

My United Way 2-1-1 Service covers Adams, Allen, Blackford, DeKalb, Elkhart, Fulton, Grant, Huntington, Jay, Kosciusko, LaGrange, LaPorte, Marshall, Noble, Saint Joseph, Steuben, Wabash, Wells, and Whitley counties. This report is published on behalf of all 19 counties.

QUALITY

634 Follow-up calls scheduled

20% Received advocacy

119 Outcome surveys completed

Respondents said...

90% No, I did not wait a long time to speak to a Specialist

96% Yes, Specialist was respectful and understanding

65% Yes, received the help I needed.

95% Yes, I would call again and/or refer others to 2-1-1

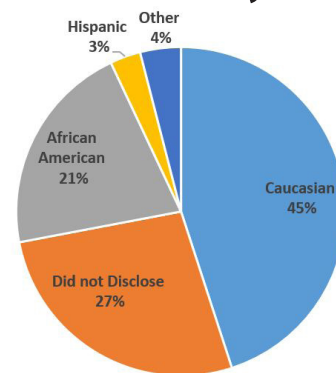
DEMOGRAPHICS

5,719 Total calls handled

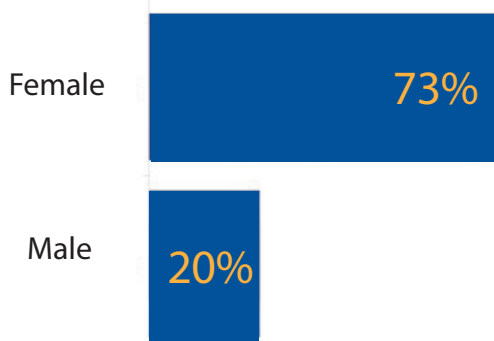
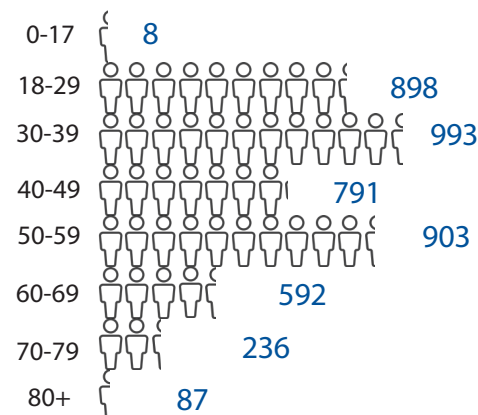
32 Non-English calls

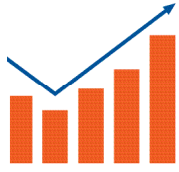
11,899 Total number of people in all households

Ethnicity



Calls by Age





PERFORMANCE

Previous

15%

1:19

8:13

51%

Current

18.5%

2:59

7:08

55%

Abandonment Rate *(Includes deflected calls)

Average Wait Time

Average Call Handling Time

First Time Callers



RESOURCE DATABASE

7,759

Total number of resources

6

New resources added

299

Total number of updates

2,198

Total Web Hits



ENHANCED SERVICES



542

Number of Homeless Surveys

4,713

Number of SNAP Asks

104

Coordinated Entry Assessments

81

Number of Texts