

From the Executive Director

Greetings Stakeholders!!

PATH Inc. has been providing information and referral, and crisis intervention phone services 24/7/365 for over fifty (50) years now. We are so proud to be celebrating our 50th anniversary this year. And we are also celebrating twelve (12) years of providing 3rd party 211 services. The success of 211 has been far-reaching and transformative and would be impossible without our UW partners, their generous funders, and related partners that have led to such an impact on the lives of so many in their community. PATH Inc. is currently serving over three (3) million Illinois citizens.

I am so excited to have taken the leadership role to help move PATH Inc. forward, and work with all of you to not only provide this valuable service, but to improve it. As part of our improvements, I hope you find the new look and feel of your quarterly reports more eye appealing and readable. Violet Pavlik, our new Manager of Database Services, replaced retiring Susan Williams in September. Violet has worked diligently to redesign your quarterly reports to make them more functional. Please reach out to Violet if you have any feedback on the new reports (vpavlik@pathcrisis.org).

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.

Best Regards,



Chris Workman
Executive Director/CEO PATH Inc.



Updates From the Executive Director

- ▶ **UWW Opportunity** - Ride United Last Mile Delivery partnership between UWW and DoorDash is seeking grant applications. Using the same DoorDash technology that brings burritos, groceries, and pet toys to your home, Ride United's Last Mile Delivery delivers food pantry boxes, prepared meals, hygiene items, school supplies, and much more directly to neighbors' homes for free! UWW notes: "We are accepting applications on a rolling basis, but applications for priority funding should be received by October 27, 2021."

https://drive.google.com/file/d/1XRNDlDTgcB_sTor3YwgcJCRvVSvnMfdr/view

PATH Inc. 211 will work with any organization who receives a grant to make your project successful.

- ▶ **211 Holiday Listings** - PATH Inc. Is prepared to provide excellent holiday information and referral services to your communities. As you can imagine, managing Database Services is no easy feat. The 211 Resource Repository is never the same from one day to the next and requires significant manpower to curate. It's truly a living thing with constant movement rather than a typical database. So it is labor intensive and adding time sensitive requests, such as holiday programs, can be tricky. We ask that you follow this guideline when submitting holiday (and other time sensitive) requests - Try to submit ongoing holiday activities, rather than one (1) time events. For instance, the UW is hosting holiday food pantries through November and December vs. the UW is providing lunch to the homeless on xyz date. Certain exceptions can be made for annual/reoccurring holiday programs with specific dates, depending on service need and timely notice. Thank you for your cooperation.

- ▶ **988** - For those who don't know already, by an Act of Congress in 2020, 988 has been established as the new number to call for mental health and crisis intervention calls. The new number will be effective July 1, 2022. PATH Inc. staff have been on the State of Illinois advisory board and committees. It is still unknown on how Illinois plans to fully implement 988, however you should be aware that this change is anticipated to split our current 211 and crisis intervention model into separate models effective July of 2022. We hope to know more in January 2022 and we will provide you an update in the next quarterly letter.

Champaign County

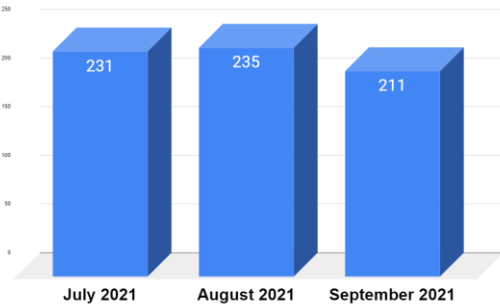


Overview

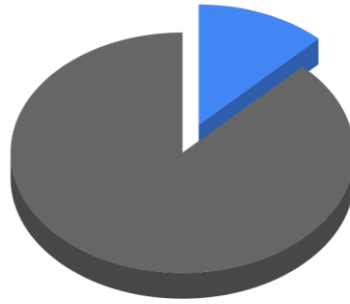
- ✓ Total Calls
- ✓ COVID-19
- ✓ Total Texts
- ✓ Time Stats
- ✓ Service Level
- ✓ Contact Needs
- ✓ Who's Calling
- ✓ Follow-Ups
- ✓ Referral Source
- ✓ PATH Page
- ✓ Links/Resources



