

# From the CEO

Greetings Stakeholders!!

I hope you are doing well, and I hope you had a fantastic Spring and start of Summer!! Please contact me (cworkman@pathcrisis.org) if there is anything specific you would like to see me address in future quarterly letters. I have provided some general updates below that may be of interest to everyone.

## Updates:

- PATH Inc. has moved into our new state of the art call center facility for 211 and 988. This facility was purpose-built as a call center by its previous owners. It features an automatic power generator for power outages and redundant fiber optics, where should one go down the other turns on automatically. Since we use soft phones, these features allow us to provide even better 211 services to your populations.
  
- 211 Legislation - As I'm sure you've heard by now, the General Assembly placed a line item in the State of Illinois budget at the request of the Illinois 211 Board. The legislation provides funds to expand 211 to the final thirty (30) counties, all rural, in Illinois. PATH Inc. has been approached about providing these services and we are currently awaiting further details. If this occurs, we anticipate numerous staffing opportunities for the 211 call center and a reduction in the use of volunteer labor.

## From the CEO, continued

- Just a reminder that effective July 1<sup>st</sup>, please direct your community members to call 988 or 1-800-273-8255 for mental health/crisis intervention calls. While 211 operators will continue to be trained in de-escalation techniques and continue to assist individuals who need resources and a friendly voice of assistance, 988 will provide the mental health/crisis intervention.
- We would like to welcome Henderson and Mercer Counties to PATH Inc. 211. And we also welcome Will County to PATH Inc. 211. That went live effective June 1, 2022.

Best Regards,



Chris Workman  
CEO PATH Inc.



# Logan County

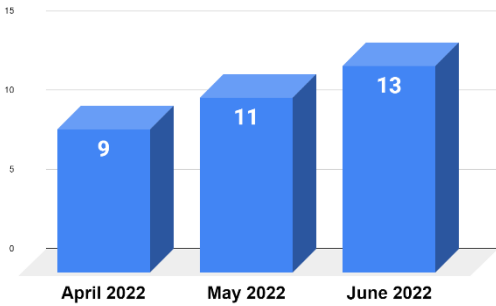


## Overview

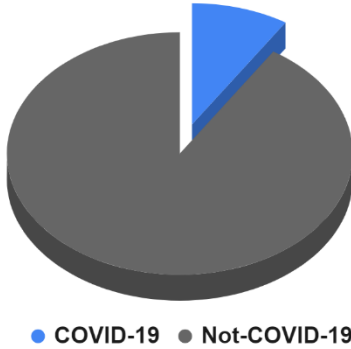
- ✓ Total Calls
- ✓ COVID-19
- ✓ Total Texts
- ✓ Time Stats
- ✓ Service Level
- ✓ Contact Needs
- ✓ Who's Calling
- ✓ Follow-Ups
- ✓ Referral Source
- ✓ PATH Page
- ✓ Links/Resources



### 211 Calls



### COVID-19 Contacts



### 211 Texts

No texts received this quarter

Spread the word!  
Text your zip-code to **898-211**

**33**

Total Calls  
Logan County

**3**

Contacts were  
related to  
COVID-19

**0**

Total Texts

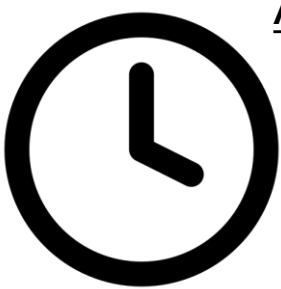
## United Way 211 Report 2<sup>nd</sup> Quarter

