

# From the COO

Hello everyone,

While Chris is out on leave, I will be providing the quarterly updates on his behalf. My name is Martha Evans, and I joined PATH in September of last year. I look forward to interacting with you and thank you for your continued support in utilizing PATH to assist callers from your area.

- **Northwest Illinois:** I am pleased to announce that PATH now offers 211 services in Carroll, Jo Daviess, and Stephenson Counties, funded by the United Way of Northwest Illinois.
- **Transitions of Western Illinois:** PATH now provides after-hours answering services for Transitions of Western Illinois, based in Quincy.

**Tidbit:** As we near the end of the tax filing season, let's remind our communities that **MyFreeTaxes** is available in both English and Spanish. As in years past, live support via 211 helplines is available in more than 150 languages to help all U.S. taxpayers access free tax preparation support.

Warmest Regards,

Martha Evans  
Chief Operating Officer  
& Executive Director,  
Human Resources.



# Logan County

## United Way 211 Report 1<sup>st</sup> Quarter

January 1<sup>st</sup> - March 31<sup>st</sup>, 2023

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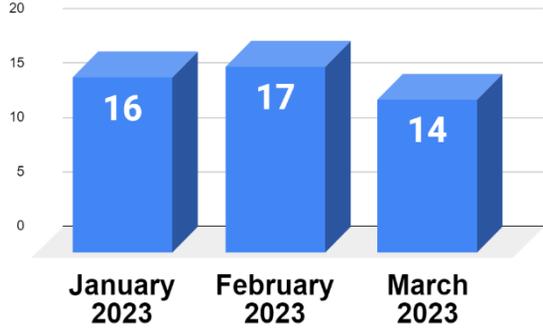
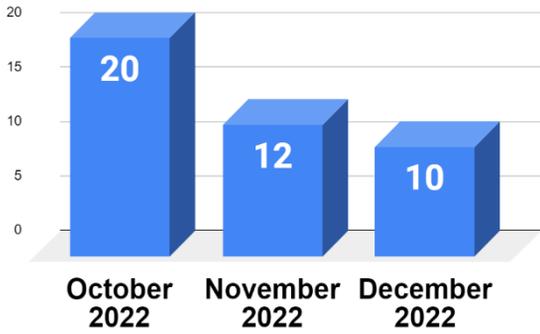


Get Connected. Get Help.™



# Overview

Total 211 Contacts 

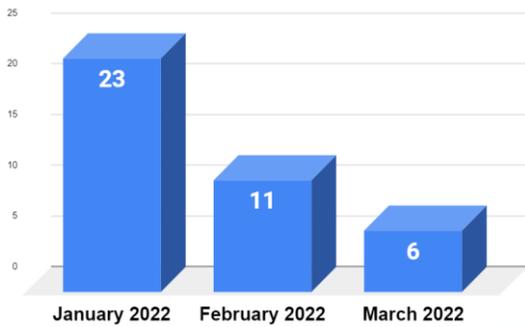
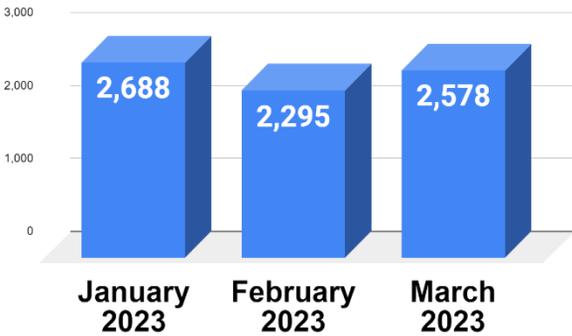


