From the CEO

Greetings Stakeholders!!

I hope all of you had a great summer this past quarter!! 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.

➢ I am pleased to announce that Kendall County 211 Inc. has signed a contract with PATH Inc. to provide services to Kendall County. We are currently finishing up the database work and have the phone switches completed.

➢ 211 Telcom Nuances – I have been receiving more and more calls regarding someone calling 211 and not being connected. The Telecom companies are nuanced and vary from company to company. I wanted to make sure everyone is aware of the telecom practices that PATH, Inc. has no control over:

  1. Voice Over Internet Protocol (VOIP) phones through cable companies
     a. While it varies from company to company, many times they require the customer to dial the actual Direct Inward Dialing (DID) number; that's just the full phone number rather than the abbreviated 211 number. If a business or residential user has a VOIP provider (Xfinity/Comcast, MetroNet, etc.) they will likely need to **dial 888-865-9903** instead of 211.
  2. Cell Phones
     a. Unknown carrier – if the cell phone uses a small carrier, it may be that we need to contact them and have them flip the switch to get it to connect. We use the Illinois Telecom Association guide to flip switches, but on rare occasions a small cell company may be missed.

b. WiFi Calling – AT&T and some other carriers don't allow 211 calls to be made through the phones' WiFi call feature. You must call via the actual cellular side of the phone. Other carriers may allow WiFi calling but require you to dial the full DID **888-865-9903** instead of 211.

c. Out of State Cell Phones – In theory, when a cell phone dials 211 it will "ping" off the local tower and route to the 211-call center where the tower is located. However, we know that doesn't always work. For instance, I've spoken to a community organization that is on the border between the St. Louis counties and PATH Inc. counties. Despite being in the PATH Inc. covered area, their local cell phone tower always routes the call to St. Louis 211. We've seen similar situations near the Indiana border on occasion. We also occasionally get a call from someone who has moved from out of state and whose phone will only connect to their originating state 211 center. In all these cases, please let your community know that they need to dial the full DID **888-865-9903** instead of 211.

Best Regards,

Chris Workman
CEO PATH Inc.

From the Director of Database Services

Hello!

I have already interacted with many of you, but for those of you who weren't aware, I took over as Director of Database Services at the end of this past July. I'm working to uphold the same high standard you're used to, while also taking this opportunity to introduce minor improvements where relevant.

Based on feedback from a survey included in the last quarterly report, you'll find that this report has a slightly different format than you're used to. The goal is to put your region's quarterly data in context a bit more. In general, I've tried to make it clear which information corresponds to PATH's 211 services as a whole and which applies to only your region, while also providing some data for you to compare this quarter with the previous quarter and with this same period last year. Charts from previous reports may have minor formatting differences.

Please fill out this form to help me know which changes have been useful and whether there's anything else you'd like to see:

https://forms.gle/TwgH7m2ESNiXYMwK8

I look forward to working with all of you to help serve your respective regions!