April 1<sup>st</sup> - June 30<sup>th</sup>, 2022

# Time stats, Service Level

## Average Handle Time

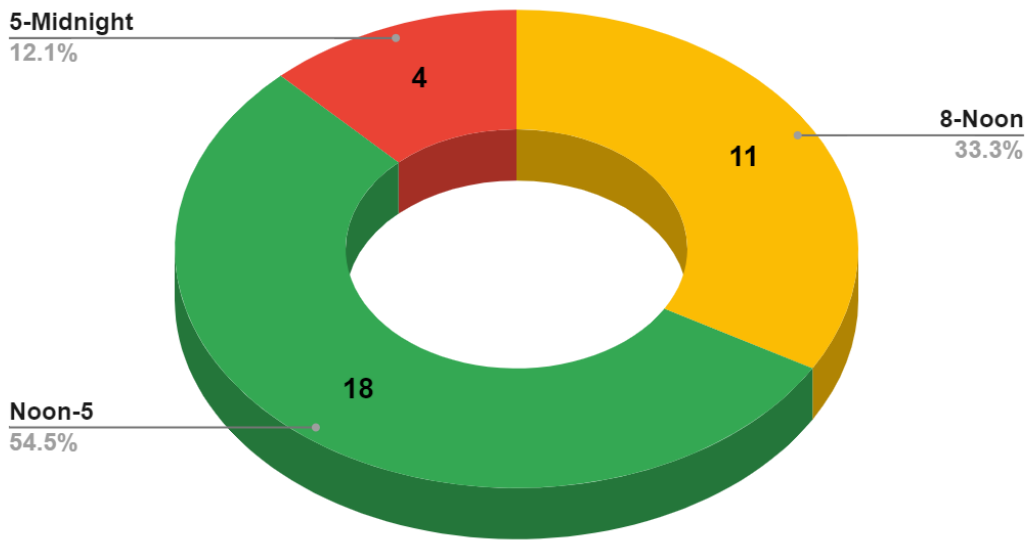
**9:41**  
United Way 211 Calls



## Average InQueue Time

**46 Sec**  
United Way 211 Calls

## Call Time



**Note:** 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)

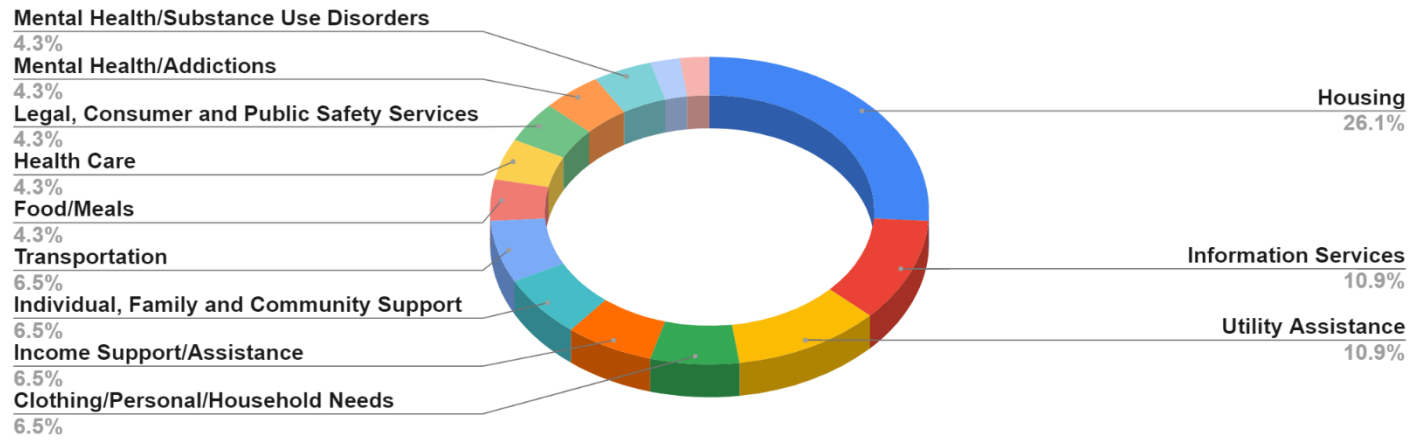
## Service Level

✓ **84.96 %** (United Way 211)