211 Calls



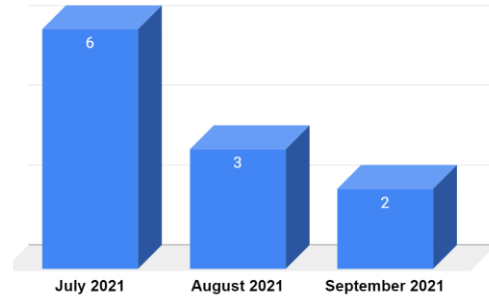
COVID-19 Contacts



• COVID-19 • Not COVID-19



211 Texts



677

Total Calls
Champaign County

83

Of Champaign
contacts were
related to
COVID-19

11

Total Texts
Champaign
County

United Way 211 Report

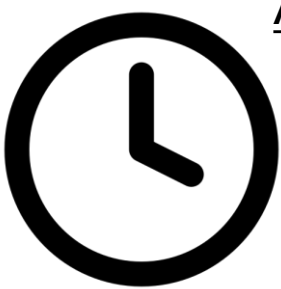
3rd Quarter

July 1st - September 30th 2021

Time stats, Service Level

Average Handle Time

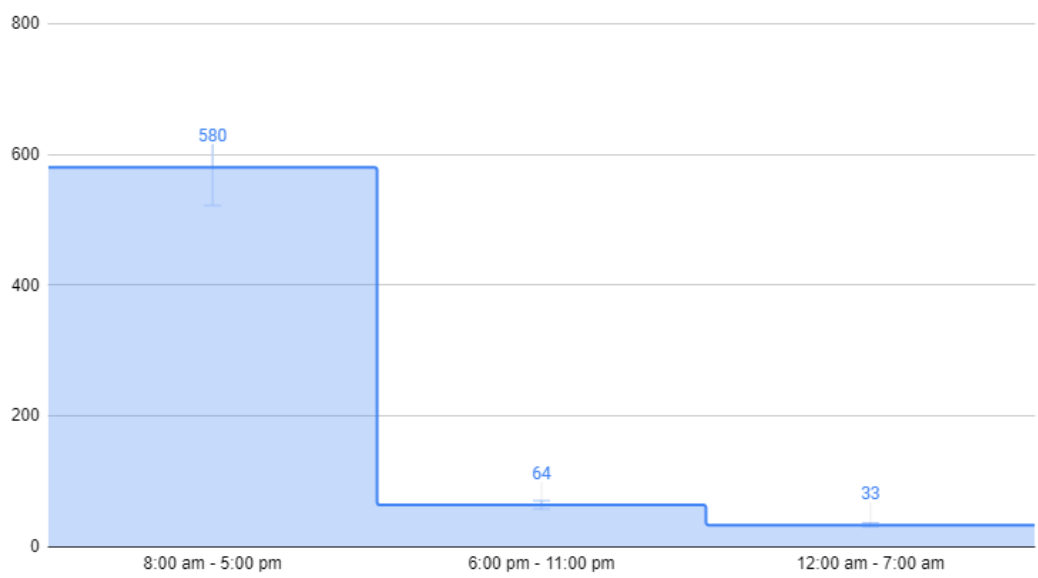
7:18
Untied Way 211 Calls



Average InQueue Time

48 Sec
Untied Way 211 Calls

Call Time



Note: Chart describes the distribution of calls received during 3 different time periods: business hours (8am-5pm), after hours (6pm-11pm), and early morning hours (12am-7am).

Service Level

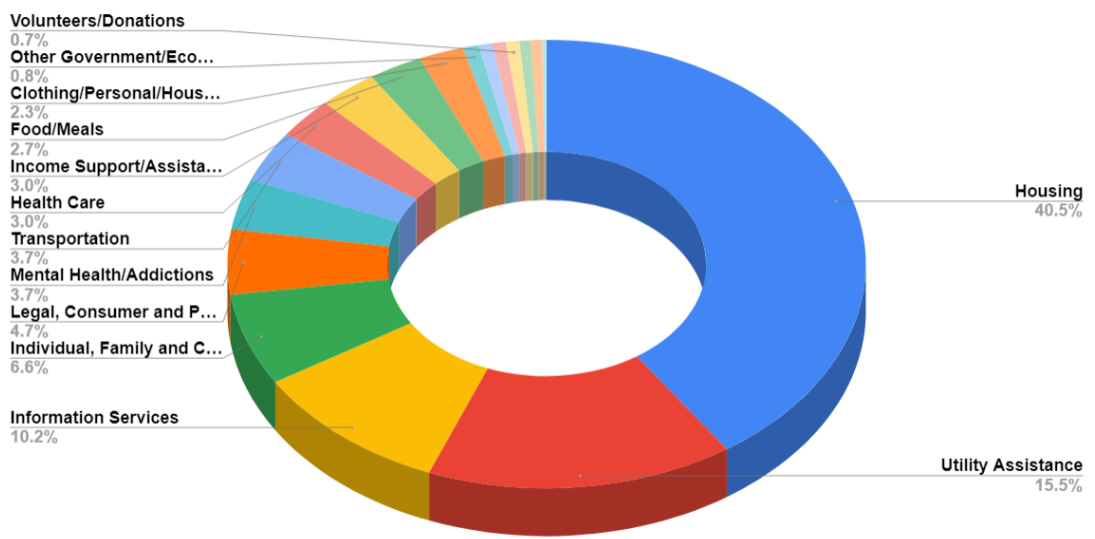
✓ **80.13 %** (United Way 211)