Chris Baldwin
Director of Database Services
309-834-0590

Logan County

United Way 211 Report
3rd Quarter
July 1st – September 30th, 2022

Table of Contents

2·1·1
Get Connected. Get Help.™

PATH

Overview

Total 211 Contacts 📞

Last Quarter

April 2022: 9
May 2022: 11
June 2022: 13

33 Contacts Logan County

This Quarter

July 2022: 8
August 2022: 15
September 2022: 18
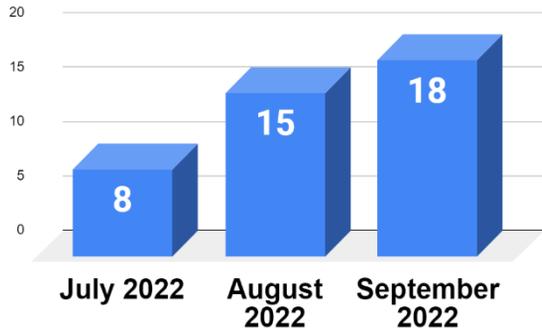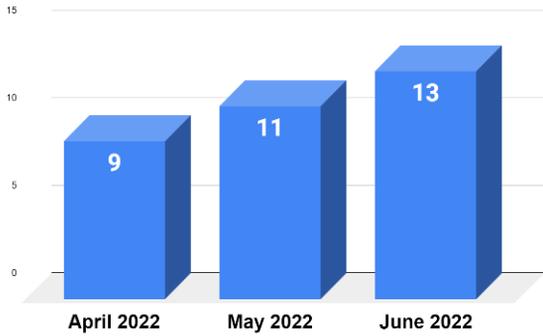
41 Contacts Logan County

All of PATH 211

July 2022: 3,178
August 2022: 3,404
September 2022: 2,880

9,462 Contacts PATH 211

Last Year

July 2021: 14
August 2021: 20
September 2021: 16

50 Contacts Logan County

Overview, Cont.

0
Texts
Logan
County

July 2022 — 0
August 2022 — 1
September 2022 — 0

1
Text
Logan
County

Last Quarter · **This Quarter**

All of PATH 211 · Last Year

July 2022 — 28
August 2022 — 32
September 2022 — 30
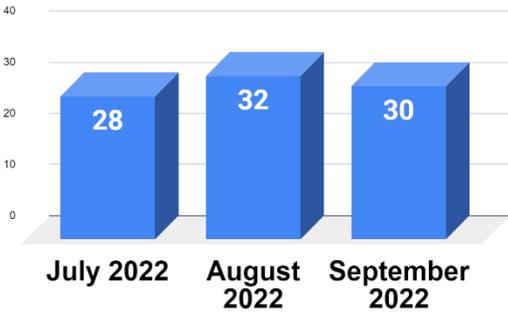
90
Texts
PATH 211

0
Texts
Logan
County

Overview, Cont.

Total Spanish 211 Calls 🌎

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

0
Spanish Calls

0
Spanish Calls

Last Quarter

This Quarter

All of PATH 211

Last Year

Month	Calls
July 2022	34
August 2022	52
September 2022	44

130
Spanish Calls

0
Spanish Calls
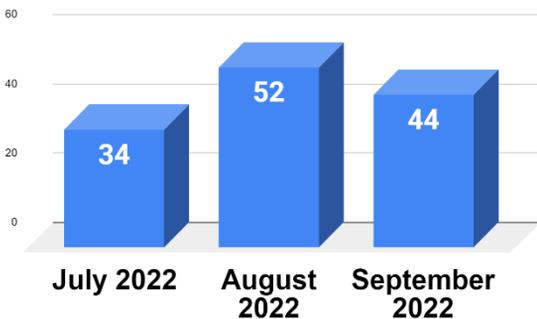
Overview, Cont.

COVID-19 Contacts

Last Quarter

95.1%

COVID-19 ● Not-COVID-19

3
Contacts related to COVID-19
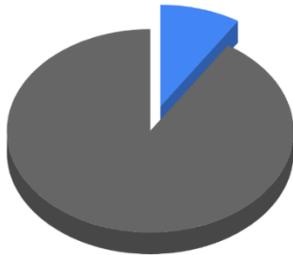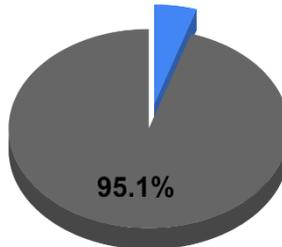
This Quarter

COVID-19 ● Not-COVID-19

2
Contacts related to COVID-19

All of PATH 211

96.1%
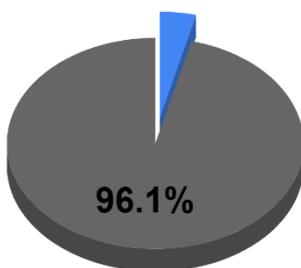
COVID-19 ● Not-COVID-19

384
Contacts related to COVID-19

Last Year
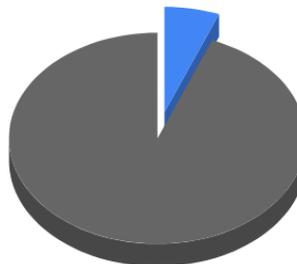
COVID-19 ● Not-COVID-19

3
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)

