

# From the Executive Director

Greetings Stakeholders!!

I hope all of you had a happy holiday season!! 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.

- ▶ We are pleased to announce we are hiring five (5) permanent part-time staff. These staff will be initially trained as a Resource Database Curators and then as a 211 Call Center Community Navigator. This allows us to have staff matriculate between the two (2) functions as needed for both resource management and call center services. However, we hope to have the majority of their time spent in the call center during our peak hours of 9am-2pm.
- ▶ RADx-UP 211 Presentation - RADx-UP is the name given to more than 100 projects funded by the National Institutes of Health to address the COVID-19 pandemic and health equity in underserved populations. This 15 minute presentation presented to the NIH members, stakeholders, and politicians was about a study led by the Health Communication Research Laboratory of Washington University in St. Louis, entitled, "Partnering with 2-1-1 helplines to understand and increase COVID-19 testing and vaccination in underserved populations." The researcher argued for a large-scale, system-wide integration of 211 into the U.S. public health system to inform action and response to community health issues. It's worth a watch/listen.  
<https://warpwire.duke.edu/w/JVEGAA/>

Best Regards,



Chris Workman  
Executive Director/CEO PATH Inc.



# Updates Cont. From the Executive Director

- ▶ National 211 Day 2022 is February 11, 2022!!!
- ▶ Grocery Worker's Appreciation Fund: United Way Worldwide launched this program one year ago and provides a \$250 gift card to grocery workers who apply and meet eligibility requirements. Funds are limited and the application and [details are found here](#). To date, the program has provided more than 1,500 gift cards to workers.
- ▶ PATH Inc. 211 Changes Effective July 1, 2022 - PATH Inc. began as a mental health crisis line, so when we developed our 211 service model, it made complete sense to blend Information and Referral (I&R) services with crisis services. It has worked well for us over the past ten (10) years, however, times change and improvements are made to strengthen helping others. One of these improvements is the new federal 988 number. Illinois will be implementing the new 988 mental health/crisis line effective July 1, 2022. Therefore, PATH Inc. will separate our 211 and crisis call center model to just provide 211 services to our 211 stakeholders effective July 1<sup>st</sup>.

Best Regards,



Chris Workman  
Executive Director/CEO PATH Inc.



# Champaign County

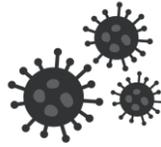
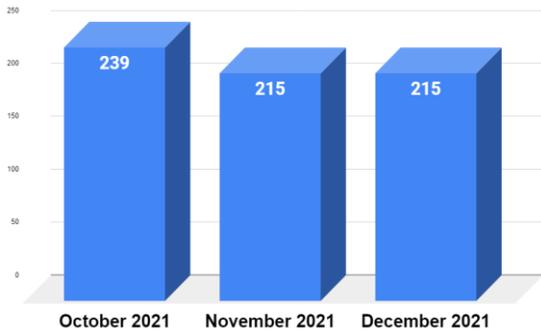


## Overview

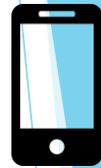
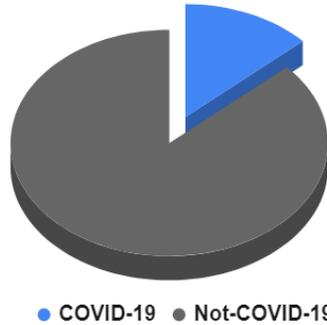
- ✓ Total Calls
- ✓ COVID-19
- ✓ Total Texts
- ✓ Time Stats
- ✓ Service Level
- ✓ Contact Needs
- ✓ Who's Calling
- ✓ Follow-Ups
- ✓ Referral Source
- ✓ PATH Page
- ✓ Links/Resources