**42**  
Contacts  
Logan  
County

**47**  
Contacts  
Logan  
County

Last Quarter      This Quarter

All of PATH 211      Last Year



**7,561**  
Contacts  
PATH 211

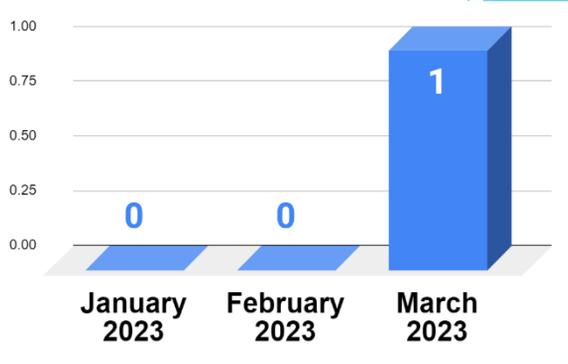
**40**  
Contacts  
Logan  
County

# Overview, Cont.

Total 211 Texts 



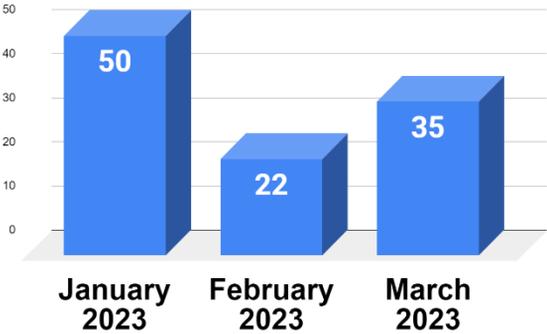
0  
Texts  
Logan  
County



1  
Text  
Logan  
County

Last Quarter This Quarter

All of PATH 211 Last Year



107  
Texts  
PATH 211

0  
Texts  
Logan  
County

# Overview, Cont.

Total Spanish 211 Calls



0

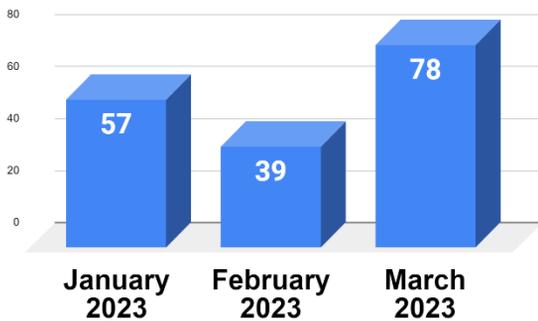
Spanish Calls

0

Spanish Calls

Last Quarter This Quarter

All of PATH 211 Last Year



**Note:** Previous quarterly reports did not break this information down by month.

174

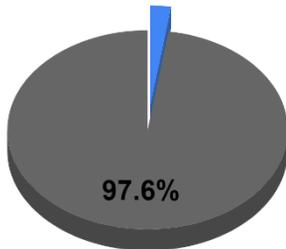
Spanish Calls

0

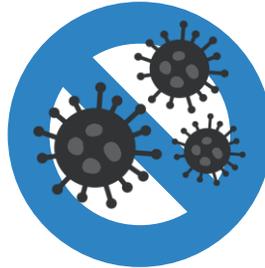
Spanish Calls

# Overview, Cont.

## COVID-19 Contacts



● COVID-19 ● Not-COVID-19

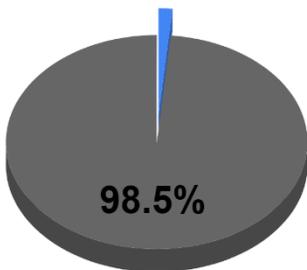


**1**  
Contact  
related to  
COVID-19

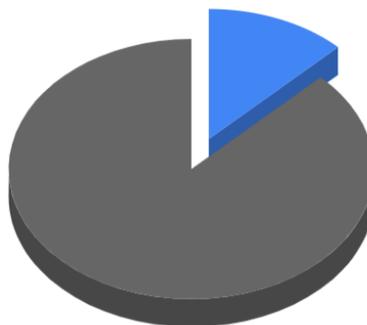
**0**  
Contacts  
related to  
COVID-19

Last Quarter **This Quarter**

All of PATH 211 Last Year



● COVID-19 ● Not-COVID-19



● COVID-19 ● Not-COVID-19

**112**  
Contacts  
related to  
COVID-19

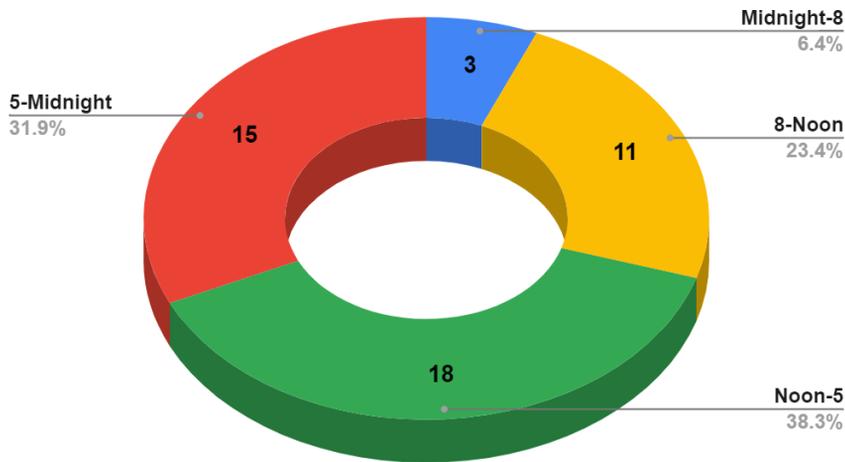
**5**  
contacts  
related to  
COVID-19

# Contact Stats

## Call Time

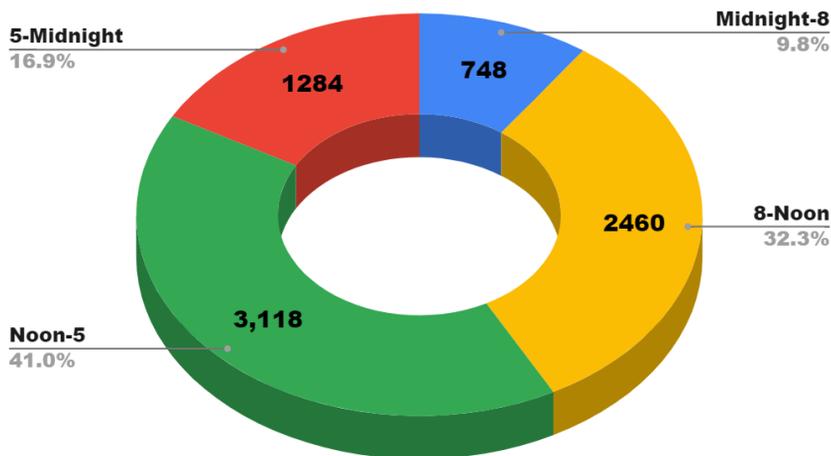
Chart describes the distribution of calls received during 4 different time periods:

1. Early morning hours (12am-8am)
2. Morning business hours (8am-12pm)
3. Afternoon business hours (12pm-5pm)
4. After hours (5pm-12am)



