

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

**489** Follow-up calls scheduled

**41%** Received advocacy

**125** Outcome surveys completed

Respondents said...

**93%** No, I did not wait a long time to speak to a Specialist

**98%** Yes, Specialist was respectful and understanding

**72%** Yes, received the help I needed.

**100%** Yes, I would call again and/or refer others to 211

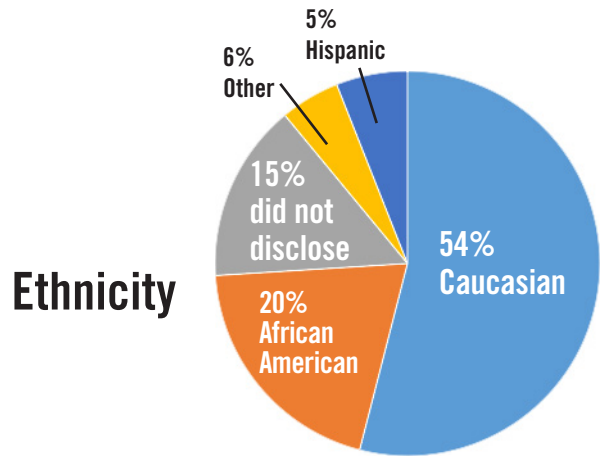
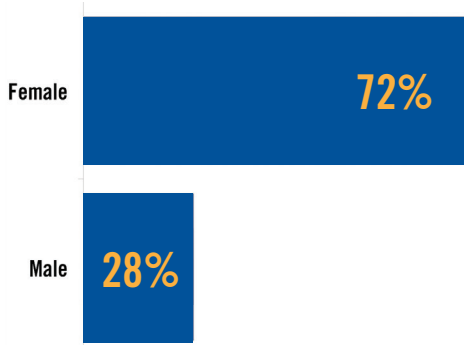


## DEMOGRAPHICS

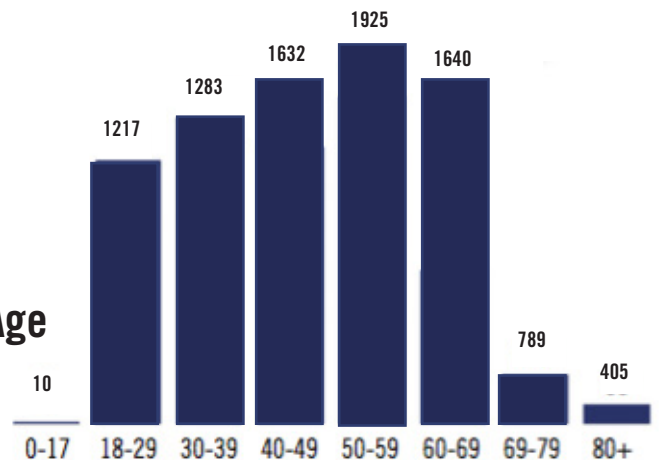
**9,335** Total calls handled

**110** Non-English calls

**13,653** Total number of people in all households



Calls by Age





## PERFORMANCE

Previous

Current

**21.5%**

**25.9%**

Abandonment Rate

**1:40**

**2:00**

Average Wait Time

**6:06**

**6:14**

Average Call Handling Time

**39%**

**47%**

First Time Callers



## RESOURCE DATABASE

**3,064** Total number of resources

**62** New resources added

**3,225** Total number of updates



## ENHANCED SERVICES

**261** Number of Homeless Surveys



**7,976** Number of SNAP Asks

**7,281**

Number of Health Insurance Asks