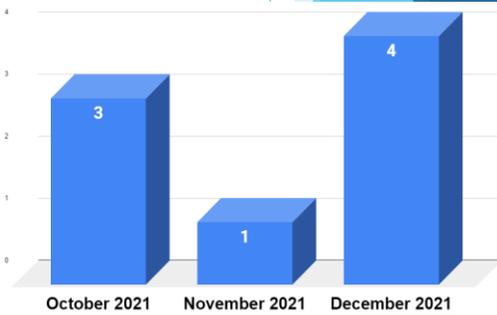
### 211 Calls



### COVID-19 Contacts



### 211 Texts



669

Total Calls  
Champaign County

88

Of Champaign  
contacts were  
related to  
COVID-19

8

Total Texts  
Champaign  
County

United Way 211 Report  
4<sup>th</sup> Quarter

October 1<sup>st</sup> - December 31<sup>st</sup> 2021

# Time stats, Service Level

## Average Handle Time

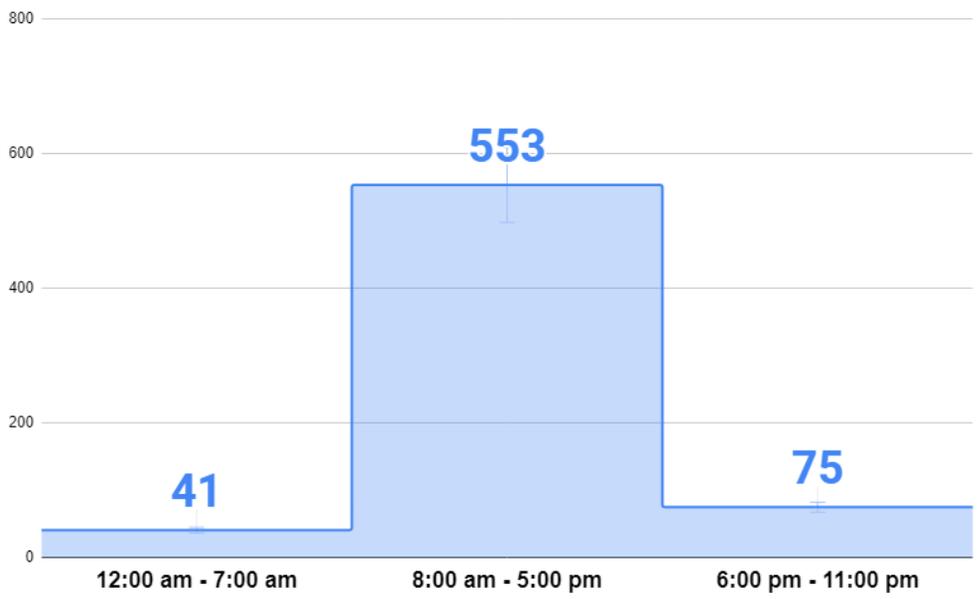
**7:45**  
United Way 211 Calls



## Average InQueue Time

**50 Sec**  
United Way 211 Calls

## Call Time



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

## Service Level

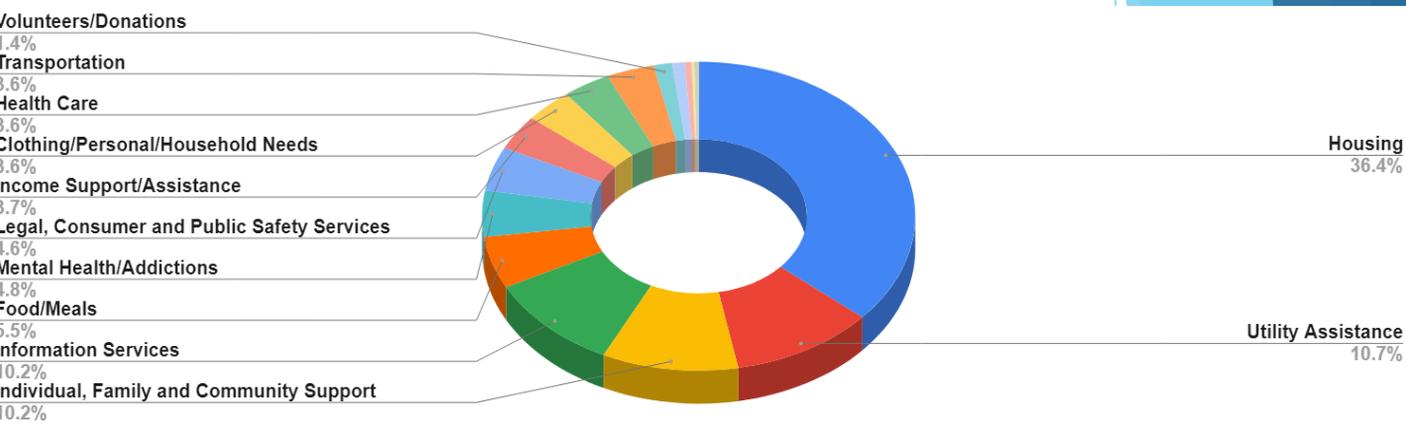
✓ **78.14 %** (United Way 211)