5-Midnight
14.6%

Midnight-8
7.3%

6

3

16

8-Noon
39.0%

Noon-5
39.0%

16

Local

All of PATH 211

5-Midnight
17.5%

Midnight-8
8.1%

1679

779

3302

8-Noon
34.4%

Noon-5
39.9%

3,832
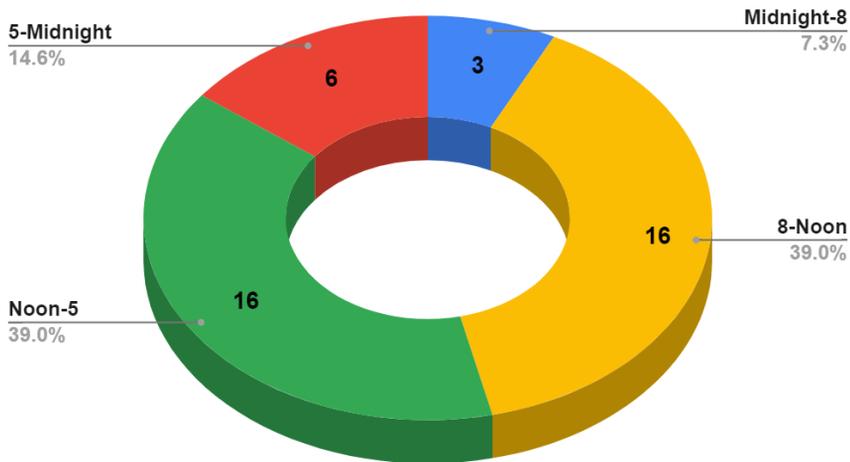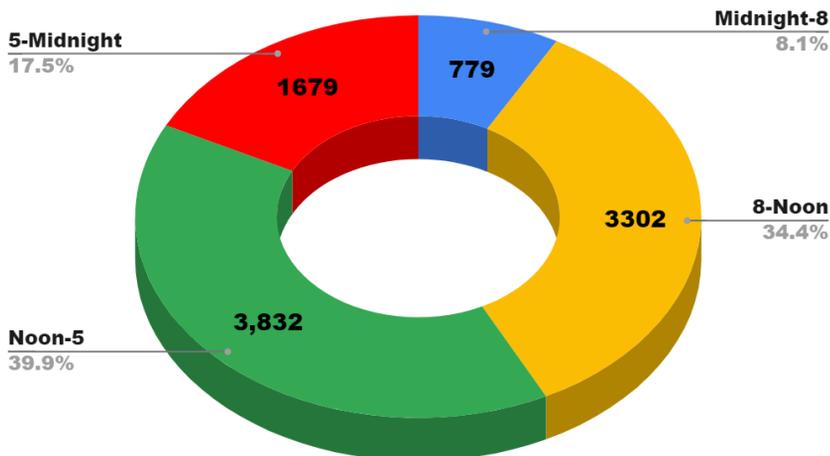
Contact Stats, Cont.

