From the Interim CEO

Greetings Everyone!

This quarter, our 211 and Database teams have been very busy. Our Homeless Services Division has seen major increases in requests to help our clients with services they desperately need. The most requests have been for utility assistance, rental assistance, and emergency housing shelter. We handled 11,269 calls in 211 during the third quarter of 2023. Our call volume will continue to increase as we add more resources to our database to assist our callers. We currently answer for over fifty counties and anticipate more additions in the future.

As we move into the Fall season, we look forward to helping as many callers/clients as we can with housing needs. I am very excited about the opportunity to serve others and PATH's employees continue to demonstrate their sincere dedication and commitment to our vision and mission.

With Sincere Thanks for our Partnerships,

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

From the Database Department

Hi everyone,

We just wanted to let you know of a couple minor changes to the quarterly report:

1. Over the last couple quarters, the number of calls related to Covid-19 have been reported at less than 1% of the total. As such, we will leave that page out of future reports though the information will still be available on request.

2. AIRS (The Alliance of Information and Referral Systems), the accrediting agency for 211, has re-branded as Inform USA. Some of the pages in the report and elsewhere may still refer to AIRS, but please be aware of the change.

3. We have discontinued dedicated phone lines for Mandarin, Chin, and Burmese, as almost all callers to those lines selected that option on accident. Those languages, among others, are still available through our translation service.

Sincerely,

Chris Baldwin
Director of Database Services

Champaign County

United Way 211 Report
3rd Quarter
July 1st – September 30th, 2023

Table of Contents

2·1·1
Get Connected. Get Help.™

PATH

Overview

Total 211 Contacts 📞

April 2023	May 2023	June 2023
283	266	482

1,031 Contacts Champaign County

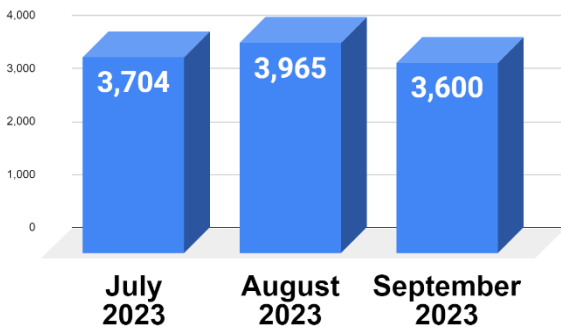| July 2023	August 2023	September 2023
468	473	432

1,373 Contacts Champaign County
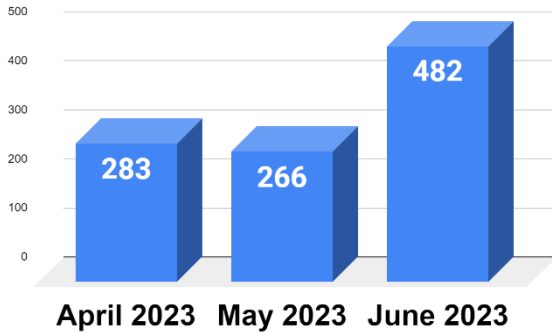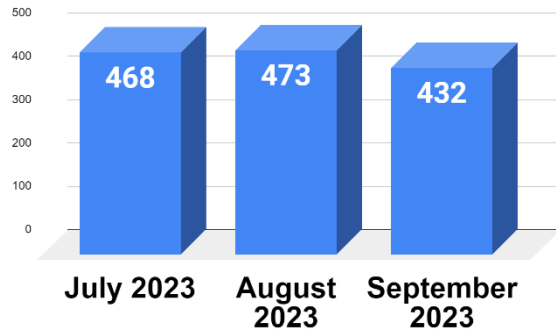
Last Quarter | This Quarter

All of PATH 211

July 2023	August 2023	September 2023
3,704	3,965	3,600

11,269 Contacts PATH 211

Last Year

July 2022	August 2022	September 2022
259	294	245

798 Contacts Champaign County
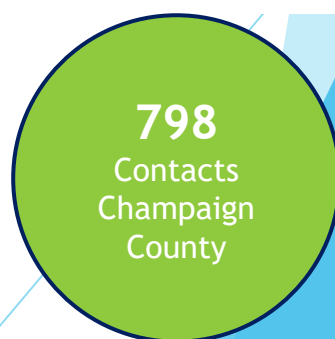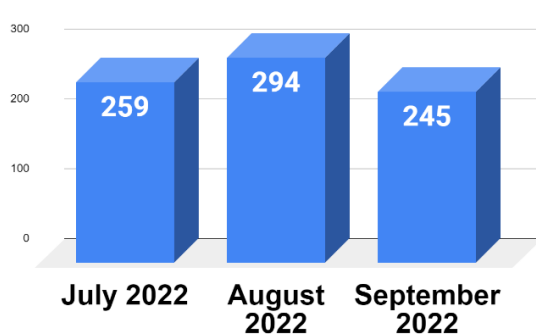
Overview, Cont.

Total 211 Texts 📱

Last Quarter

April 2023: 4
May 2023: 7
June 2023: 15

26 Texts Champaign County

This Quarter

July 2023: 14
August 2023: 9
September 2023: 6

29 Texts Champaign County

All of PATH 211

July 2023: 73
August 2023: 67
September 2023: 58

198 Texts PATH 211

Last Year

July 2022: 3
August 2022: 1
September 2022: 1

5 Texts Champaign County

Overview, Cont.

