

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

529 Follow-up calls scheduled

15% Received advocacy

17/20 Average mystery call grade

72 Outcome surveys completed

Respondents said...

96% No, I did not wait a long time to speak to a Specialist

98.6% Yes, Specialist was respectful and understanding

51% Yes, received the help I needed.

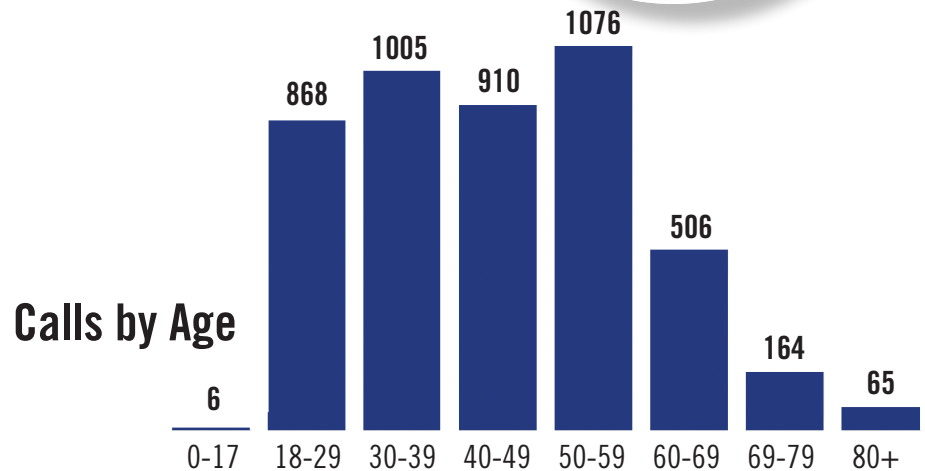
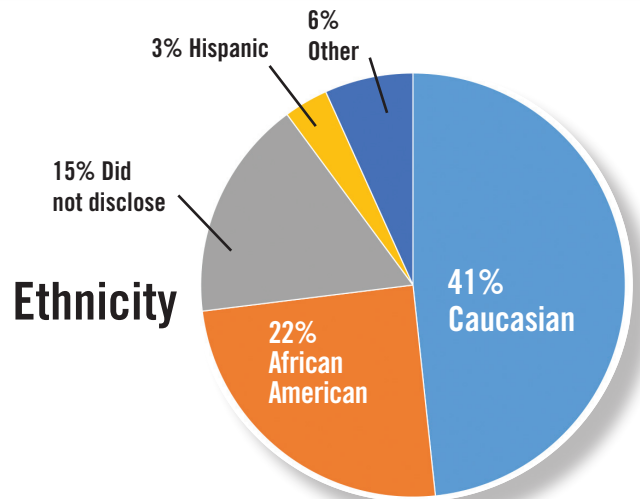
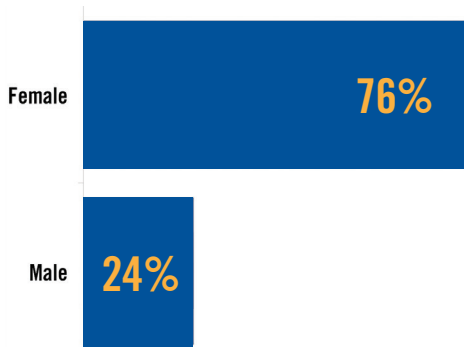
98.6% Yes, I would call again and/or refer others to 211

DEMOGRAPHICS

5,760 Total calls handled

74 Non-English calls

13,653 Total number of people in all households





PERFORMANCE

Previous

Current

17.9%

25.9%

Abandonment Rate

1:13

1:40

Average Wait Time

6:05

6:06

Average Call Handling Time

51%

39%

First Time Callers



RESOURCE DATABASE

3,064 Total number of resources

62 New resources added

3,225 Total number of updates



ENHANCED SERVICES

330 Number of Homeless Surveys



4,903 Number of SNAP Asks

4,955

Number of Health Insurance Asks