Contact Person Type

Contact Person Type describes the 211 caller and their role in contacting I&R services.
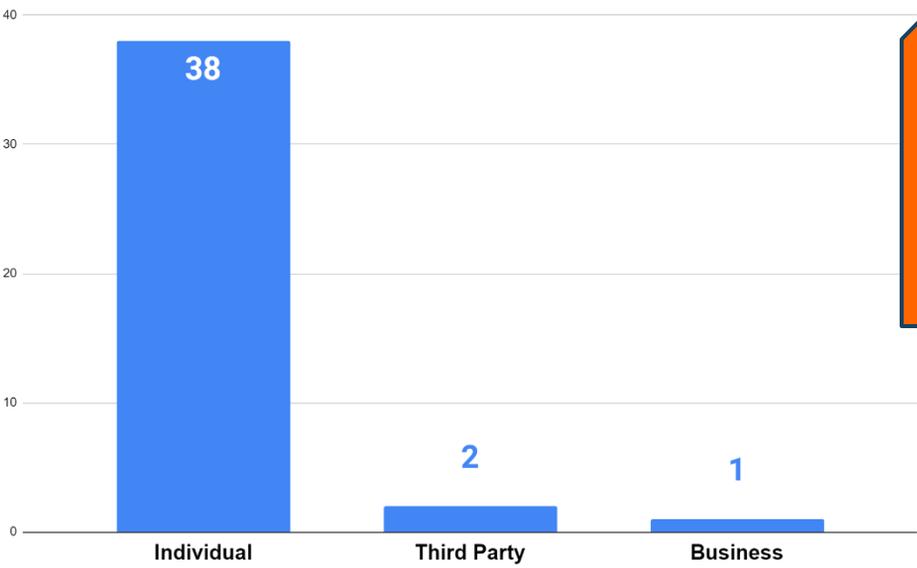
92.7%
Individual

Local

All of PATH 211
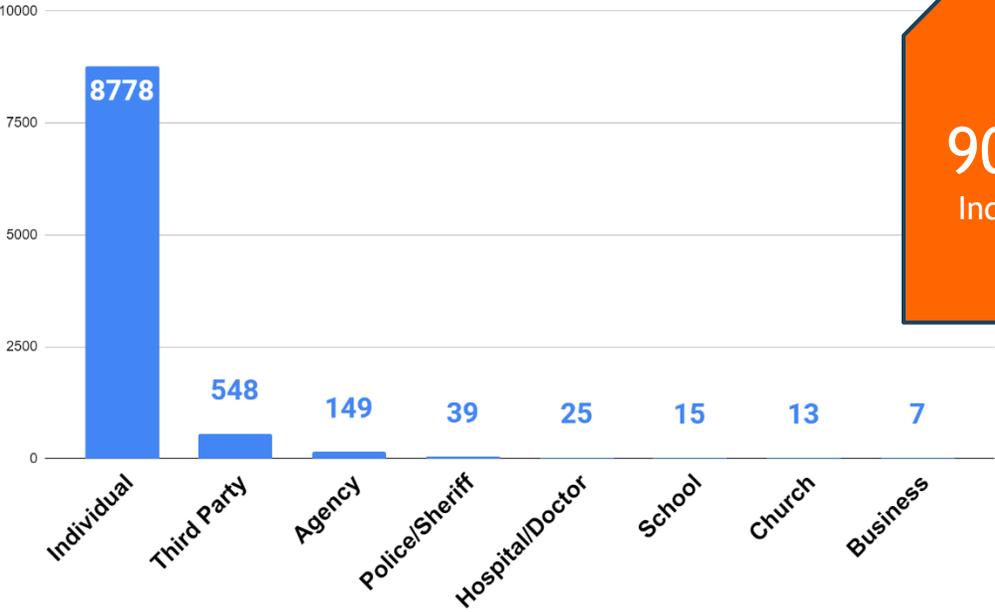
90.7%
Individual

Contact Stats, Cont.