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

# Contact Needs

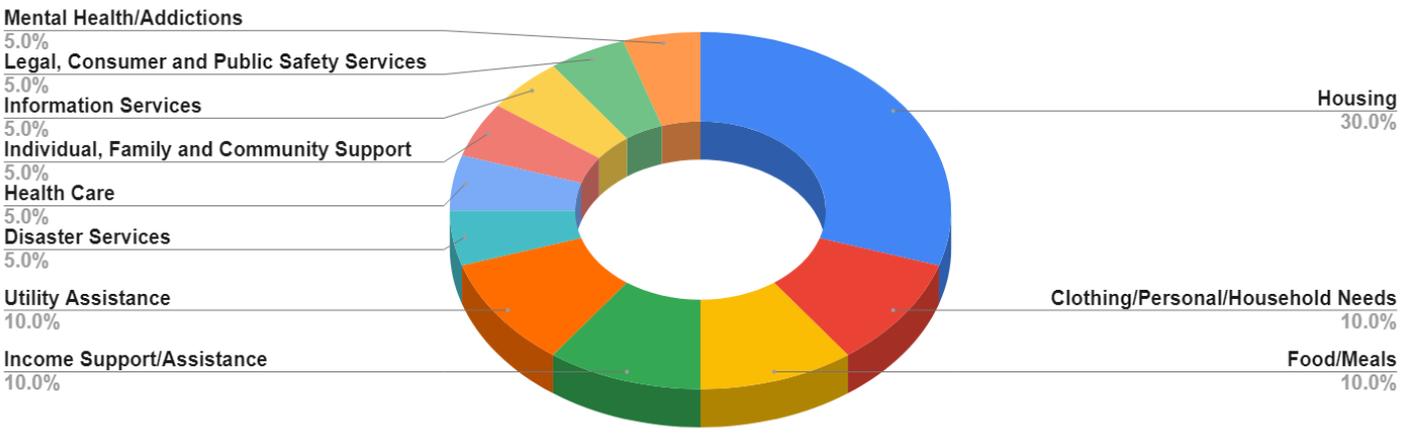
## AIRS Problem Needs - Call



**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.

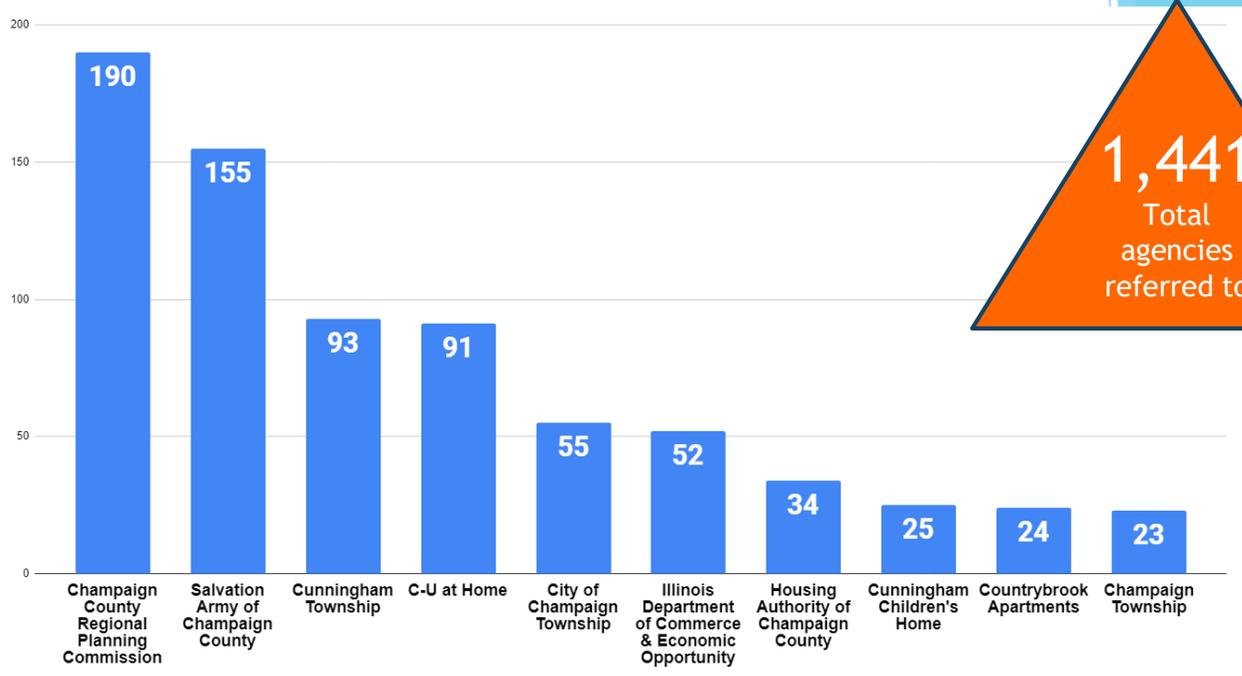
