

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

5,671 Follow-up calls scheduled

19% Received advocacy

18.9/20 Average mystery call grade

850 Outcome surveys completed

Respondents said...

94% No, I did not wait a long time to speak to a Specialist

99% Yes, Specialist was respectful and understanding

72% Yes, received the help I needed.

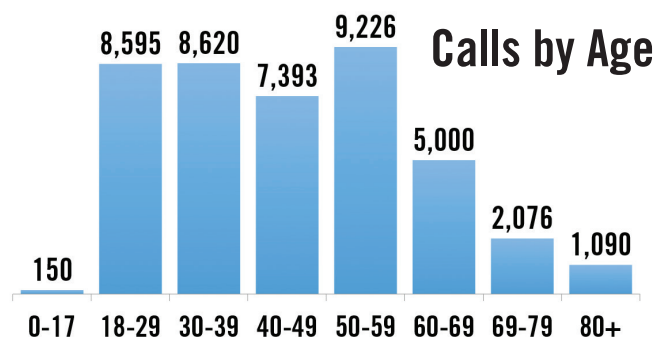
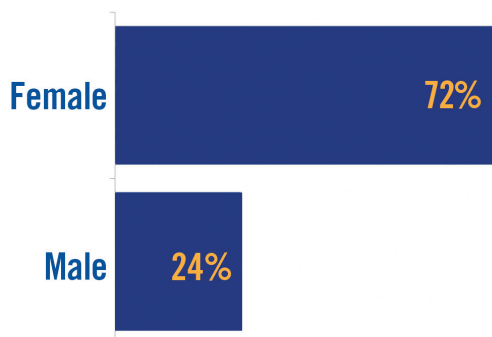
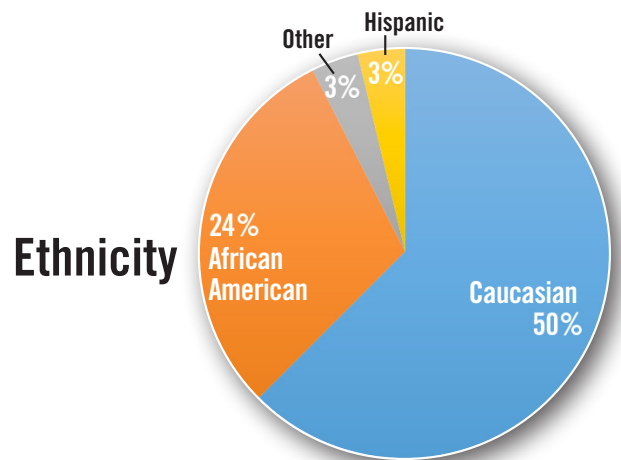
91% Yes, I would call again and/or refer others to 211.

DEMOGRAPHICS

45,988 Total calls handled

681 Non-English calls

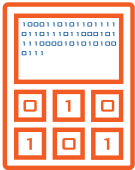
88,724 Total number of people in all households





PERFORMANCE

Previous	Current	
19.6%	12.4%	Abandonment Rate
1:46	1:44	Average Wait Time
6:16	6:32	Average Call Handling Time
55%	55%	First Time Callers



RESOURCE DATABASE

2,988 Total number of resources

115 New resources added

107,842 Total number of updates



ENHANCED SERVICES

6,413 Tax related calls

3,613 VITA appointments scheduled

2,119 Number of Homeless Surveys



39,283 Number of SNAP Asks

34,629 Number of Health Insurance Asks