## Local

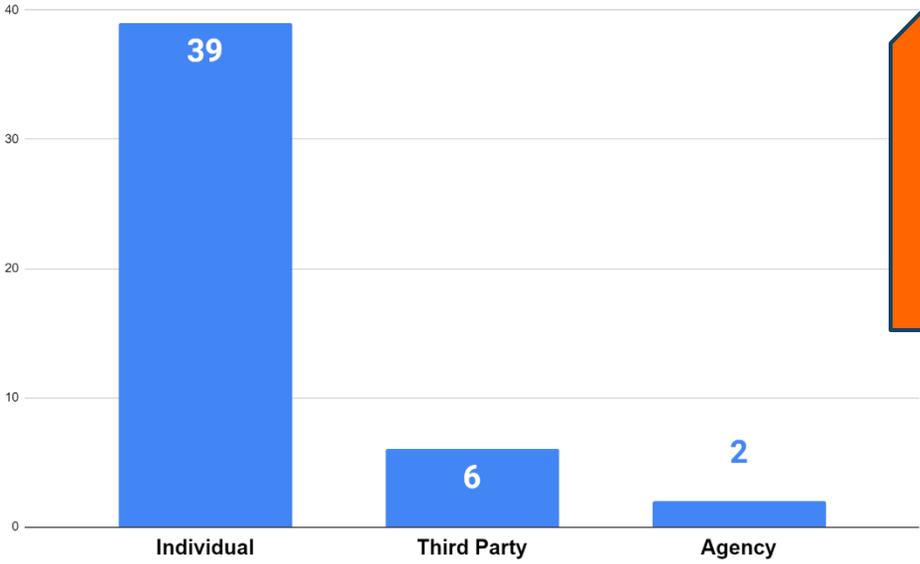
## All of PATH 211



# Contact Stats, Cont.

## Contact Person Type

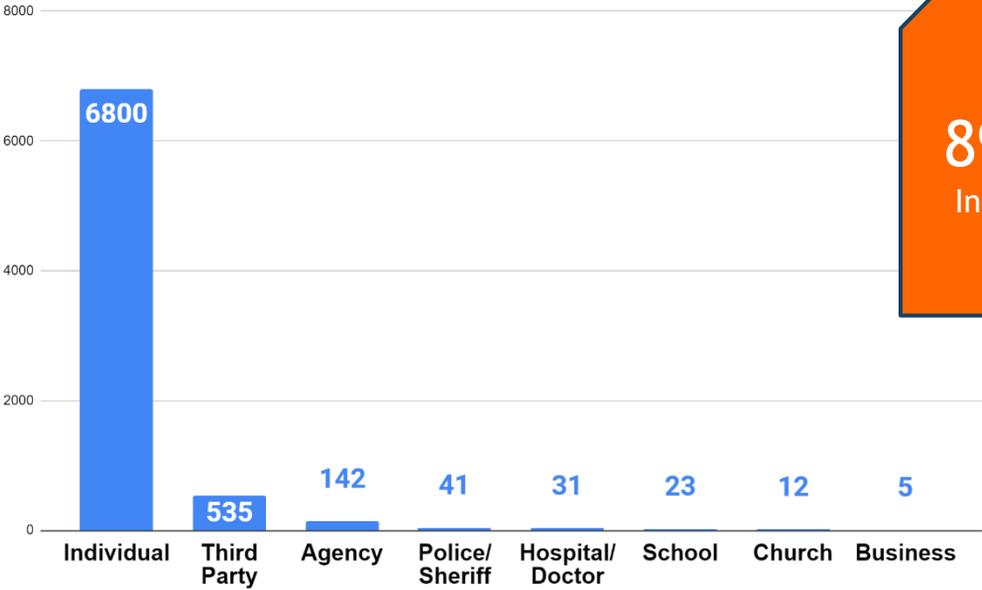
Contact Person Type describes the 211 caller and their role in contacting I&R services.



**83.0%**  
Individual

## Local

### All of PATH 211

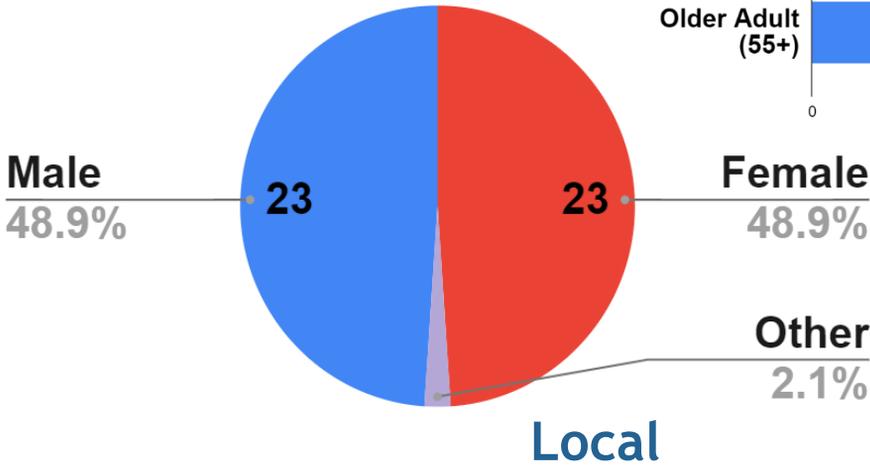
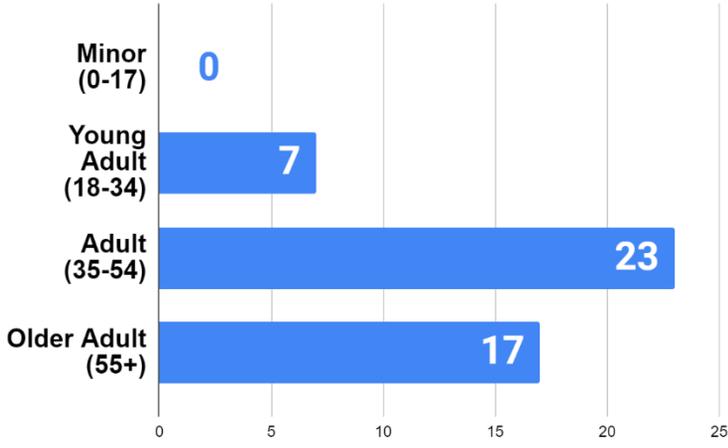


**89.6%**  
Individual

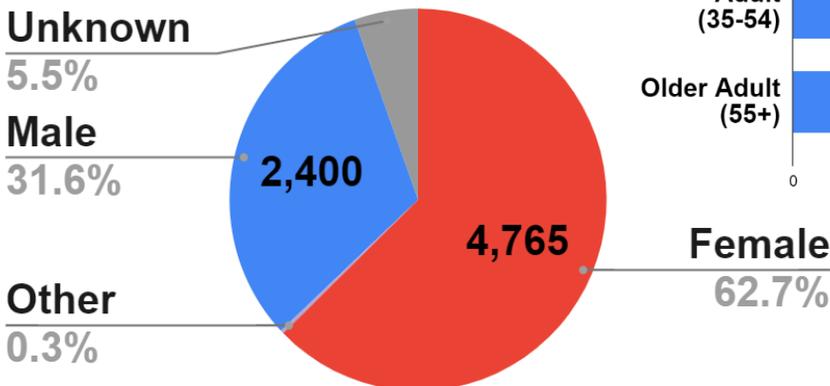
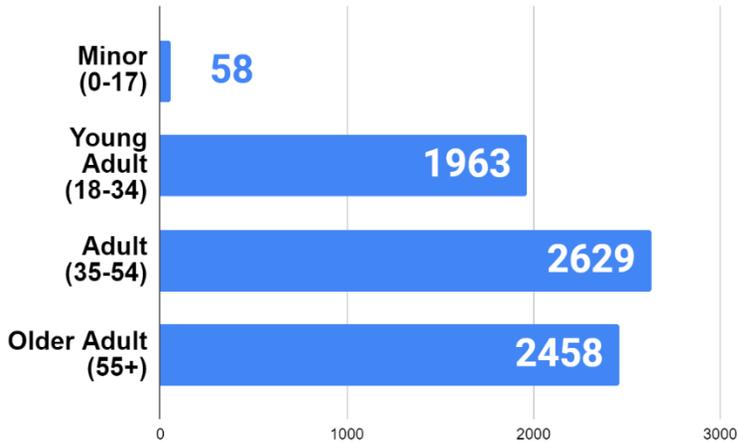
# Contact Stats, Cont.

## Caller Demographics

**Note:** "Other" includes callers who self-identified as trans or non-binary.  
 "Unknown" includes the categories Refusal to Answer, Not Recorded, and Unknown.