## AIRS Problem Needs - Text



**Note:** Champaign County received 8 total 211 texts. This chart describes the percentage of AIRS Problem Needs recorded on the 211 text-line.

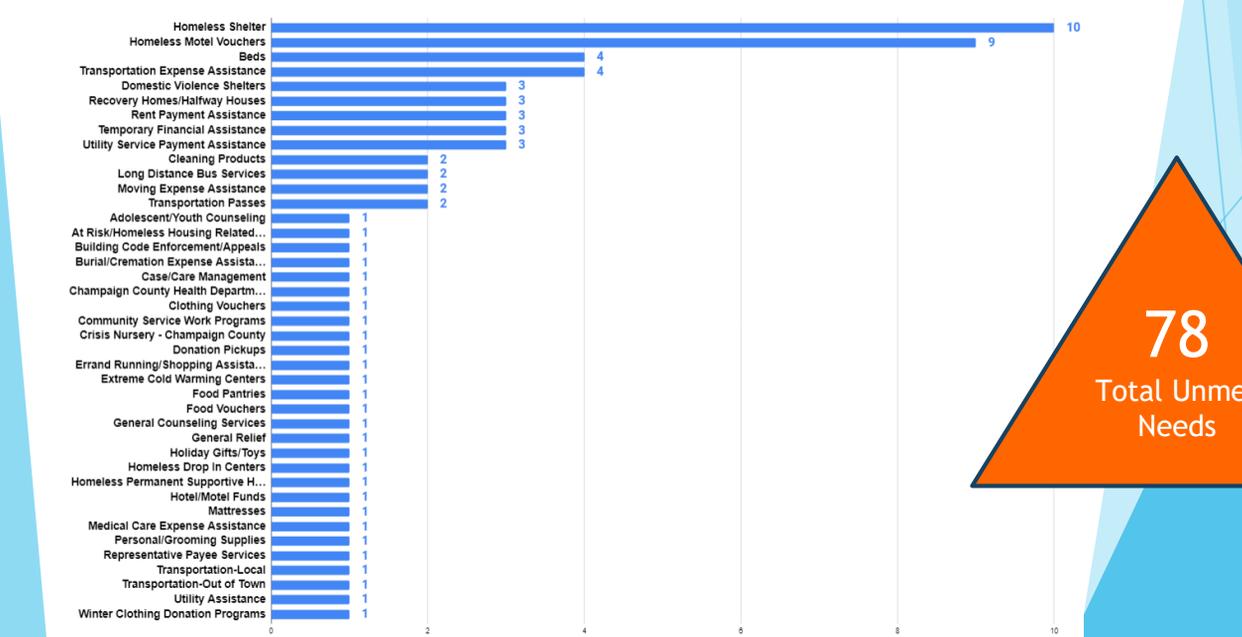
# Contact Needs Cont.