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

## AIRS Problem Needs - Call



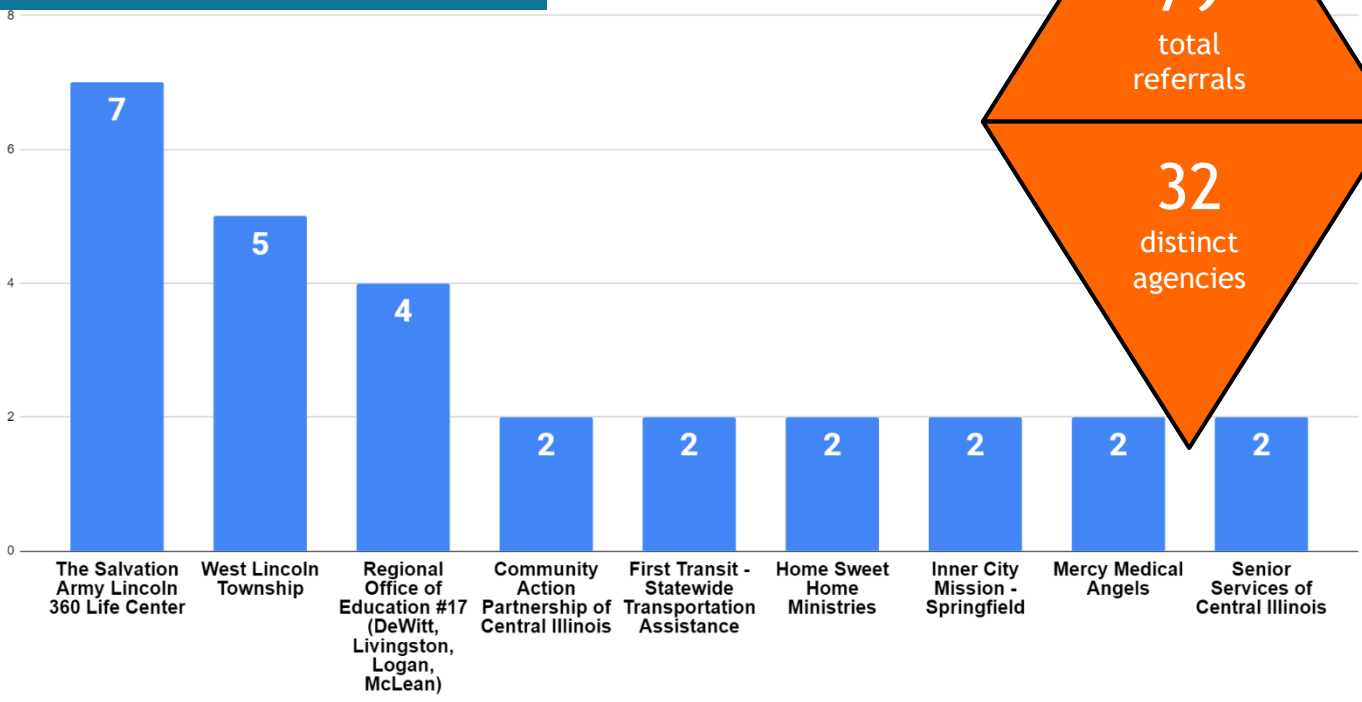
**Note:**

- **AIRS** - The Alliance of Information and Referral Systems. “AIRS is the driving force behind the delivery of quality I&R services and the sole source for standards, program accreditation and practitioner certification for the I&R sector.” ([AIRS home page](#))
- **AIRS Problem Needs** - AIRS 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.