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

Local

Minor (<18): 0
Adult (18-54): 34
Older Adult (55+): 7

Unknown 2.3%
Male 30.2% — 13
Female 67.4% — 29

All of PATH 211

Minor (<18): 61
Adult (18-54): 6400
Older Adult (55+): 2728
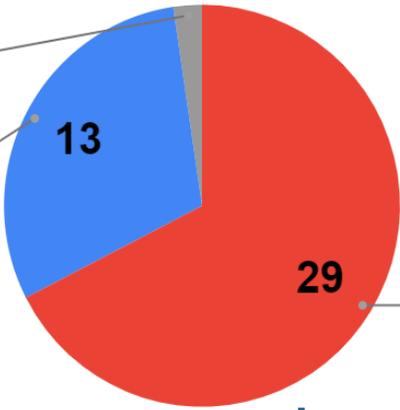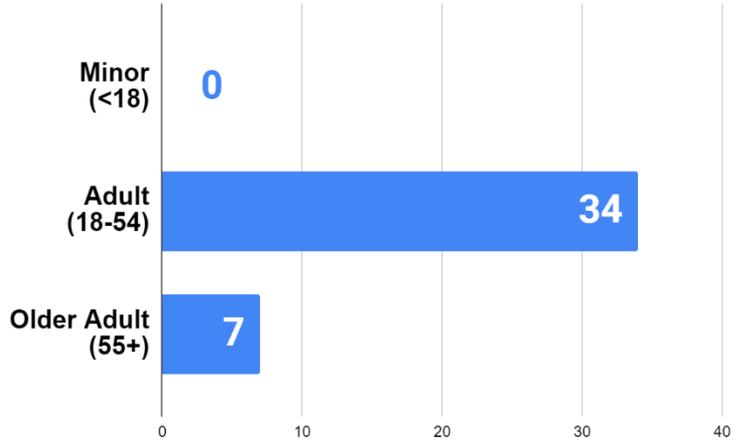
Unknown 5.7%
Male 27.9% — 2,691
Other 0.1%
Female 66.4% — 6,413
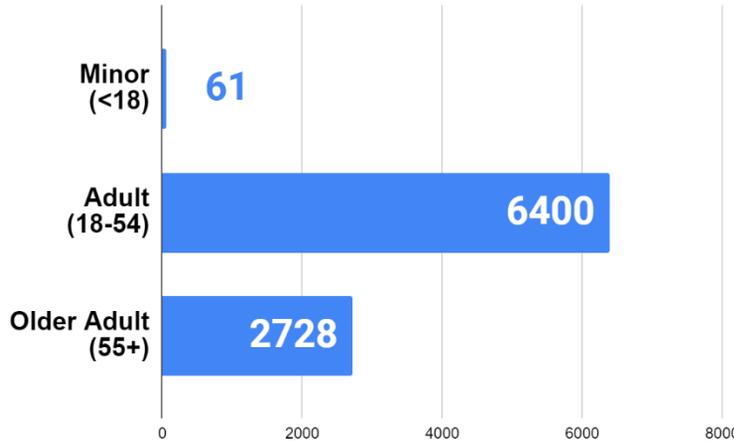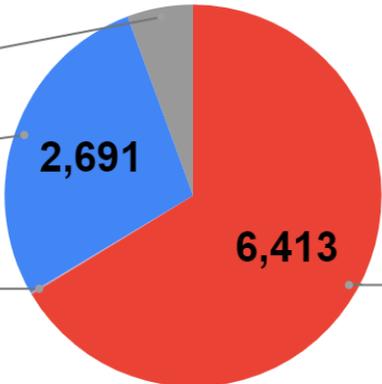
Contact Stats, Cont.

Referral Source 👉

Referral source refers to how the caller found out about 211 services.
Note: As of late September, we have introduced new referral categories to provide more accurate information. This information still predominantly uses the old categories, but next quarter's information will only use the new ones.

Referral Source	Local
Business/Workplace	1
United Way	2
Social Service Agency	2
Internet	2
Already knew about the line - Frequent Caller	2
Already knew about the line	34

79.1% Already knew about the line

Local

All of PATH 211

Referral Source	All of PATH 211
Television/Movie	2
Radio	4
Newspaper/Magazine	4
School/University	11
Other Advertisement	34
Business/Workplace	46
Police/Fire	48
Case Worker	54
Internet	57
Doctor/Hospital/Clinic	57
Already knew about the line - F…	58
Info not gathered	72
United Way	76
Family/Friend	220
Social Service Agency	658
Already knew about the line	8,265

85.7% Already knew about the line

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 41 total 211 contacts and all of PATH had 9,462 total 211 contacts.