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

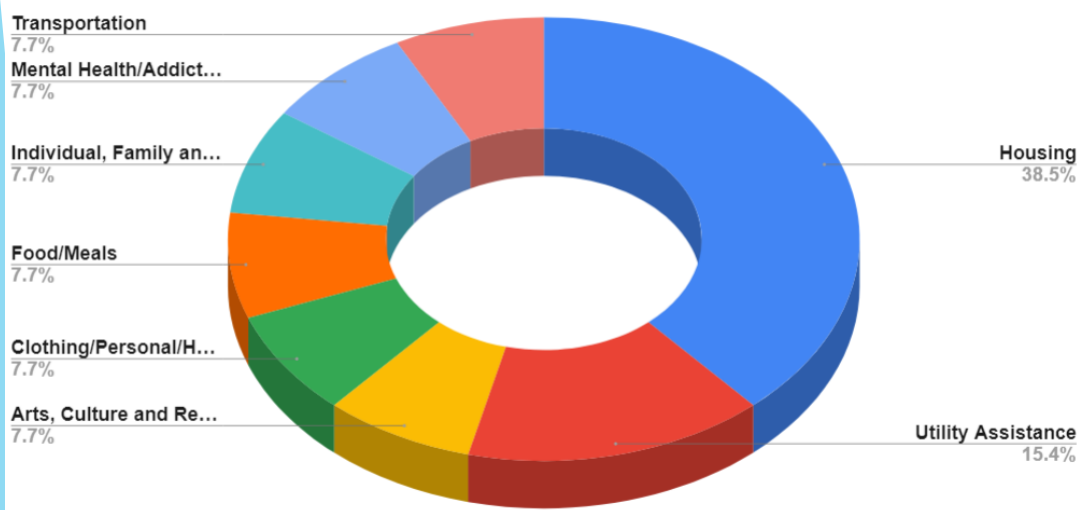
Contact Needs

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.