Total Spanish 211 Calls 🌎

Last Quarter

Bar chart: April 2023: 3, May 2023: 2, June 2023: 7

12 Spanish Calls

This Quarter

Bar chart: July 2023: 4, August 2023: 1, September 2023: 5

10 Spanish Calls

All of PATH 211

Bar chart: July 2023: 65, August 2023: 69, September 2023: 64
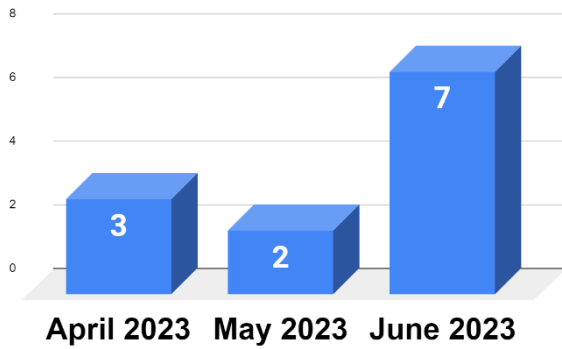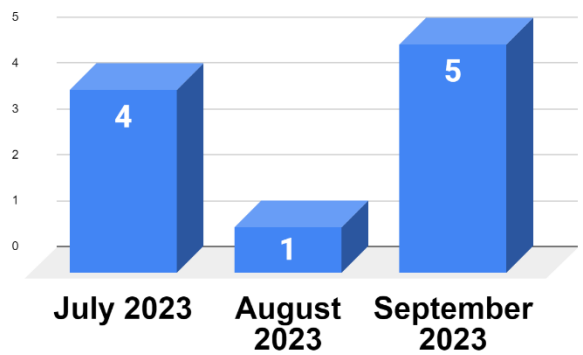
198 Spanish Calls

Last Year

Bar chart: July 2022: 2, August 2022: 2, September 2022: 3

7 Spanish Calls

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
14.5%
199

Midnight-8
3.9%
54

8-Noon
39.8%
546

Noon-5
41.8%
574

Local

All of PATH 211

5-Midnight
15.5%
1750

Midnight-8
8.3%
943

8-Noon
34.8%
3935
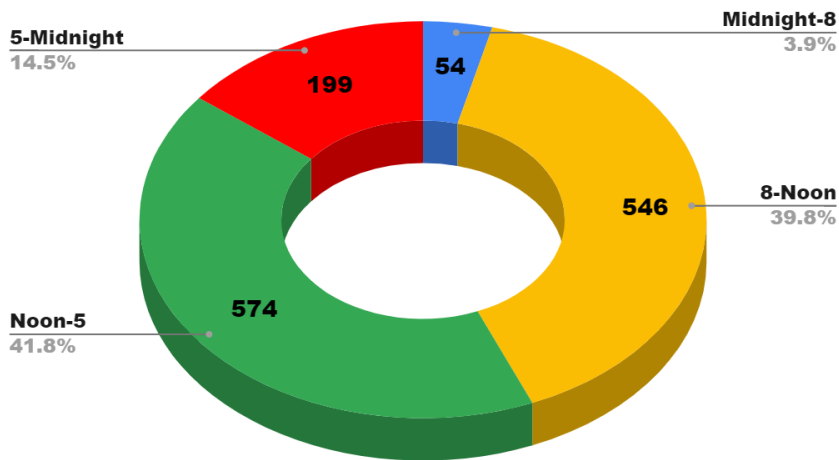
Noon-5
41.4%
4,681
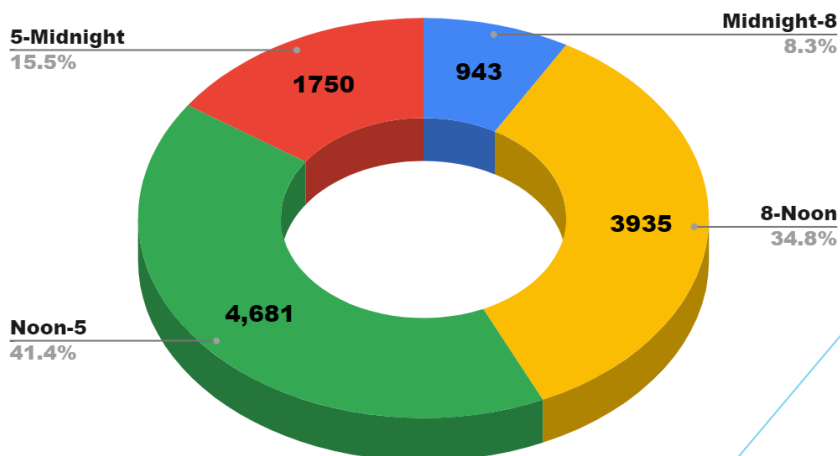
Contact Stats, Cont.