### All of PATH 211

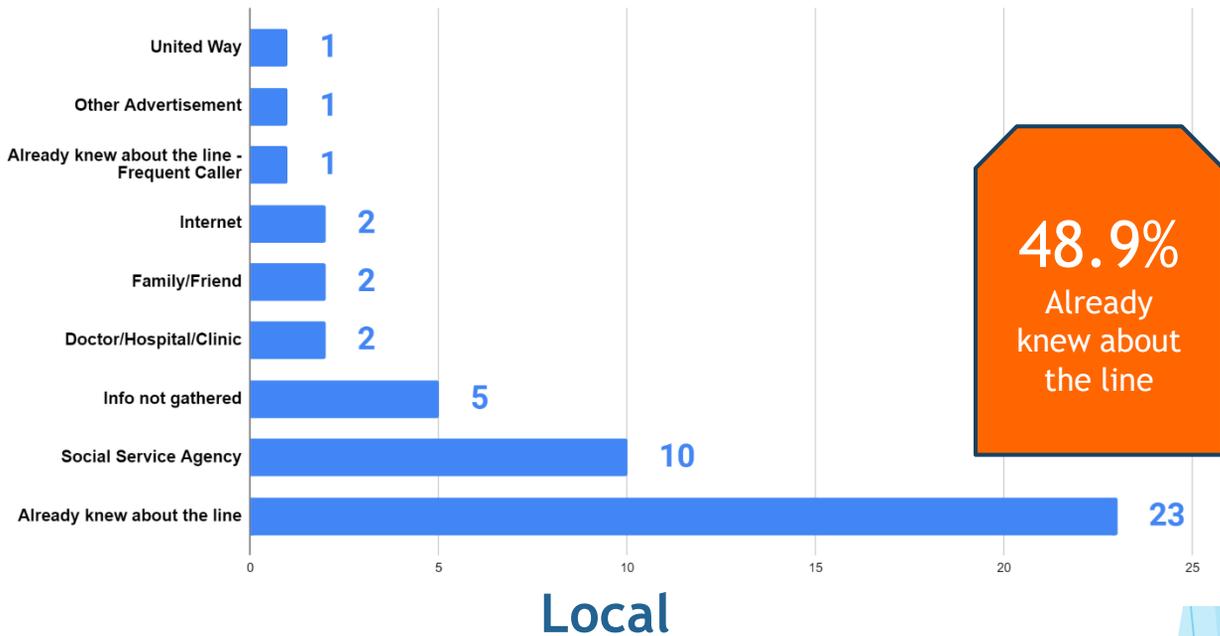


# Contact Stats, Cont.

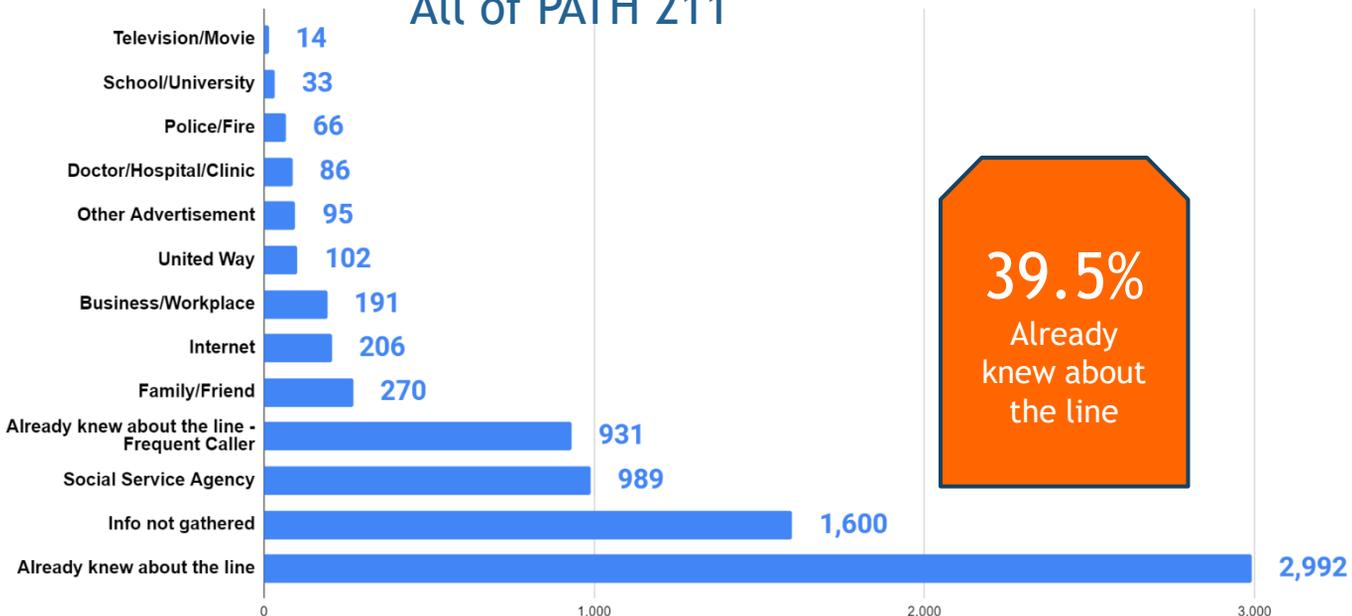
## Referral Source

Referral source refers to how the caller found out about 211 services.

**Note:** This report includes new categories, altering the data distribution compared to last quarter's report.



## All of PATH 211



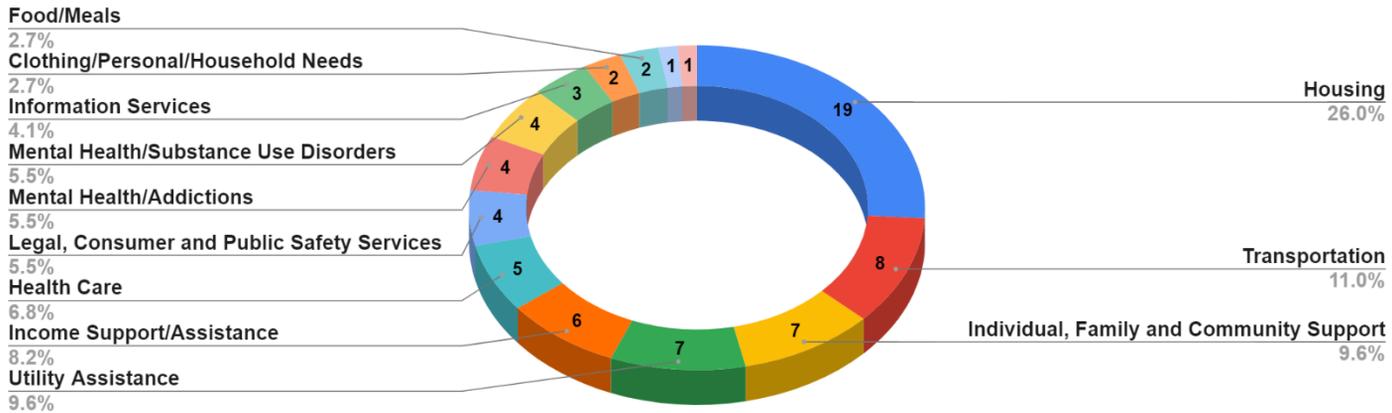
# Contact Needs

## AIRS Problem Needs

This chart describes how AIRS Problem Needs were reported across all contacts. There are often multiple needs recorded per call. Colors do not correspond to the same categories in both charts.