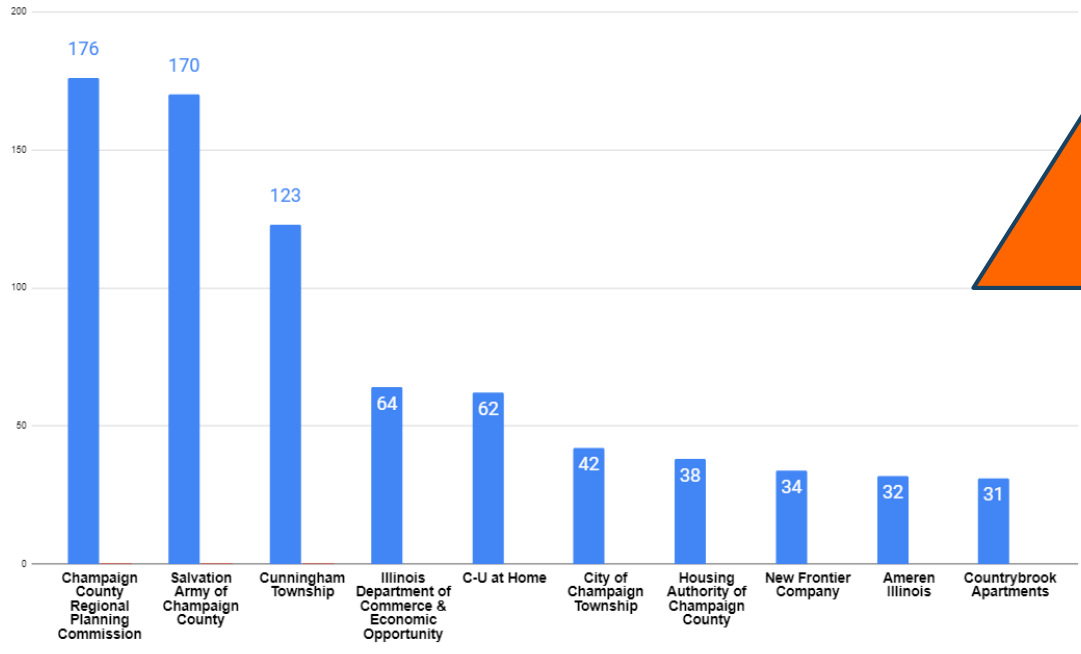
AIRS Problem Needs - Text



Note: Champaign County received 11 total 211 texts. This chart describes the percentage of AIRS Problem Needs recorded on the 211 text-line.

Contact Needs Cont.

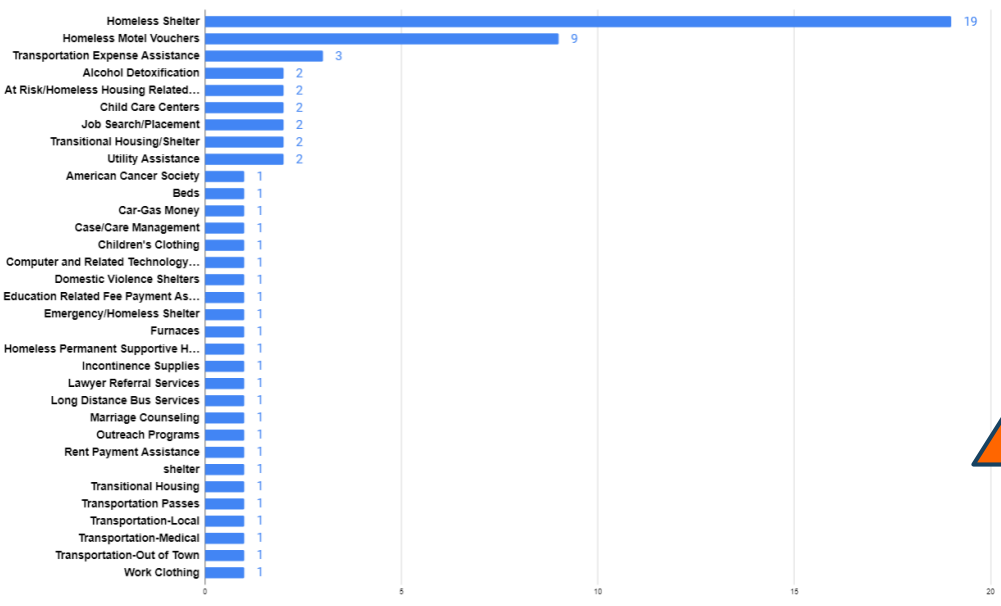
Top 10 Agency Referrals



1,753
Total agencies referred to

Note: 1,753 total agencies were referred to in Champaign County. This chart displays the top ten agencies referred to with exact referral numbers in data labels.