Category	Percent	Value
Legal, Consumer and Public Safety Services	3.2%	2
Health Care	3.2%	2
Clothing/Personal/Household Needs	3.2%	2
Transportation	4.8%	3
Income Support/Assistance	4.8%	3
Food/Meals	7.9%	5
Information Services	11.1%	7
Individual, Family and Community Support	11.1%	7
Utility Assistance	17.5%	11
Housing	33.3%	21

Local

All of PATH 211

Category	Percent	Value
Clothing/Personal/Household Needs	2.9%	
Mental Health/Substance Use Disorders	2.9%	
Food/Meals	3.1%	450
Health Care	3.3%	499
Transportation	3.6%	575
Legal, Consumer and Public Safety Services	4.2%	852
Income Support/Assistance	6.2%	1,601
Utility Assistance	11.6%	1,703
Information Services	12.3%	2,215
Individual, Family and Community Support	16.0%	3,910
Housing	28.3%	

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.

9 total unmet needs were recorded in Logan County across 6 distinct categories. Refer to the "Raw Data" link at the end of the report for the complete list.

9 total unmet needs

6 distinct categories

Utility Service Payment Assistance
11.1%

Supported Living Services for Adults...
11.1%

Soup Kitchens
11.1%

Case/Care Management
11.1%

General Medical Care
33.3%

Homeless Motel Vouchers
22.2%
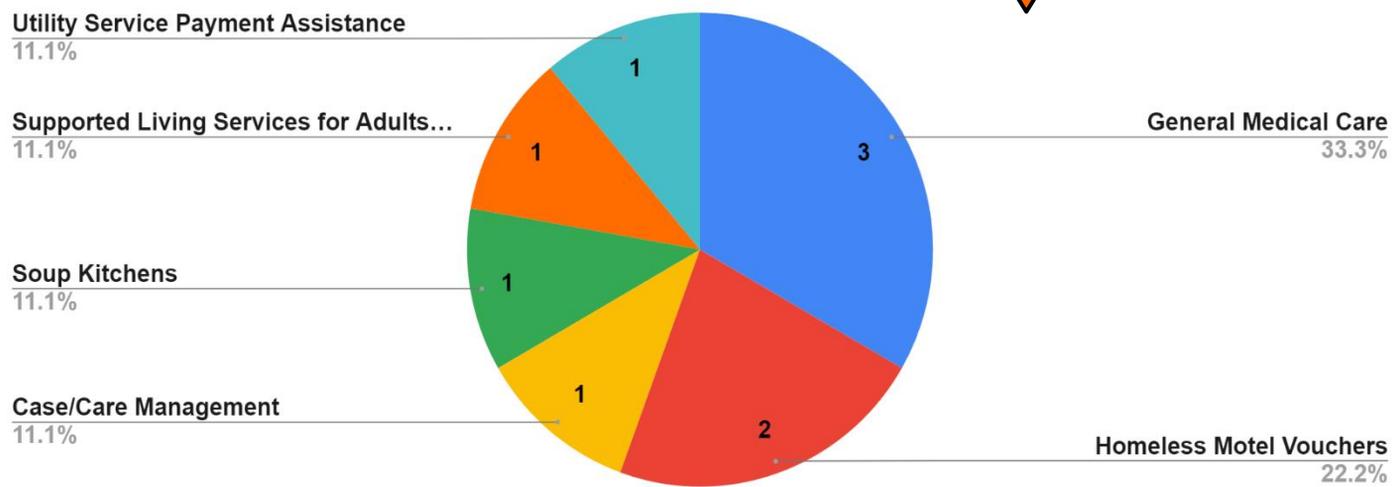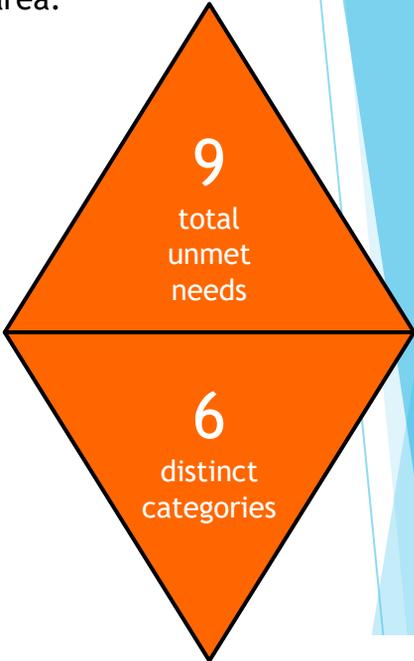
Contact Needs, Cont.