Contact Person Type

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

90.2% Individual

	Local

Local

All of PATH 211

91.0% Individual
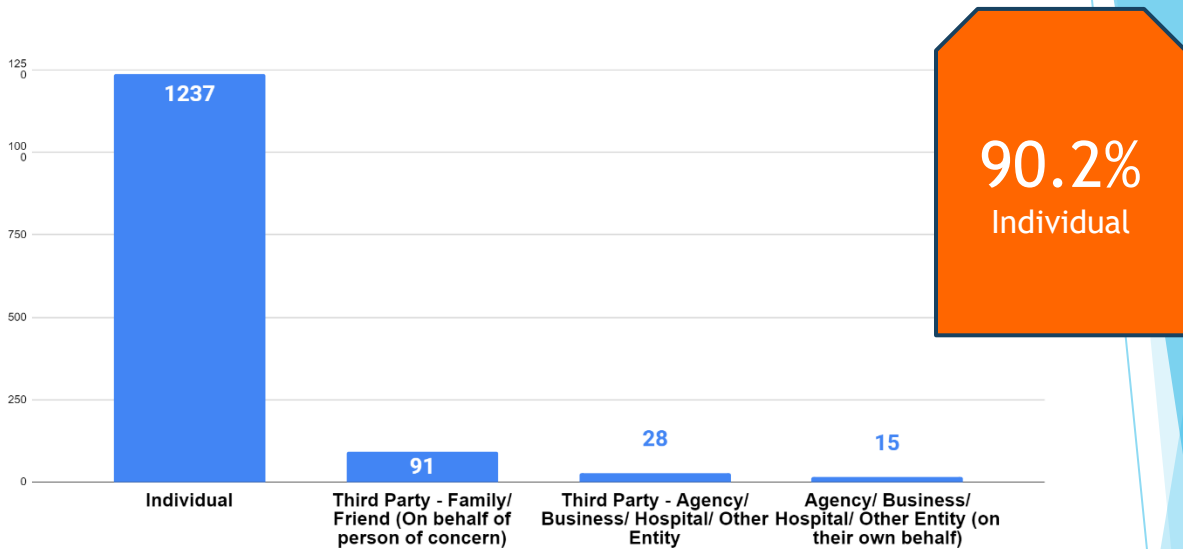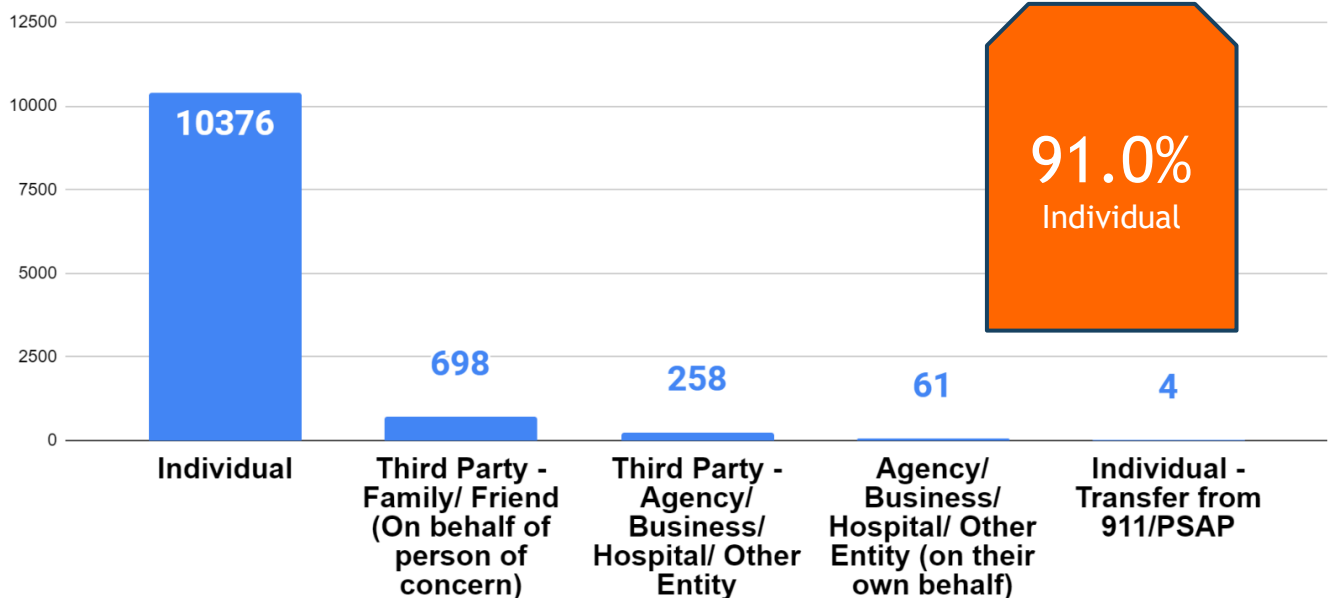
Contact Stats, Cont.

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.

Local

Minor (0-17): 9
Young Adult (18-34): 480
Adult (35-54): 518
Older Adult (55+): 338

Unknown 3.0%
Male 25.3% — 351
Other 0.6%
Female 71.2% — 989

All of PATH 211

Minor (0-17): 75
Young Adult (18-34): 3559
Adult (35-54): 4019
Older Adult (55+): 3251

Unknown 2.7%
Male 30.8% — 3,522
Other 0.3%
Female 66.2% — 7,577
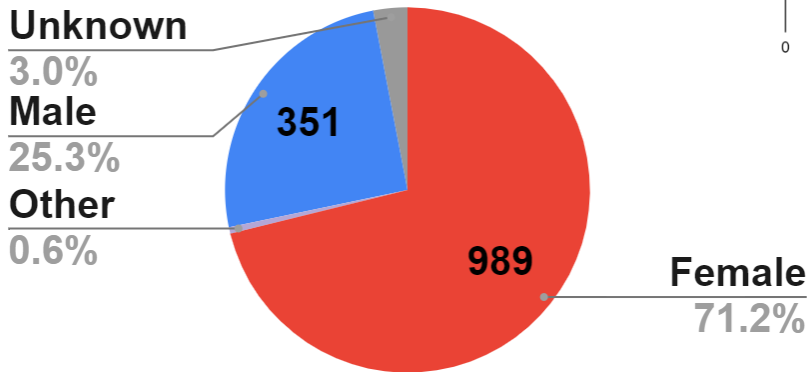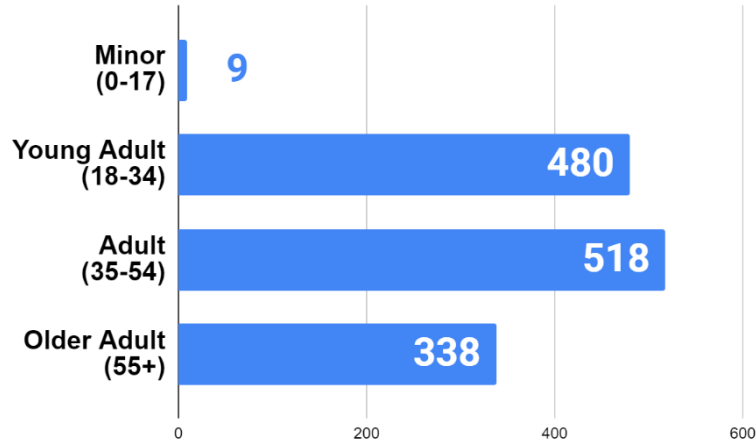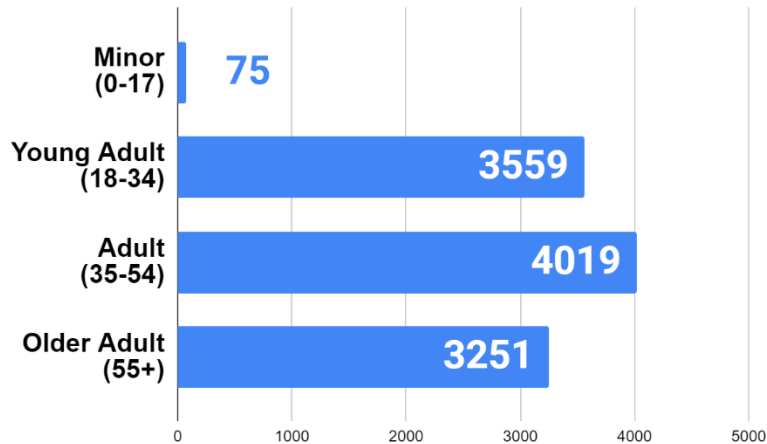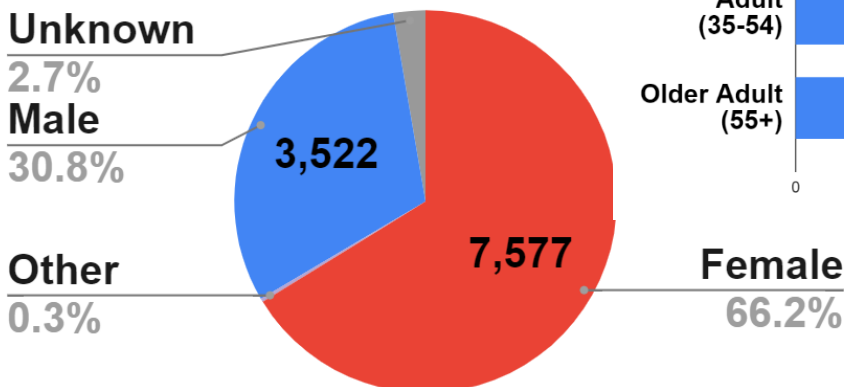
Contact Stats, Cont.