# Contact Needs Cont.

## Top 10 Agency Referrals

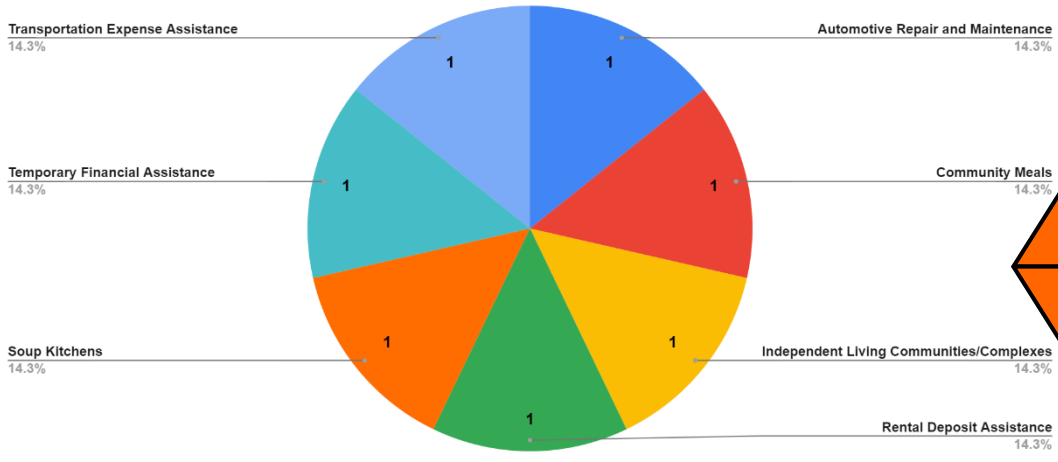


79 total referrals

32 distinct agencies

**Note:** 79 total referrals were made in Logan County across 32 distinct agencies. This chart displays the top nine agencies by referral count. Refer to the “Raw Data” link at the end of the report for the complete list.

## Unmet Needs



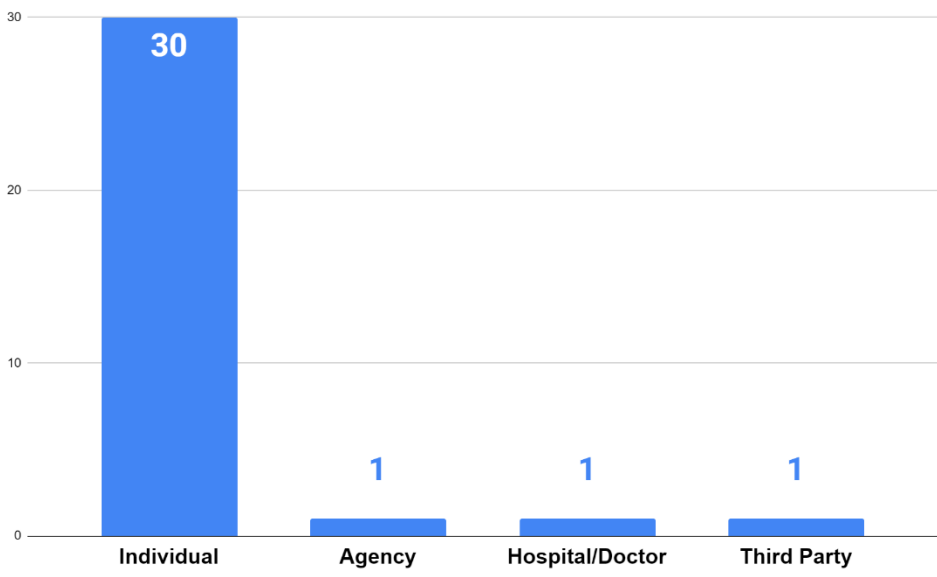
7 total unmet needs

7 distinct categories

**Note:** 7 total unmet needs were recorded in Logan County across 7 distinct categories. Refer to the “Raw Data” link at the end of the report for the complete list.