## Top 10 Agency Referrals



**Note:** 1,441 total agencies were referred to in Champaign County. This chart displays the top ten agencies referred to with exact referral numbers in data labels.

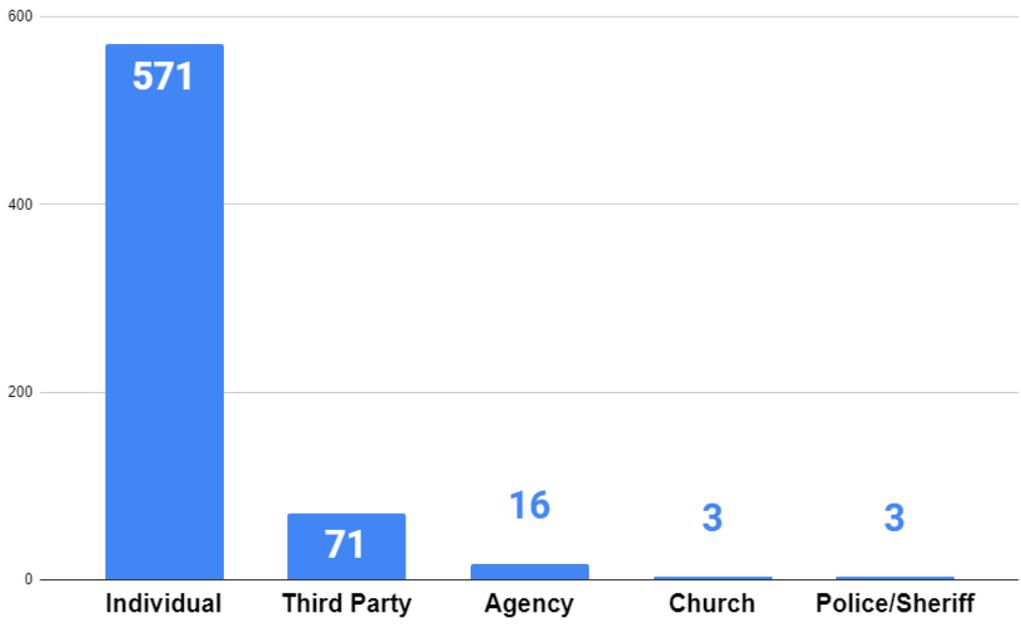
## Unmet Needs



**Note:** 78 total unmet needs were recorded in Champaign County. The number one unmet need was *Homeless Shelter*.

# Who's Calling

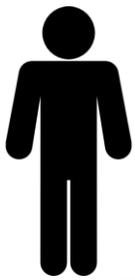
## Contact Person Type



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



70.0%  
Female



29.4%  
Male



0.6%  
Unknown



3  
Spanish 211 calls



0.3%  
Young Adult  
<18



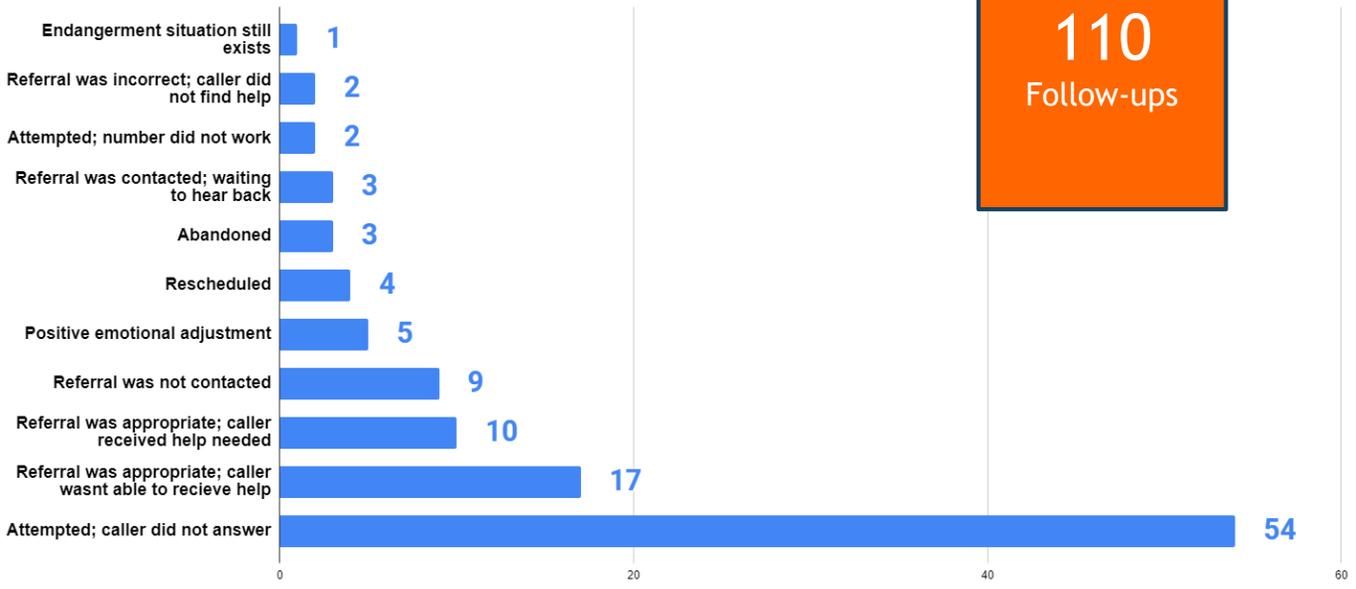
81.2%  
Adult  
18-54



18.5%  
Older Adult  
55+

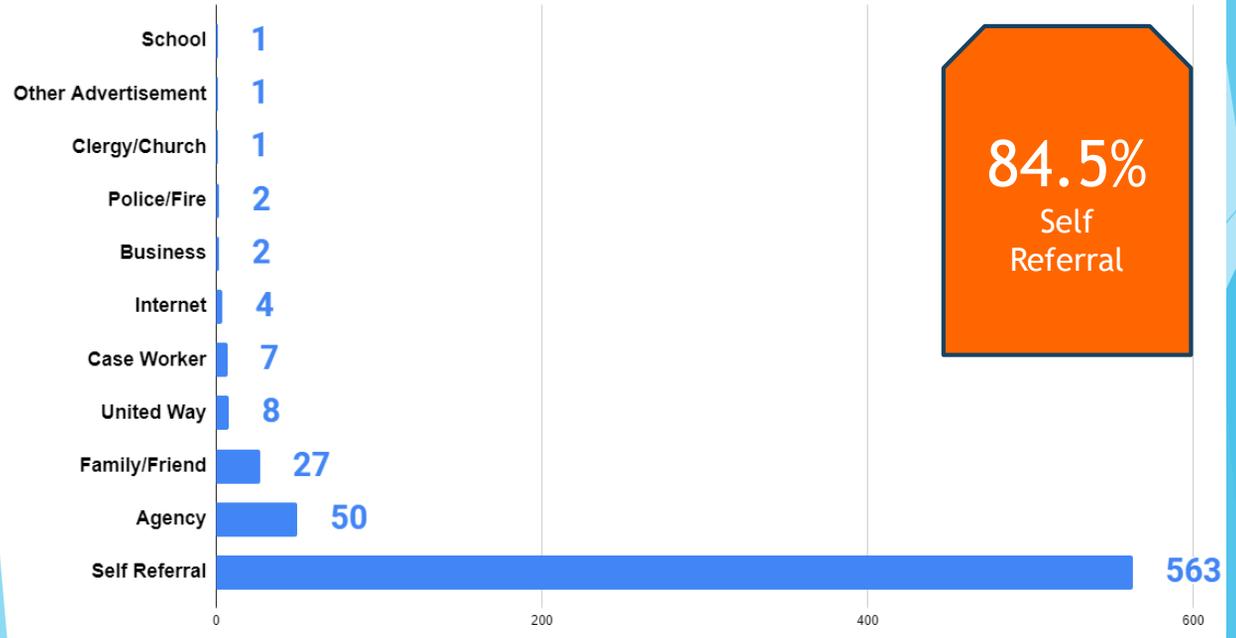
# Follow-Ups, Referral Source

## Follow-Ups



**Note:** 110 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.

- ✓ **10,896** calls handled (United Way 211)
- ✓ **315** calls handled (Spanish 211)



### All Text Messages Handled by PATH Inc.

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



### Abandons

- **1,407** (United Way 211)