Referral Source 👉

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

Local

Referral Source	Value
School/University	3
EMS/Police/Fire	6
Medical/Behavioral Health Provider	13
Church/Religious Organization	15
Already knew about the line - Frequent Caller	42
Family/Friend	43
Business/Workplace	63
Other Advertisment (TV/Internet/Radio/Media/Event)	64
Social Service Agency (Non-profits, Government Agencies)	279
INFO NOT GATHERED	416
Already knew about the line	429

31.3% Already knew about the line

All of PATH 211

Referral Source	Value
School/University	25
EMS/Police/Fire	64
Medical/Behavioral Health Provider	134
Church/Religious Organization	154
Family/Friend	374
Business/Workplace	377
Other Advertisment (TV/Internet/Radio/Media/Event)	585
Already knew about the line - Frequent Caller	1,253
Social Service Agency (Non-profits, Government Agencies)	1,794
Info not gathered	3,092
Already knew about the line	3,373

30.0% Already knew about the line

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.
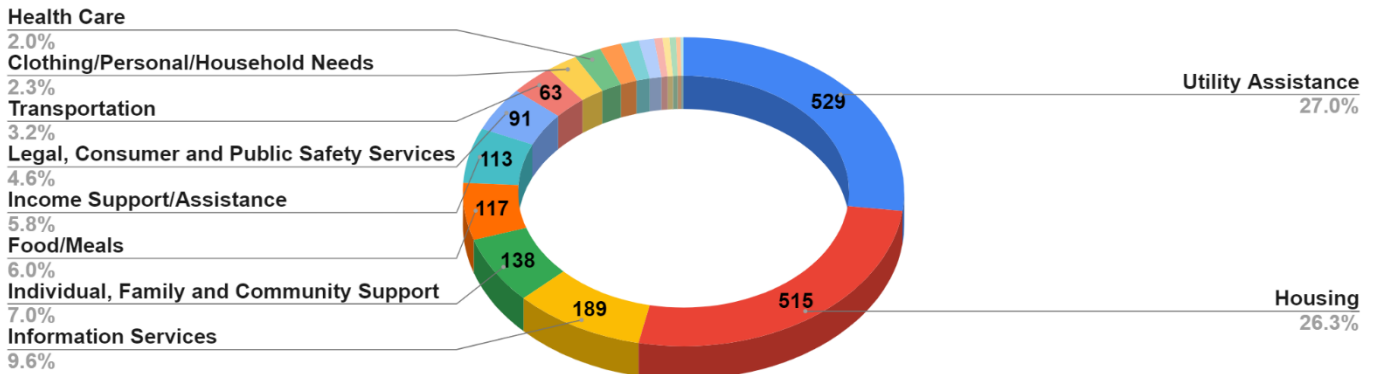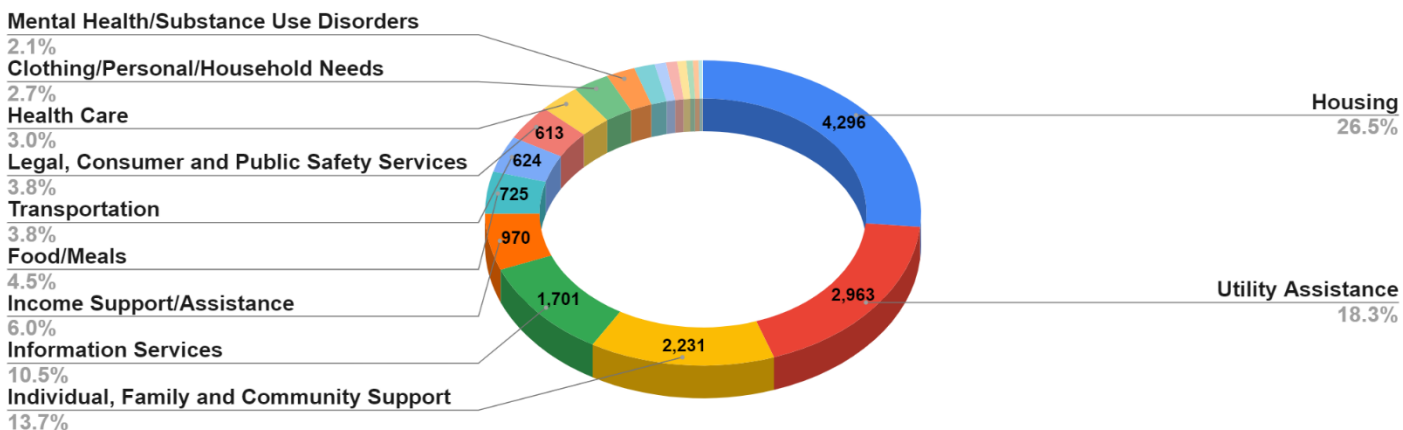
Note: Champaign County had 1,373 total 211 contacts and all of PATH had 11,269 total 211 contacts.