# Who's Calling

## Contact Person Type



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



60.6%  
Female



36.4%  
Male



3.0%  
Unknown



0  
Spanish 211 calls



0.0%  
Minor  
<18



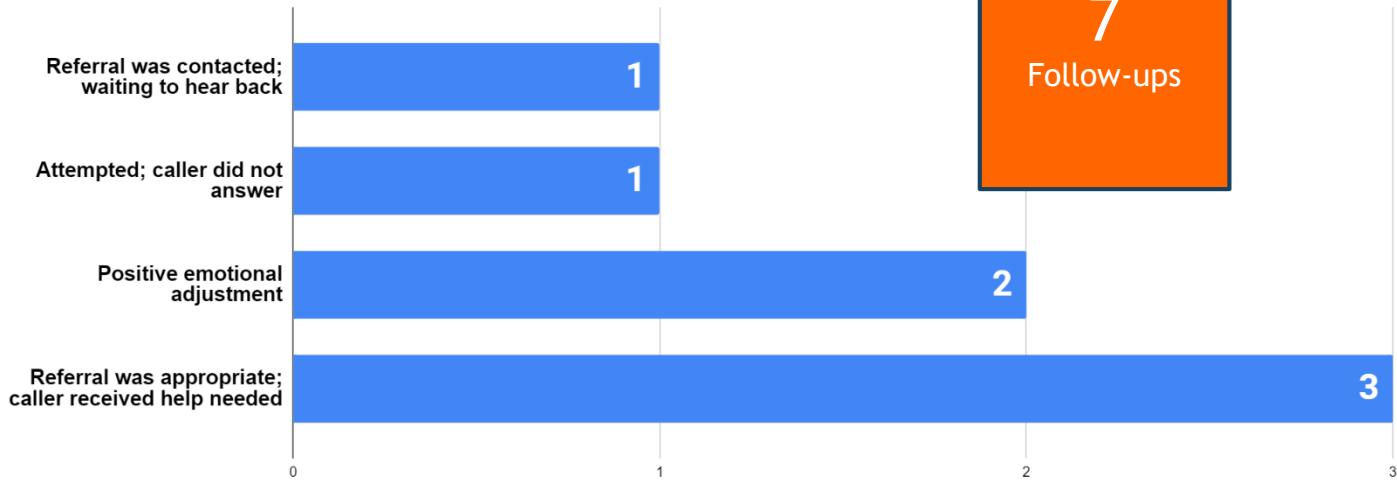
62.5%  
Adult  
18-54



37.5%  
Older Adult  
55+

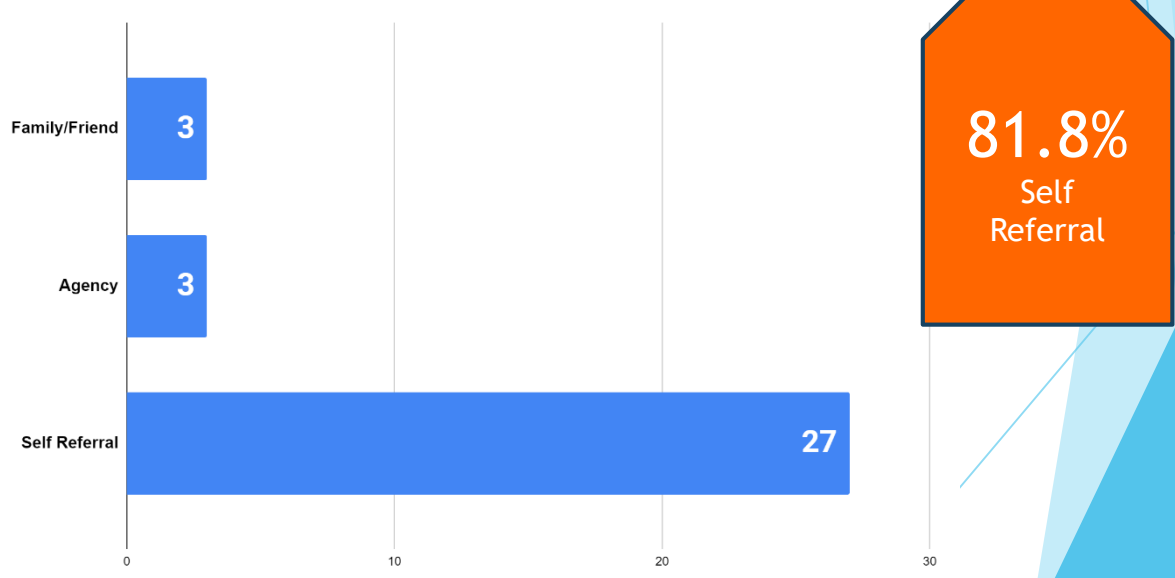
# Follow-Ups, Referral Source

## Follow-Ups



**Note:** 7 total follow-ups were performed. This chart describes the breakdown of each follow-up result.

## Referral Source



**Note:** Referral source refers to what motivated the 211 contact to reach out to 211 services.





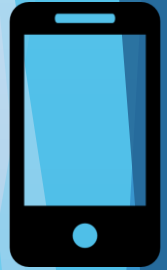
### All Calls Answered by PATH Inc.