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.

119 total referrals

45 distinct agencies

119 total referrals were made in Logan County across 45 distinct agencies.

Agency	Count
The Salvation Army Lincoln 360 Life Center	9
Community Action Partnership of Central Illinois	6
West Lincoln Township	5
Logan County Housing Authority	5
Regional Office of Education #17 (DeWitt, Livingston, Logan, McLean)	4
PATH - Providing Access To Help	4
Helping Hands of Springfield, Inc.	3
Holy Family Food Pantry	3
Home Sweet Home Ministries	3
Lincoln Logan Food Pantry	3

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.

Category	Value
Rescheduled	1
Referral was incorrect; caller found help anyway	1
Positive emotional adjustment	1
Not Recorded	1
Referral was contacted; waiting to hear back	2
Attempted; caller did not answer	3

9 Follow-ups

Local

All of PATH 211

Category	Value
Practice	1
Endangerment situation resolved	1
Referral was incorrect; caller found help anyway	8
Endangerment situation still exists	10
Not Recorded	16
Referral was incorrect; caller did not find help	24
Abandoned	30
Attempted; number did not work	50
Positive Emotional Adjustment	54
Rescheduled	56
Referral was not contacted	88
Referral was appropriate; caller received help needed	173
Referral was appropriate; caller wasnt able to recieve help	183
Referral was contacted; waiting to hear back	201
Attempted; caller did not answer	949

1844 Follow-ups

Call Center

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

PATH

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

0:46 Last Quarter	0:18 Average InQueue Time

9:41 Last Quarter	10:00 Average Handle Time

Spanish

0:18 Average InQueue Time	0:36 Last Quarter

8:11 Average Handle Time	8:18 Last Quarter

Service Level 👨‍💼

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

English

84.96% Last Quarter	95.18% Service Level

Spanish

93.93% Service Level	86.02% 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

1,031 Last Quarter	**516** Abandons
1:43 Last Quarter	**0:47** Average Abandon Time
8.78% Last Quarter	**3.96%** Abandon Rate

Spanish

116 Abandons	135 Last Quarter
0:19 Average Abandon Time	0:39 Last Quarter
19.17% Abandon Rate	25.42% 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.

2·1·1
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PATH

Story 1

Caller was seeking grief counseling groups. Though we were able to provide a couple counselors that provided grief counseling, the caller remained extremely upset and seemingly unable to process her mother's death. The caller described herself as an "explosive person", but we were able to eventually validate her feelings of anger and frustration, helping her reach a point where she could talk about everything a bit more calmly. In the end, the caller was even able to joke around a little bit with our operator. The call wrapped up with her thanking us for the counseling resources we were able to provide, and we agreed to check in on her later to see how she's doing.

Story 2

Caller had recently moved into a new house with her children but had been struggling with finding resources to help pay for it. We were able to provide some referrals to local agencies that help with rent assistance, but one of the things the caller stated that she appreciated the most was just having someone to take the time to help brainstorm possible solutions. She had been feeling overwhelmed with navigating the options on her own, so she said it was a huge help for us to help her work through things..

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/1tPhgTWFGMMULNG8AY7km7XEf-F6R0QCrEzJ56fQUgFY/edit?usp=sharing

Submitted by:

Chris Baldwin
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