Health Care 2.0%
Clothing/Personal/Household Needs 2.3%
Transportation 3.2%
Legal, Consumer and Public Safety Services 4.6%
Income Support/Assistance 5.8%
Food/Meals 6.0%
Individual, Family and Community Support 7.0%
Information Services 9.6%

63
91
113
117
138
189
529
515

Utility Assistance 27.0%
Housing 26.3%

Local

All of PATH 211

Mental Health/Substance Use Disorders 2.1%
Clothing/Personal/Household Needs 2.7%
Health Care 3.0%
Legal, Consumer and Public Safety Services 3.8%
Transportation 3.8%
Food/Meals 4.5%
Income Support/Assistance 6.0%
Information Services 10.5%
Individual, Family and Community Support 13.7%

613
624
725
970
1,701
2,231
4,296
2,963

Housing 26.5%
Utility Assistance 18.3%

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.
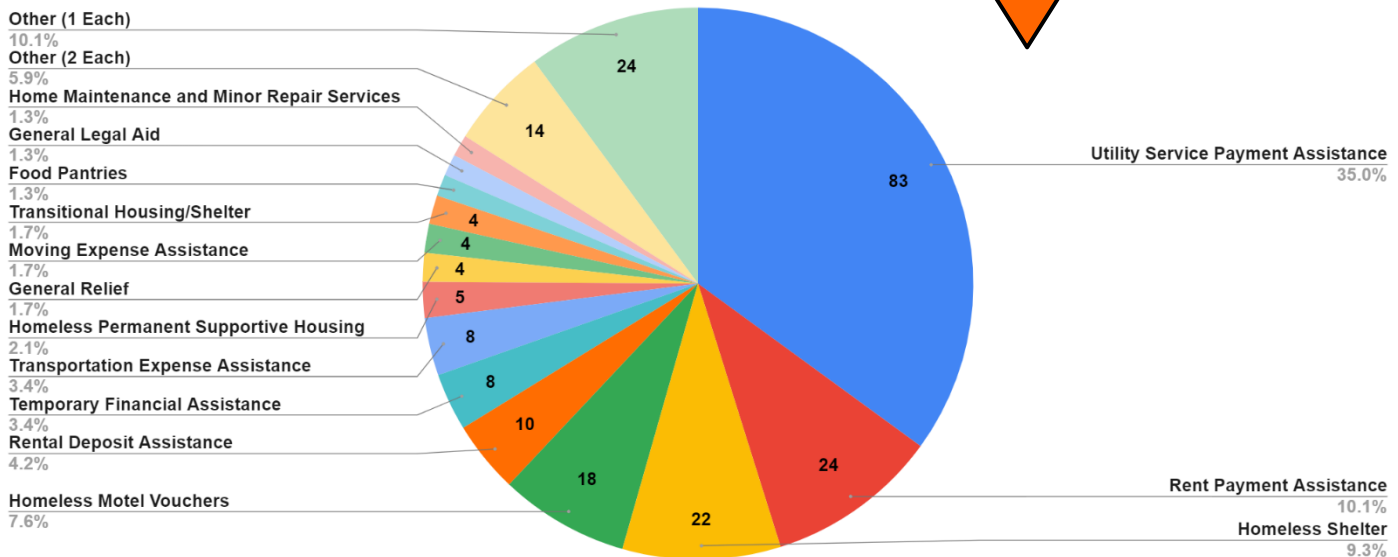- The type of service does not exist in the caller's area.

237 total unmet needs were recorded in Champaign County across 45 distinct categories. Refer to the "Raw Data" link at the end of the report for the complete list.

237
total unmet needs

45
distinct categories

Other (1 Each) 10.1%
Other (2 Each) 5.9%
Home Maintenance and Minor Repair Services 1.3%
General Legal Aid 1.3%
Food Pantries 1.3%
Transitional Housing/Shelter 1.7%
Moving Expense Assistance 1.7%
General Relief 1.7%
Homeless Permanent Supportive Housing 2.1%
Transportation Expense Assistance 3.4%
Temporary Financial Assistance 3.4%
Rental Deposit Assistance 4.2%
Homeless Motel Vouchers 7.6%

Utility Service Payment Assistance 35.0%
Rent Payment Assistance 10.1%
Homeless Shelter 9.3%