- ✓ 10,703 Calls handled (English)
- ✓ 396 calls handled (Spanish)



### All Text Messages Handled by PATH Inc.

- ✓ 60 texts
- ✓ Text your zip-code to 898-211 to get started!



### Abandons

- 1,031 (English)
- 135 (Spanish)

### Average Abandon Time

- 1 min:43 sec (English)
- 39 sec (Spanish)

### % Abandons

- 8.79% (English)
- 25.42% (Spanish)

% Abandon Goal = 9%



## Average Handle Time

- ✓ 9:41 (United Way 211)
- ✓ 8:18 (Spanish 211)

## Average InQueue Time

- ✓ 46 sec (United Way 211)
- ✓ 36 sec (Spanish 211)

## Service Level

- ✓ 84.96 % (English)
- ✓ 86.02 % (Spanish)



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

## PATH Success Stories (2<sup>nd</sup> Quarter 2022)

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



## Story 1



Caller initially sought help for utilities and counseling, but eventually shared some emotional struggles about a situation facing her daughter and granddaughter. The caller's daughter had gone through a divorce with a sexually abusive husband, but because he had more finances the husband was able to gain custody of the caller's granddaughter and require the caller's daughter to have monitored visitation. The caller suspects discrimination has played a role in that decision as well, as their family is Latino. She has helped her daughter pay for legal fees, court-supervised visitation, and counseling, putting herself under financial and emotional stress as well.

We were able to provide resource referrals that specifically cater to the Hispanic community and reassure her that she is always welcome to call the 211 line for support. Even though the caller began the call in Spanish with an interpreter, she eventually felt comfortable enough to converse in English and she expressed how much it meant to have someone empathetic to talk to.

## Story 2

Caller was seeking emotional support for recent stress in his life. He described how a close family friend had been hospitalized after moving to town recently, but he was able to keep calm with the aid of the call center worker.

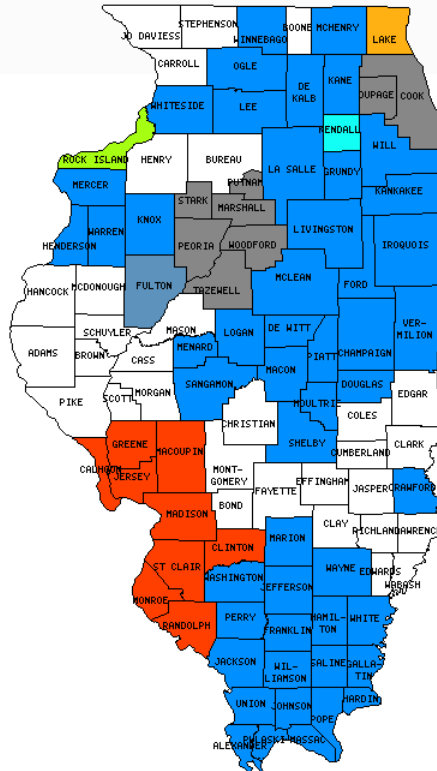
He later mentioned that his eyes have been red recently, even though he doesn't do drugs. He was upset that a police officer had him do a sobriety test because of that (which he passed). He hadn't sought medical help yet as he didn't have a primary care doctor, but the call center agent described their experience with prompt care and he eventually agreed to visit one of the locations we were able to provide to get his eyes checked out.

On ending the call, he thanked the caller both for the referral and for their ability to help him work through his stress in general.



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>



## 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/1qayDwHTb7slxh4KSVRAXyheZQ\\_mSw-gy6RXQDmWaH70/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1qayDwHTb7slxh4KSVRAXyheZQ_mSw-gy6RXQDmWaH70/edit?usp=sharing)

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