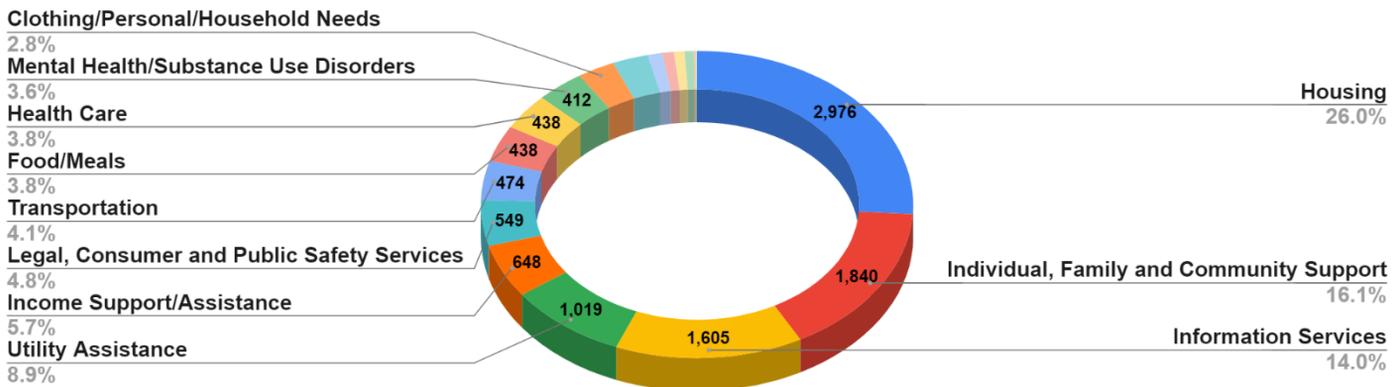
- AIRS= The Alliance of Information and Referral Systems. ([AIRS home page](#))
- AIRS Problem Needs = List of national categories for I&R problem/needs is a means to organize the incredibly wide range of inquiries handled by I&R services and to provide for the consistent and credible reporting of community needs across jurisdictions.

**Note:** Logan County had 47 total 211 contacts and all of PATH had 7,561 total 211 contacts.



## Local

### All of PATH 211



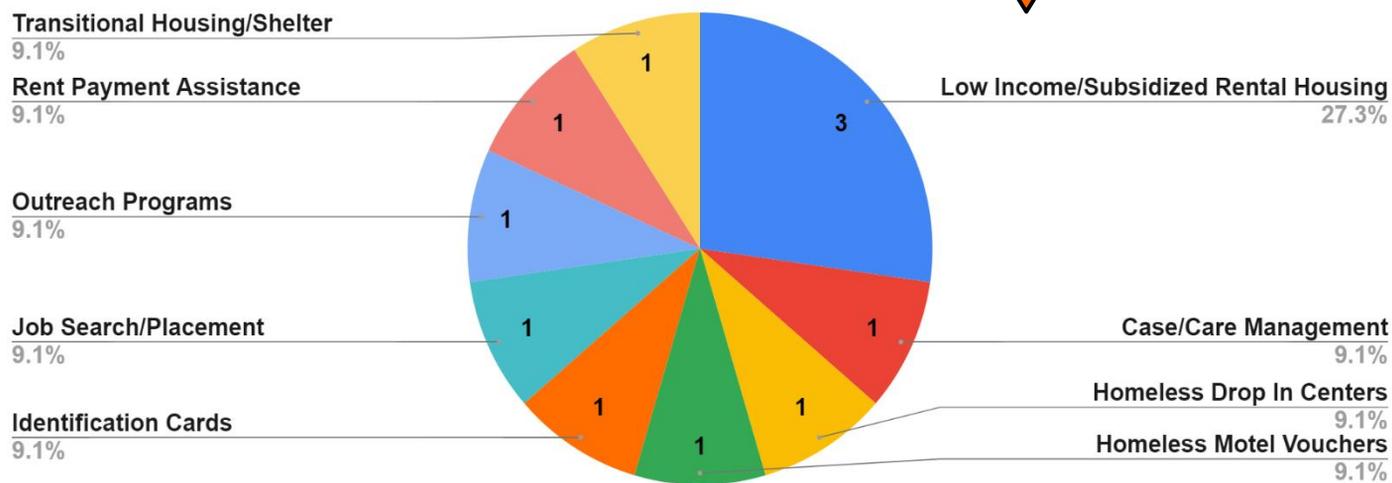
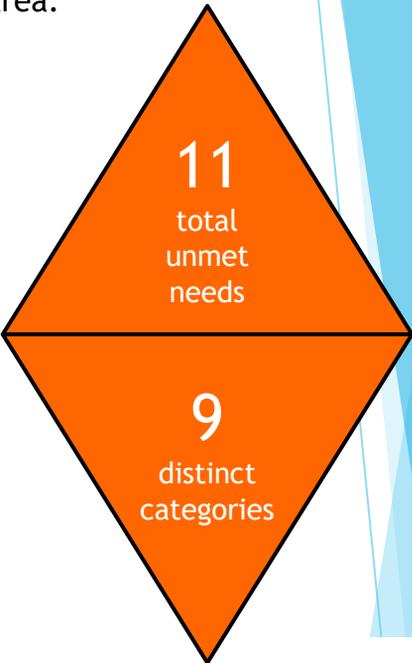
# Contact Needs, Cont.

## Unmet Needs

Each item on this list is a term in the Database that the 211 Call Center was unable to refer to a caller. Common reasons for that include:

- The caller already contacted the relevant agency but was ineligible.
- The caller already tried to contact the relevant agency without success.
- The type of service does not exist in the caller's area.