83, 24, 22, 18, 10, 8, 8, 5, 4, 4, 4, 14, 24
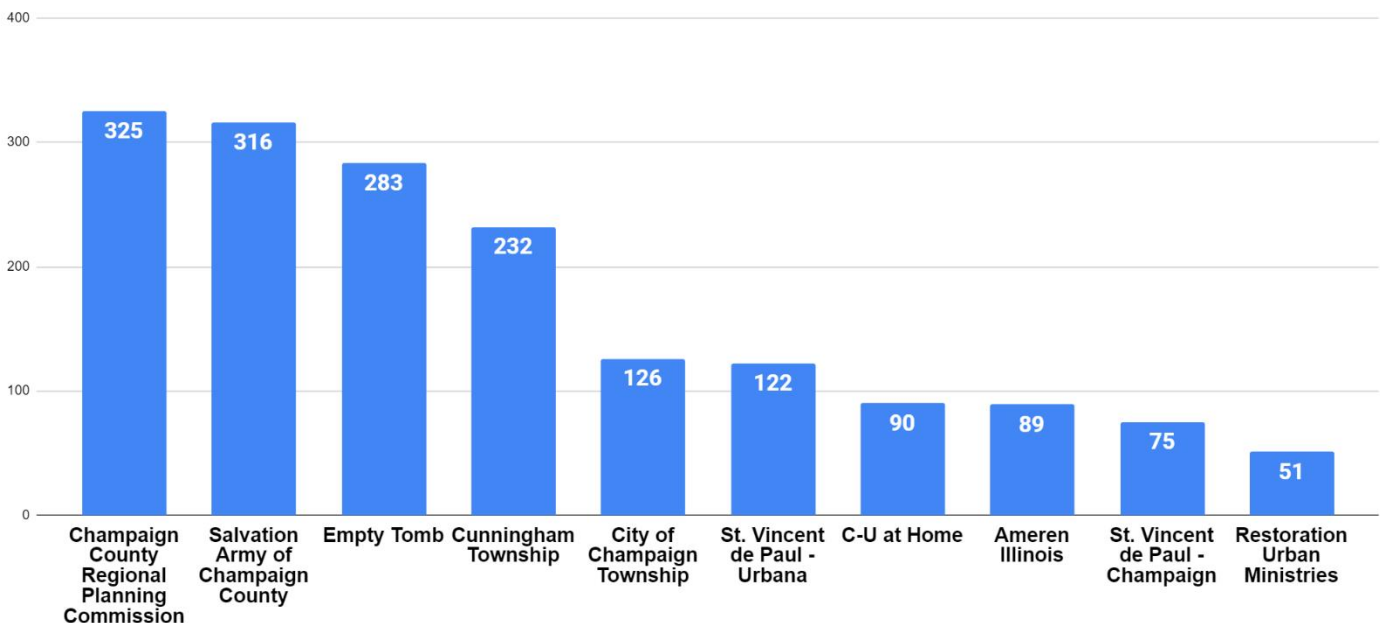
Contact Needs, Cont.

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.

4,106 total referrals were made in Champaign County across 256 distinct agencies.
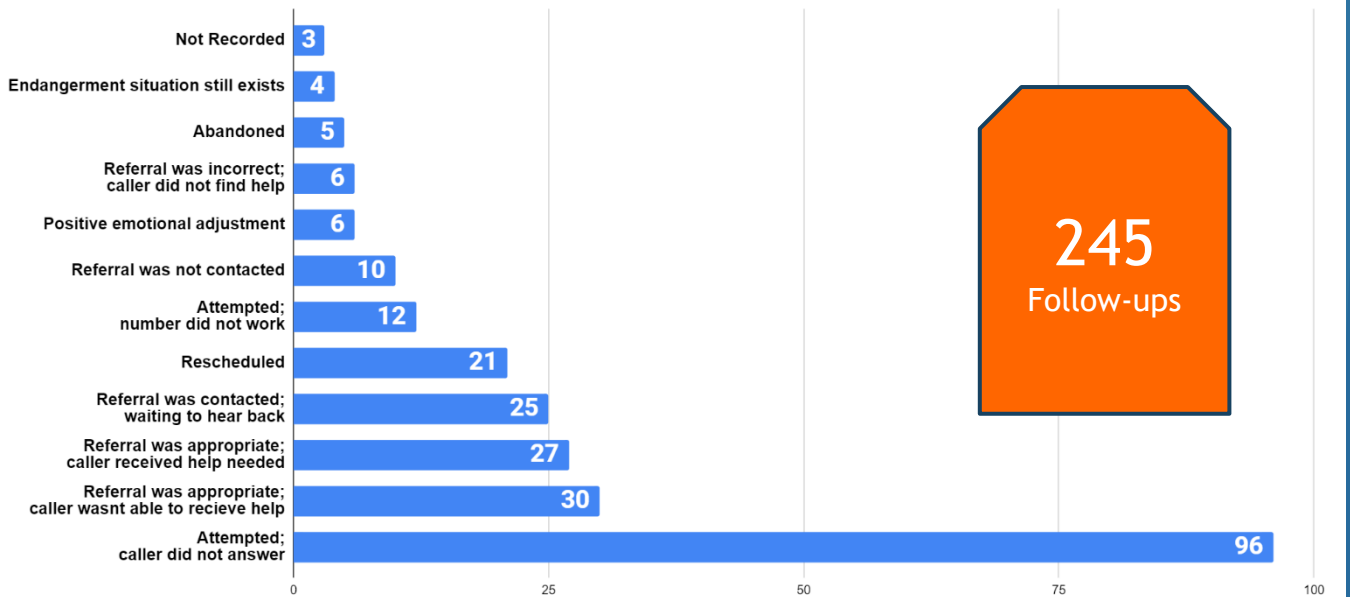
4,106
total referrals