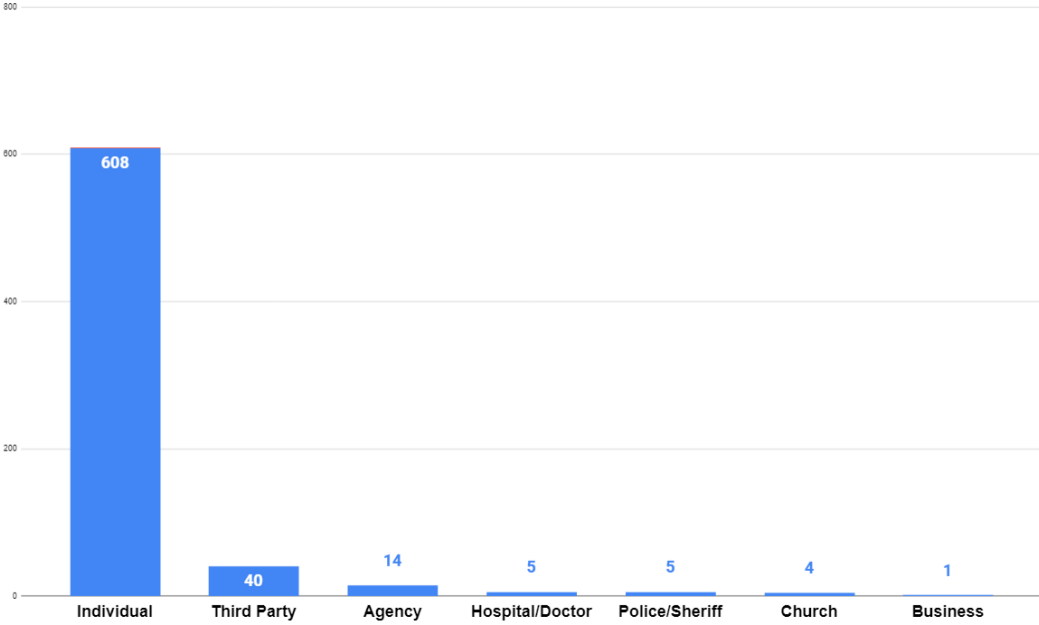
Unmet Needs



67
Total Unmet Needs

Note: 67 total unmet needs were recorded in Champaign County. The number one unmet need was *Homeless Shelter*.