11 total unmet needs were recorded in Logan County across 9 distinct categories. Refer to the "Raw Data" link at the end of the report for the complete list.

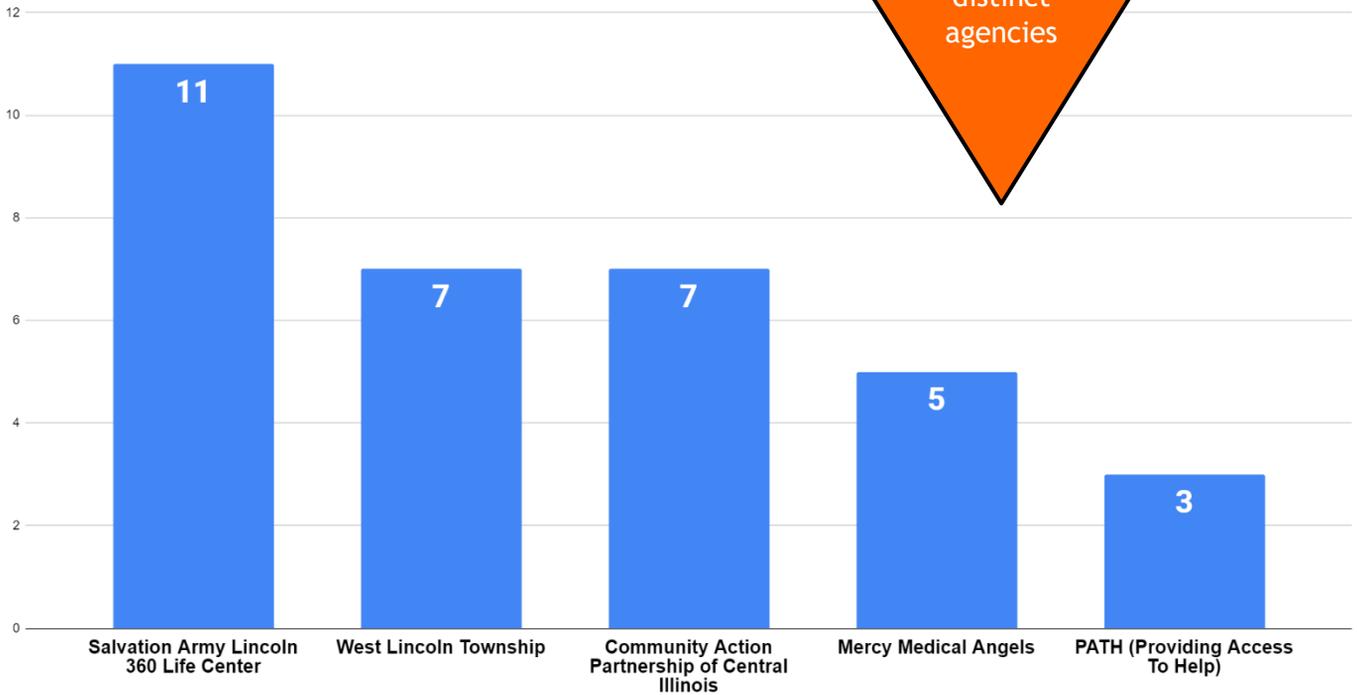
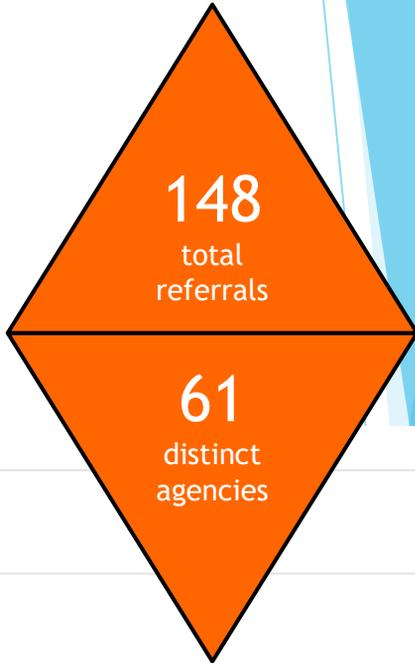


# Contact Needs, Cont.

## Top Agency Referrals

This chart displays the top agencies by referral count. Refer to the “Raw Data” link at the end of the report for the complete list.

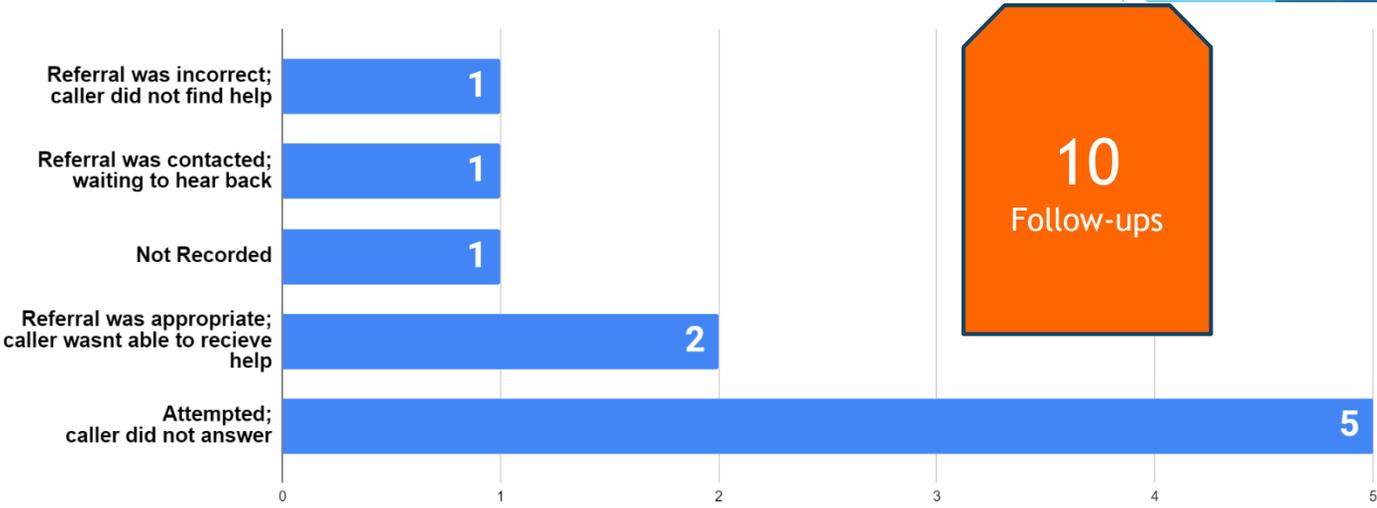
148 total referrals were made in Logan County across 61 distinct agencies.