256
distinct agencies
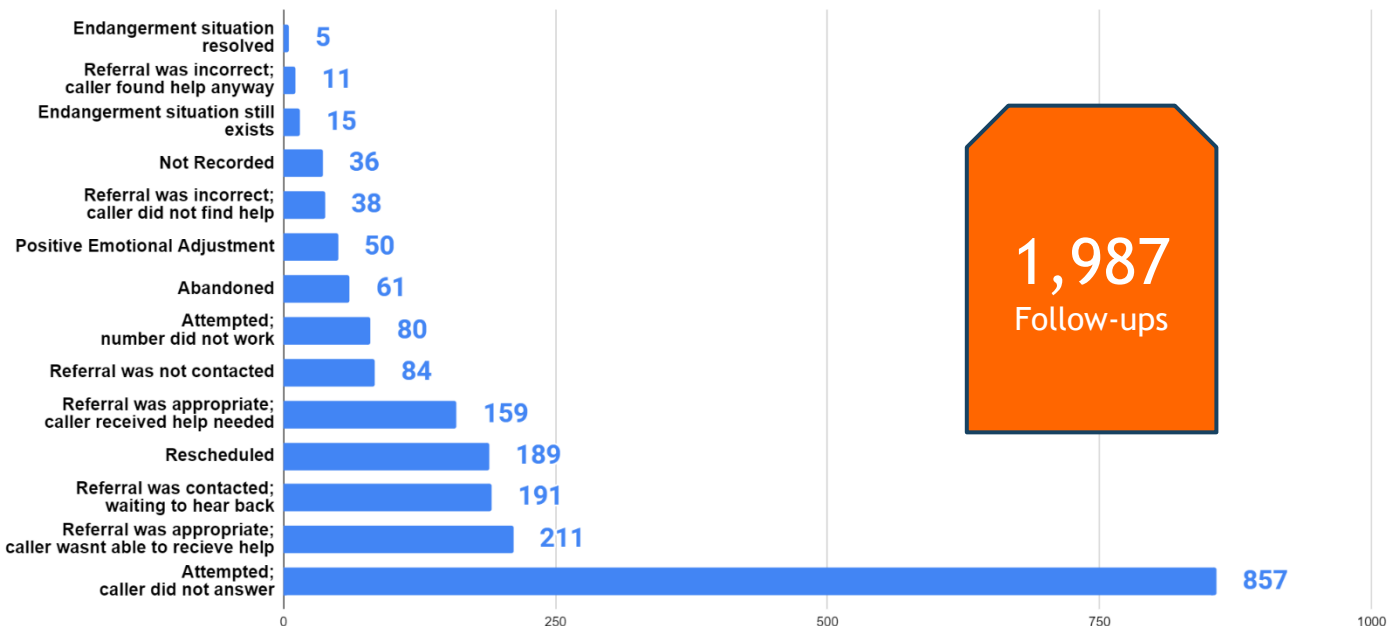
Contact Needs, Cont.

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.

Category	Value
Not Recorded	3
Endangerment situation still exists	4
Abandoned	5
Referral was incorrect; caller did not find help	6
Positive emotional adjustment	6
Referral was not contacted	10
Attempted; number did not work	12
Rescheduled	21
Referral was contacted; waiting to hear back	25
Referral was appropriate; caller received help needed	27
Referral was appropriate; caller wasnt able to recieve help	30
Attempted; caller did not answer	96

245 Follow-ups

Local

All of PATH 211

Category	Value
Endangerment situation resolved	5
Referral was incorrect; caller found help anyway	11
Endangerment situation still exists	15
Not Recorded	36
Referral was incorrect; caller did not find help	38
Positive Emotional Adjustment	50
Abandoned	61
Attempted; number did not work	80
Referral was not contacted	84
Referral was appropriate; caller received help needed	159
Rescheduled	189
Referral was contacted; waiting to hear back	191
Referral was appropriate; caller wasnt able to recieve help	211
Attempted; caller did not answer	857

1,987 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	Spanish

English

| 0:15 Last Quarter | 0:29 Average InQueue Time |
| 8:53 Last Quarter | 8:15 Average Handle Time |

Spanish

| 0:21 Average InQueue Time | 0:16 Last Quarter |
| 9:11 Average Handle Time | 9:22 Last Quarter |

Service Level 👨‍💼

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

English

| 96.90% Last Quarter | 90.32% Service Level |

Spanish

| 92% Service Level | 96.71% 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

413 Last Quarter	845 Abandons	
0:46 Last Quarter	1:28 Average Abandon Time	
3.41% Last Quarter	5.88% Abandon Rate	

Spanish

95 Abandons	61 Last Quarter
0:21 Average Abandon Time	0:14 Last Quarter
14.33% Abandon Rate	11.25% 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 Get Connected. Get Help.™

PATH

Story 1

Caller was struggling with mental health issues and the hurdles they create in finding long-term employment . She was out of work for several years following a period of emotional turmoil and began to accumulate an intimidating amount of debt.

Despite having a Bachelor's degree and more than a decade of experience in office work, the caller did not think she could handle another corporate job. She is currently doing DoorDash on a limited basis but wants something more concrete and reliable. Our operator asked the caller about her hobbies and interests, and when she talked about how much she loved being outside and walking her dog the operator suggested starting off with some volunteer work both to get a sense of what she'd enjoy and to ease back into the workforce gradually. As an alternative to re-entering the workforce, our operator provided the caller with the information she needed to apply for disability. Finally, to address the issue of debt, our operator went over some financial assistance programs with her.

Caller was relieved to have multiple potential 'next steps,' and the beginnings of a plan for the future. The call ended on an optimistic note, as the caller declined our offer to schedule a follow-up contact.

Story 2

Caller reached out with concerns about a mold issue in her apartment. The four units of her building share a connected garage, in which there is a substantial amount of visible mold. She and her partner have an infant in their care, which adds an additional degree of urgency to the situation. Caller has also been suffering from migraines for the last year and suspects the mold was the cause.

To tackle this issue, our operator developed two plans of action. First, we provided the caller with information for their local health department to schedule a mold test for their property. Second, our operator helped identify a local medical provider with whom the caller could schedule tests for herself and her baby. The call concluded with the caller feeling good about knowing where and with whom to book the necessary property and physical examinations.

