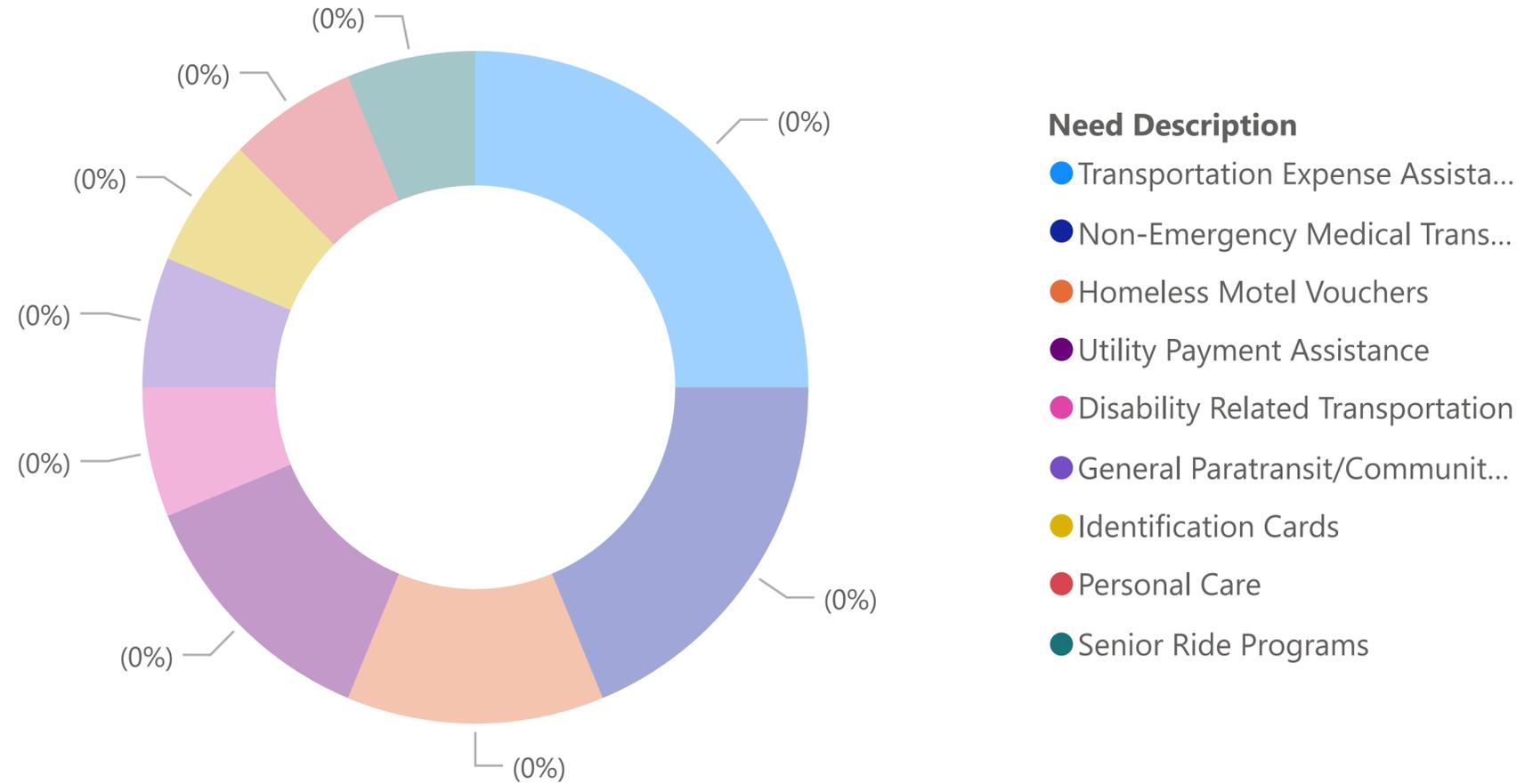


AIRS Problem Needs Category	Needs	% Referred
Housing	18	89%
Transportation	11	27%
Utility Assistance	7	86%
Income Support/Assistance	5	100%
Food/Meals	3	100%
Health Care	3	100%
Individual, Family, and Community Support	3	67%
Clothing & Household	2	100%
Legal, Consumer, and Public Safety	2	50%
Mental Health & Substance Abuse	2	100%
<b>Total</b>	<b>56</b>	<b>77%</b>