# Contact Needs, Cont.

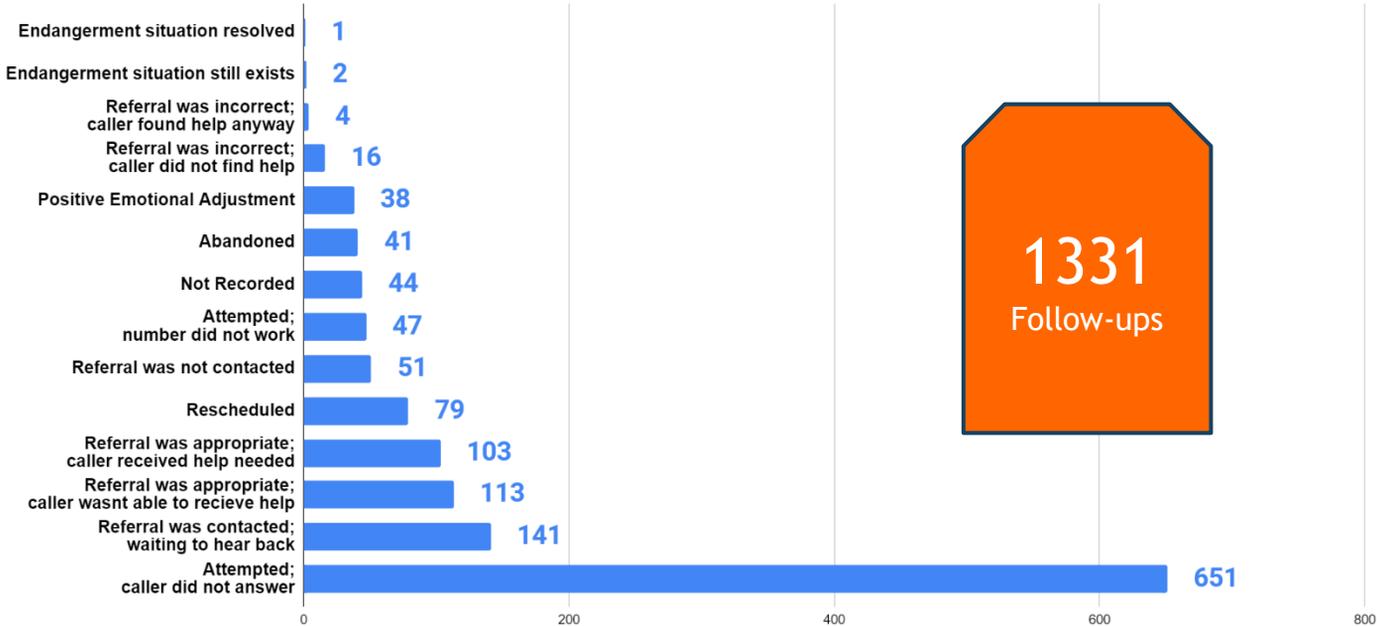
## Follow-Ups ↶

**Note:** PATH performed follow-up calls for a portion of the calls received. This chart breaks down the result of each follow-up attempt.



## Local

### All of PATH 211



# Call Center

The following data corresponds to all of PATH 211, rather than to specific counties or areas.



## InQueue and Handle Time

InQueue Time = how long a caller waits to speak with an agent.  
Handle Time = how long it takes to resolve a 211 call.

### English

0:21  
Last Quarter

0:18  
Average InQueue Time

9:12  
Last Quarter

8:55  
Average Handle Time

### Spanish

0:14  
Average InQueue Time

0:15  
Last Quarter

8:47  
Average Handle Time

7:52  
Last Quarter

## Service Level

Service Level = Percentage of calls answered within 90 seconds. Goal = 80%.

### English

94.55%  
Last Quarter

95.96%  
Service Level

### Spanish

97.79%  
Service Level

96.00%  
Last Quarter



# Call Center, Cont.

## Abandons

Abandons = Calls where the caller hung up while waiting to speak with an agent.  
Abandon Time = How long a caller waits to speak to an agent before hanging up.  
Abandon Rate = Percent of calls that are abandons. Goal = 9%.

### English

### Spanish

513  
Last Quarter

380  
Abandons

78  
Abandons

110  
Last Quarter

1:19  
Last Quarter

0:45  
Average Abandon Time

0:09  
Average Abandon Time

0:16  
Last Quarter

4.62%  
Last Quarter

3.72%  
Abandon Rate

12.60%  
Abandon Rate

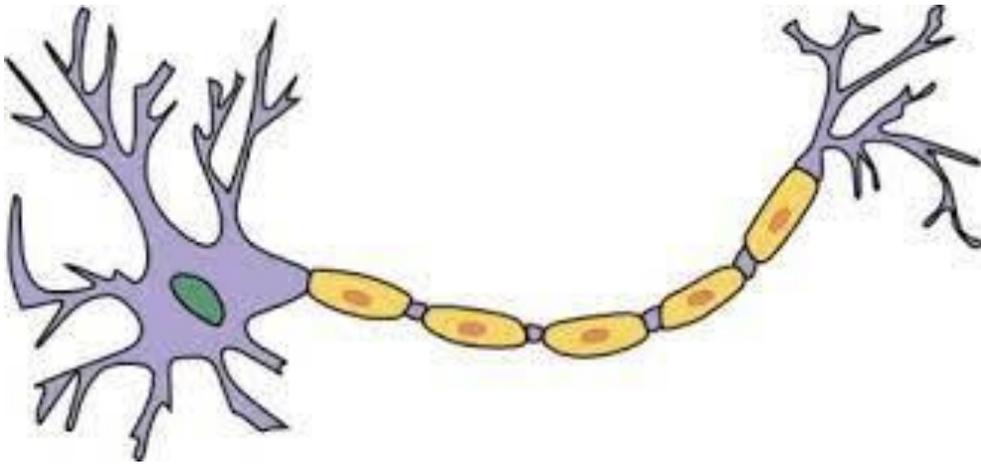
18.30%  
Last Quarter

## PATH Success Stories

The following are real 211 callers and their stories from this quarter. Certain details have been changed to preserve their anonymity.