- **124** (Spanish 211)

### Average Abandon Time

- **1 min:14 sec** (United Way 211)
- **23 sec** (Spanish 211)

### % Abandons

- **11.43%** (United Way 211)
- **28.18%** (Spanish 211)

% Abandon Goal = 9%



## Average Handle Time

- ✓ 7:45 (United Way 211)
- ✓ 6:04 (Spanish 211)

## Average InQueue Time

- ✓ 50 sec (United Way 211)
- ✓ 42 sec (Spanish 211)

## Service Level

- ✓ 78.14 % (United Way 211)
- ✓ 79.41 % (Spanish 211)



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

## PATH Success Stories (3<sup>rd</sup> Quarter)

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





He has been clean and sober for 1.5 years through the assistance of SMART Recovery, and he actually worked at a sober living home for others trying to get clean.

He explained that a lot of his thoughts were around why he has the urge to relapse or use substances again. He said he hadn't really had those urges for a long time, but they could be hiding and he might try some coping mechanisms.

We discussed the "kitchen sink" approach of trying all of them for this issue to see what sticks and he thanked me for being a sounding board to bounce his thoughts off of. He also said he would consider going back into counseling/therapy.

It was another holiday alone which she isn't used to and just wanted someone to talk to.

We talked for a while about her friends whom she's really close to but now lives further away and the people that live in her building who are driving her nuts.

On the bright side she has a beautiful new apartment in a great area with a great landlord. She's thinking about going to see a counselor once she gets settled and calling a cleaner or organizer to help her get everything unpacked and in order.

At the end of the call she felt better about the situation and we were able to laugh about things and life. I let her know she can call anytime and just talk if she needs to.



# 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/17m0q0YjSVo1CjyJ1aAS40oGWsyk4W\\_KS\\_HqxI7pN45ds/edit?usp=sharing](https://docs.google.com/spreadsheets/d/17m0q0YjSVo1CjyJ1aAS40oGWsyk4W_KS_HqxI7pN45ds/edit?usp=sharing)

Submitted by:  
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