Contact Density

This map reflects contact 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 Q3 data were constant for a whole year, the top category would receive at least one call for every 50 inhabitants that year.
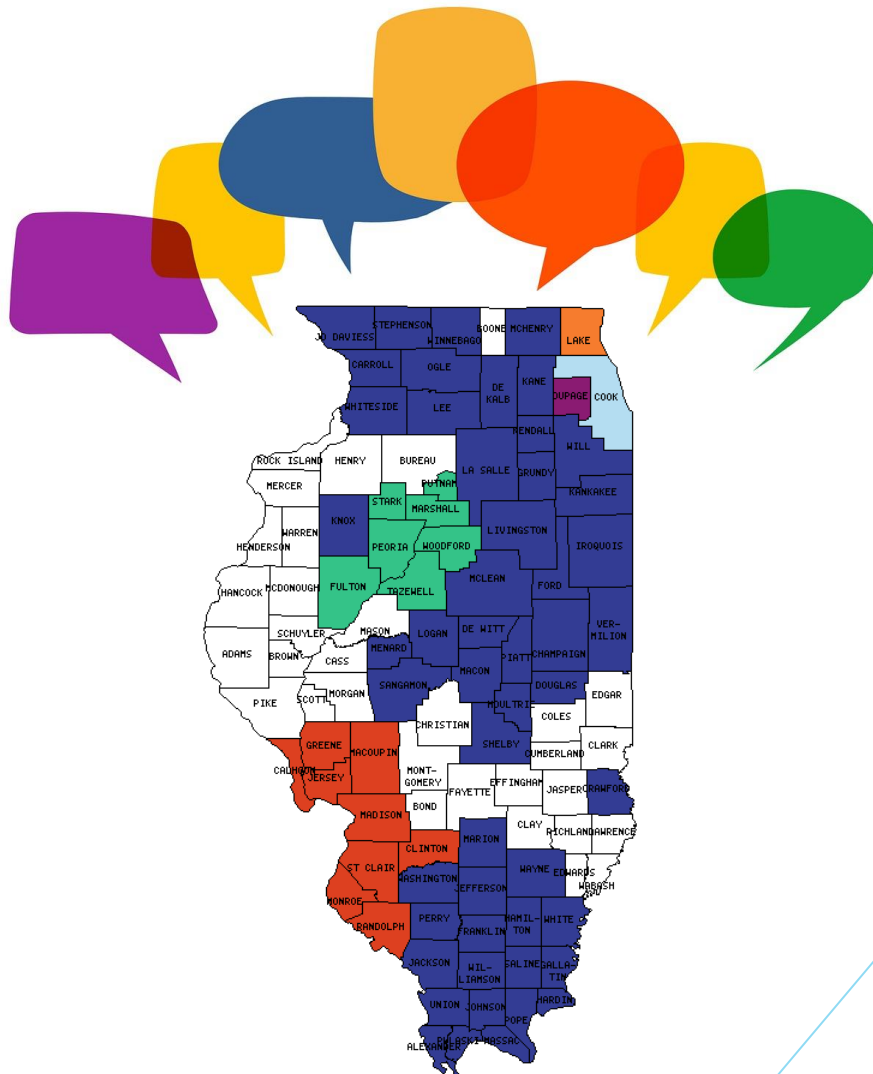

Legend

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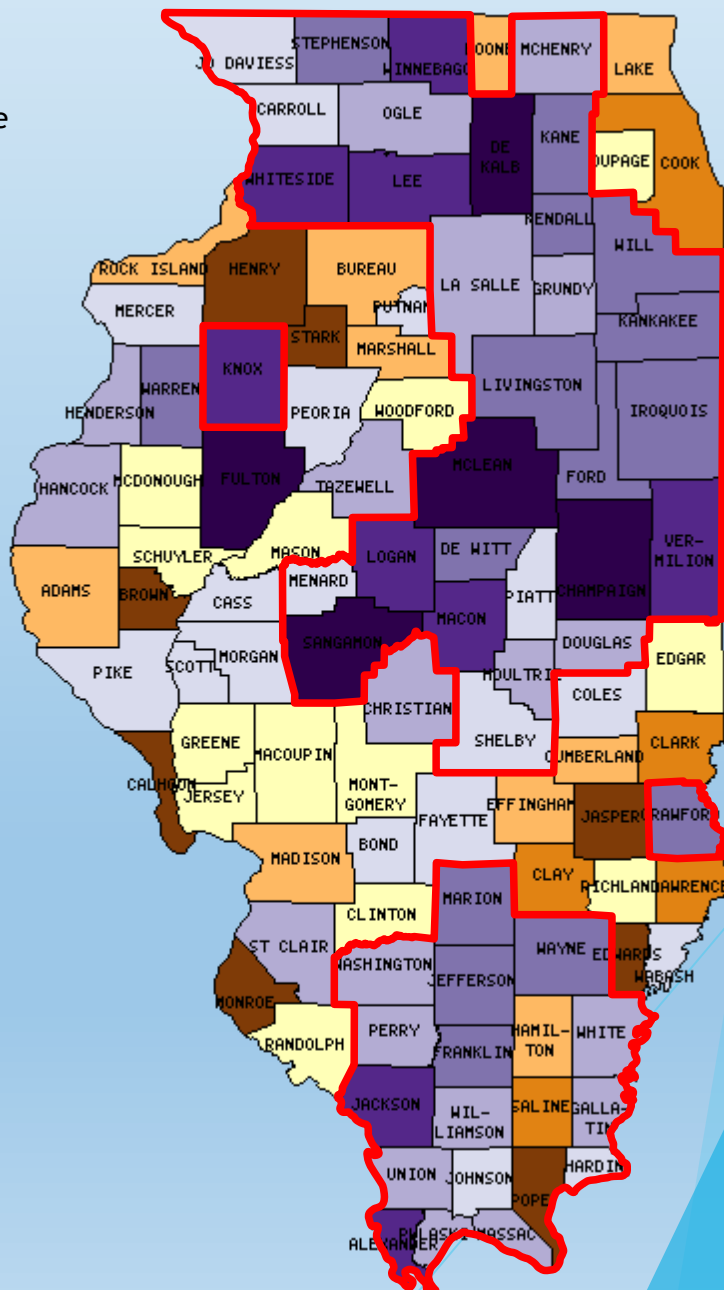
We're trying to make these reports more efficient and useful for you! Please follow the link below to share your thoughts with us about any aspect of these reports (information, layout, or anything else that comes to mind!).

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/

Inform USA

- https://www.informusa.org

Raw Data

- https://docs.google.com/spreadsheets/d/1VpH6OxGb1qTYVZK-g003i4OVjq_59QydDjtNchSsKHE/edit#gid=0

Submitted by:

Chris Baldwin
Director of Database Services
cbaldwin@pathcrisis.org
309-834-0590

Ryan Opalk
Assistant Director of Database Services
ropalk@pathcrisis.org
309-834-0580