## Story 1



The caller had recently been diagnosed with a nerve disorder with an estimated recovery time of 4-6 months. Her job will hold her position for her for 12 weeks but without pay. She had been told by Unemployment that there was nothing they could do, and they suggested she call us. We were able to provide some resources for rent and utility assistance and scheduled a follow-up call to discuss additional possibilities for financial support. The caller expressed feeling overwhelmed, in part due to struggling with speech due to partial facial paralysis, but we were able to reassure her that we are always available for emotional support as well as for resource referrals.

## Story 2

The caller mentioned that she had recently seen her primary care physician and was starting new psychiatric medication. She wanted to supplement the medication with some form of counseling, so our operator was able to provide her with several options in their area, including both individual and group counseling, as well as some options related to specific struggles she shared. During a follow-up call a few days later, she mentioned how thankful she was for the help finding those resources and that she would have been lost without the support of the initial operator.

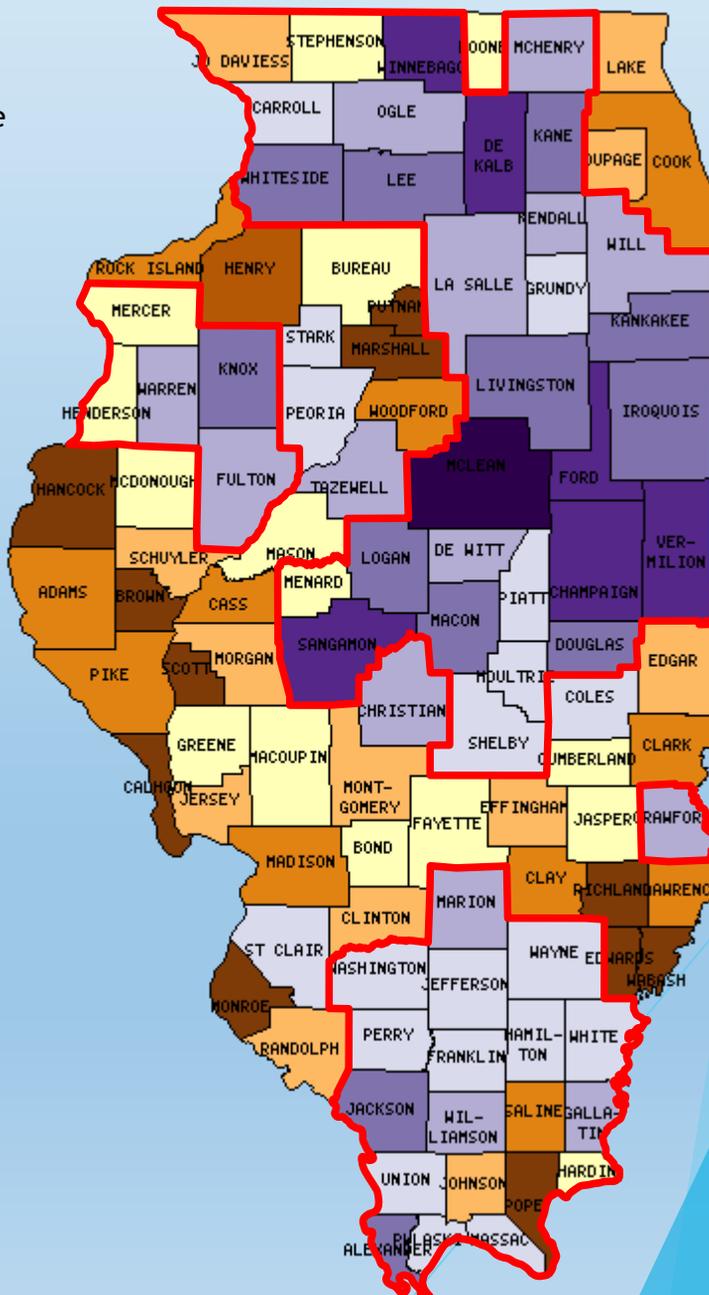


# Call Center, Cont.

## Call Density

This map reflects call volume from each county with respect to that county's population. In effect, callers in the darker purple areas are calling us more frequently while callers in the darker orange areas are calling us less frequently. The red boundary indicates PATH's 211 service area.

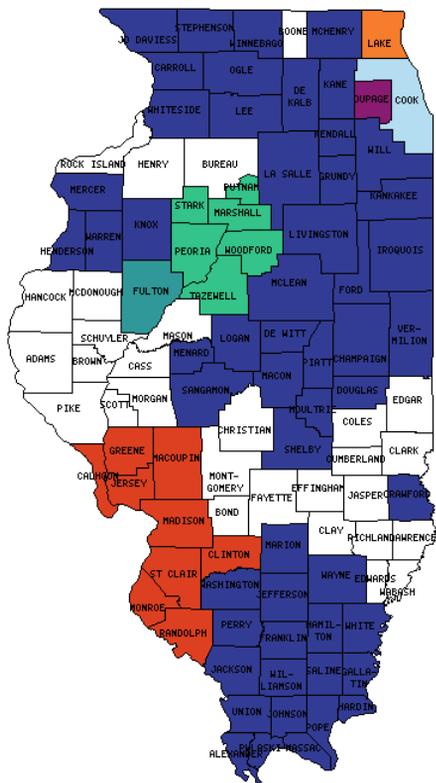
**Note:** The legend indicates "Calls per Population per Year". That is, if Q1 data were constant for a whole year, the top category would receive at least one call for every 50 inhabitants that year.



Legend	
	1/50 +
	1/50 - 1/100
	1/100 - 1/200
	1/200 - 1/400
	1/400 - 1/800
	1/800 - 1/1600
	1/1600 - 1/3200
	1/3200 - 1/6400
	1/6400 - 1/∞
	0

We're trying to make these reports more efficient and useful for you! Please follow the link below to share your thoughts with us about any aspect of these reports (information, layout, or anything else that comes to mind!).

<https://forms.gle/DypSH5nYxiPYu5G96>



# Links/Resources

## Links/Resources

### PATH Inc. Website

- <https://www.pathcrisis.org/>

### 211 Counts

- <https://uwaypath.211counts.org/>

### PATH Inc. Online Database

- <https://www.navigateresources.net/path/>

### AIRS

- <https://www.airs.org/i4a/pages/index.cfm?pageid=1>

### Raw Data

- <https://docs.google.com/spreadsheets/d/1ybHvmkTc4-JyZZKf-liokDP-pOAMocZlojDl6c9Wi6c/edit?usp=sharing>

## Submitted by:

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Director of Database Services

[cbaldwin@pathcrisis.org](mailto:cbaldwin@pathcrisis.org)

309-834-0590