# Unmet Needs

Unmet Needs by Need Type

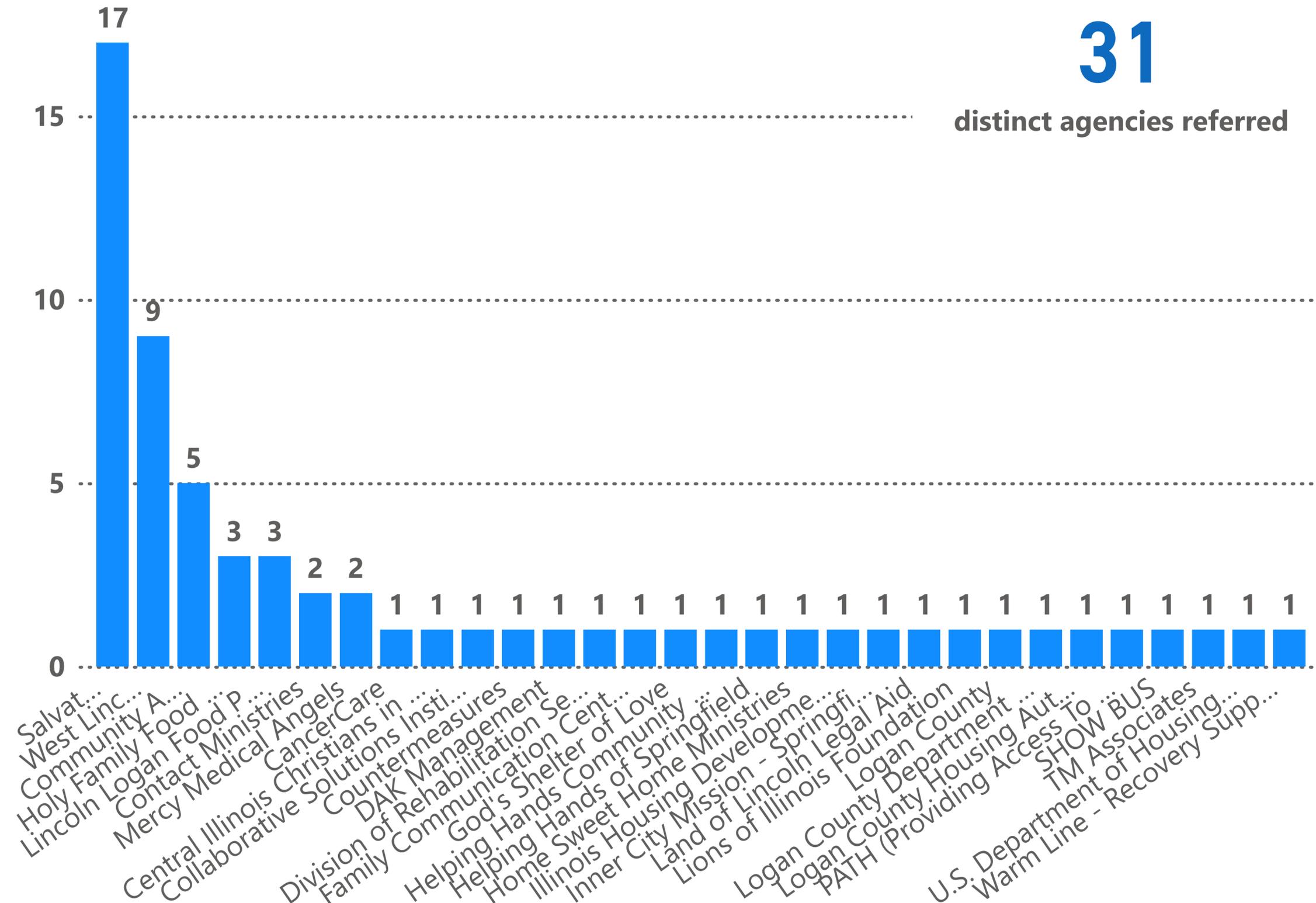
AIRS Category	Needs
<b>[-] Transportation</b>	<b>10</b>
[+] Transportation Expense Assistance	4
[+] Non-Emergency Medical Transportation	3
[+] Disability Related Transportation	1
[+] General Paratransit/Community Ride Programs	1
[+] Senior Ride Programs	1
<b>[-] Housing</b>	<b>2</b>
[+] Homeless Motel Vouchers	2
<b>[-] Utility Assistance</b>	<b>2</b>
[+] Utility Payment Assistance	2
<b>[-] Individual, Family, and Community Support</b>	<b>1</b>
[+] Personal Care	1
<b>[-] Legal, Consumer, and Public Safety</b>	<b>1</b>
[+] Identification Cards	1
<b>Total</b>	<b>16</b>



# Top Agency Referrals

Agency Referred	Referrals
Salvation Army Lincoln 360 Life Center	17
West Lincoln Township	9
Community Action Partnership of Central Illinois	5
Holy Family Food Pantry	3
Lincoln Logan Food Pantry	3
Contact Ministries	2
Mercy Medical Angels	2
CancerCare	1
Central Illinois Christians in Mission	1
Collaborative Solutions Institute	1
Countermeasures	1
DAK Management	1
Division of Rehabilitation Services (DRS)	1
Family Communication Centers	1
God's Shelter of Love	1
Helping Hands Community Center	1
Helping Hands of Springfield	1
Home Sweet Home Ministries	1
Illinois Housing Development Authority	1
Inner City Mission - Springfield	1
Land of Lincoln Legal Aid	1
Lions of Illinois Foundation	1
Logan County	1
Logan County Department of Public Health	1
Logan County Housing Authority	1
PATH (Providing Access To Help)	1
SHOW BUS	1
<b>Total</b>	<b>64</b>

Referrals by Agency Referred (Top 10)



# Useful Links

**Illinois 211 Dashboard**: Use this to explore data in more detail, including data extending to the beginning of 2023.

**211 Counts**: This provides a different lens to view our data. It focuses primarily on needs, rather than contacts.

**PATH Inc. Online Database**: Look up resources in our database directly.

**PATH Inc. Website**: This contains some useful public information, including 211 alternate numbers, tips to using our online database, and information for agencies looking to update or create an entry.

**Inform USA**: The main accrediting body for information & referral, including 211.