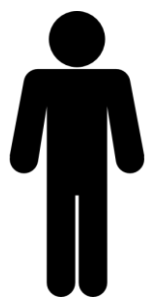
Contact Person Type



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



71.6%
Female



27.8%
Male



5
Total Spanish 211
calls



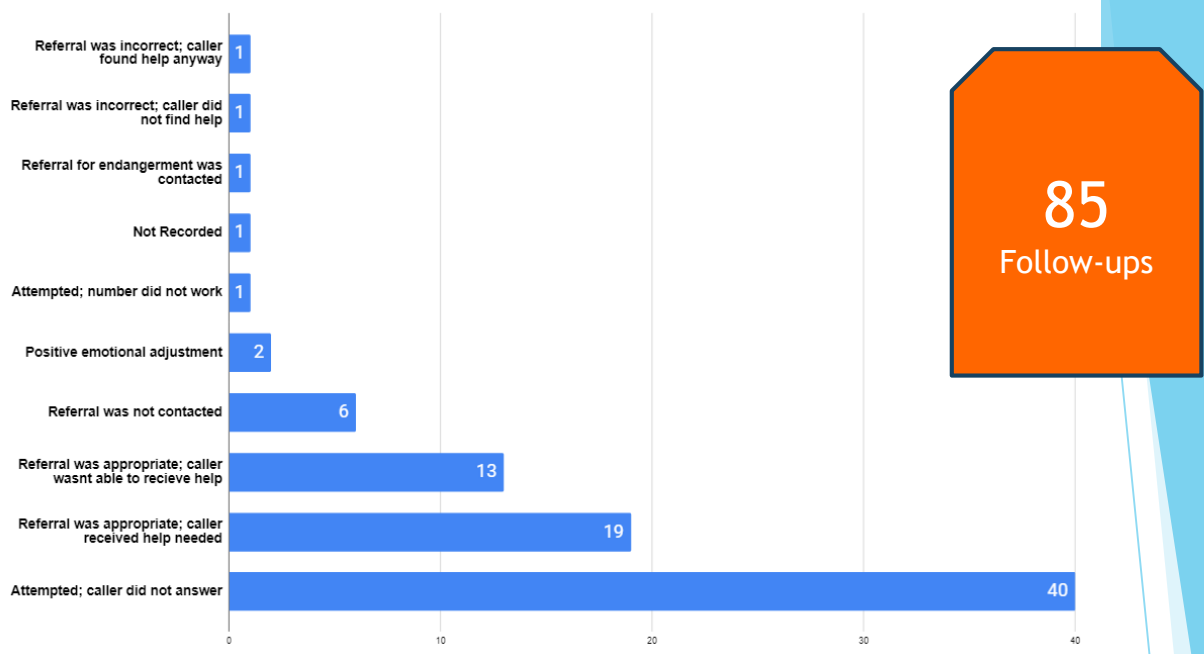
79.0%
Adult
18-54



18.5%
Older Adult
55+

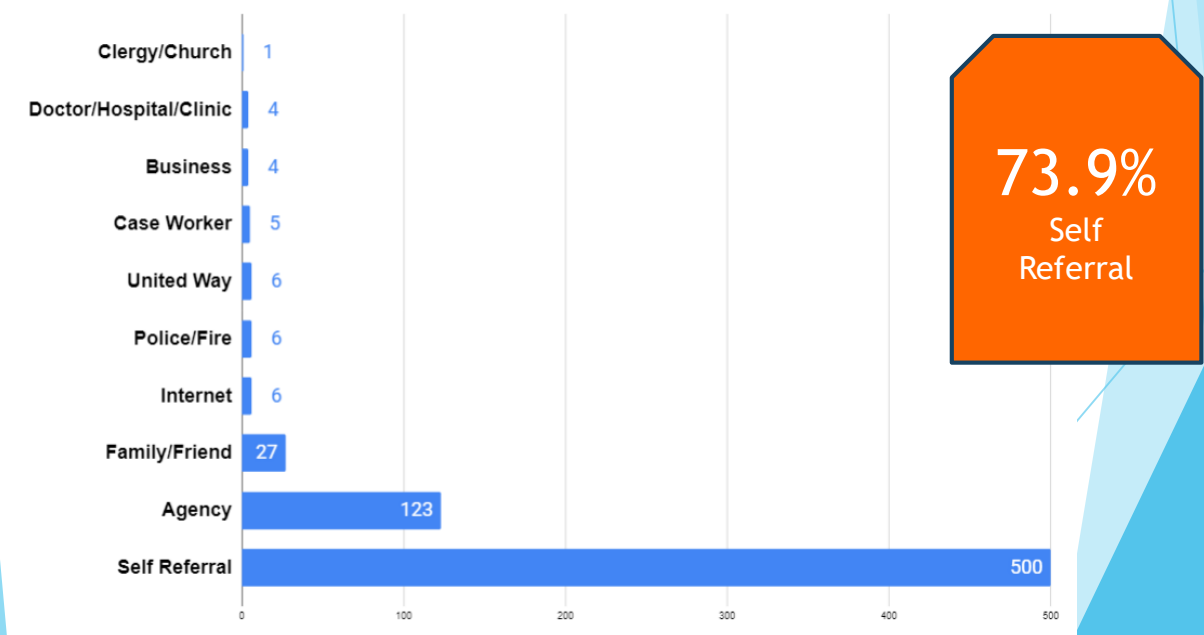
Follow-Ups, Referral Source

Follow-Ups



Note: 85 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.

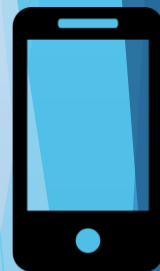
- ✓ **10,359** calls handled (United Way 211)
- ✓ **318** calls handled (Spanish 211)

10,359
Total Calls

73
Total
Texts

All Text Messages Handled by PATH Inc.

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



Abandons

- **1,202** (United Way 211)
- **119** (Spanish 211)

Average Abandon Time

- **1 min:17 sec** (United Way 211)
- **51 sec** (Spanish 211)

% Abandons

- **10.39%** (United Way 211)
- **27.23%** (Spanish 211)

% Abandon Goal = 9%



Average Handle Time

✓ 7:18 (United Way 211)

✓ 5:37 (Spanish 211)

Average InQueue Time

✓ 48 sec (United Way 211)

✓ 46 sec (Spanish 211)

Service Level

✓ 80.13 % (United Way 211)

✓ 77.75 % (Spanish 211)



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

PATH Success Stories (3rd Quarter)

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



The caller is having trouble paying bills lately. As a result, she does not have a lot of food at the moment. She said she has been living off oatmeal.

She was reluctant to try food pantries because she is picky and wants to leave food for others, but I convinced her to give them a try.

She was happy she had many options, and that there are a lot of pantries to feed many people.

She lives with her dog who she loves very much. He requires many meds and expensive food, but she loves him, so she uses a lot of her money on him.

She was very thankful for our help today.





Caller said that he just needed to talk to someone for a little while because he is really overwhelmed right now. He recently found out that he is HIV positive, and he has been really disappointed with how people have been reacting to him.

He said that some of his friends and family stopped talking to him after he received his diagnosis. It has been a really hurtful time for him. I reflected with him and said, “It must be really hard to go through that, and to be rejected at a time when you need friends and family the most.”

He said, “That is exactly how I feel! It sort of feels like coming out all over again.”

Caller said that he is getting treatment and would like to reach out to the support group resources I sent to him. He is looking forward to that, it is just a matter of getting through the next bit here.

He really appreciated chatting with me and said that he felt a lot better about his situation.

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/1n0PlZ_bH4JDqTnzA4mRVYuhC8Bf7Bu0l0lTlijRxqnl/edit?usp=sharing

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