From the CEO

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.

➤ **Grocery Worker's Appreciation Fund:** United Way Worldwide launched this program two years 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 2,100 gift cards to workers. Consider making a referral to this program for eligible callers.

➤ **Kendall County:** I am pleased to announce that 211 has rolled out in Kendall County. This is funded by an independent community organization of partners called Kendall County 211 Inc.

Best Regards,

Chris Workman
CEO PATH Inc.

Hello!

Thank you to those of you who filled out the feedback form this past quarter. It seems that people are generally satisfied with the current format of the quarterly reports, but we will continue to monitor new responses (which you can submit here) to see if there is anything we can improve in future reports.

We did receive one question about 211 Counts that I thought I'd go ahead and answer here for everyone:

Q: Why doesn't the AIRS Problem Needs breakdown in the report match what is shown in 211 counts? Is one source more accurate?

A: 211 Counts accesses the same raw data gathered from our calls, but it is processed by an independent agency which uses its own categories and methods for determining what counts as what. This report uses standard AIRS categories, which are built into the database software we use. Between those two things, we have no control over how 211 Counts processes their data and are unable to change the categories used in our system. That said, neither version is inherently more or less "accurate" than the other. Rather, think of them as two different lenses through which to view the same data.

Please feel free to reach out via phone or email if you have any additional questions for me!

Sincerely,

Chris Baldwin
Director of Database Services
309-834-0590

Champaign County

United Way 211 Report
4th Quarter
Oct 1st – December 31st, 2022

Table of Contents

2·1·1
Get Connected. Get Help.™

PATH

Overview

Total 211 Contacts 📞

Chart 1 (Last Quarter)

Month	Contacts
July 2022	259
August 2022	294
September 2022	245

798 Contacts Champaign County

Chart 2 (This Quarter)

Month	Contacts
October 2022	200
November 2022	195
December 2022	212

607 Contacts Champaign County

Last Quarter | This Quarter

All of PATH 211

Month	Contacts
October 2022	2,903
November 2022	2,829
December 2022	2,681

8,413 Contacts PATH 211

Last Year

Month	Contacts
October 2021	239
November 2021	215
December 2021	215

669 Contacts Champaign County

Overview, Cont.

Total 211 Texts 📱

Last Quarter

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

5 Texts Champaign County

This Quarter

- October 2022: 2
- November 2022: 2
- December 2022: 0

4 Texts Champaign County

All of PATH 211

- October 2022: 36
- November 2022: 29
- December 2022: 30

95 Texts PATH 211

Last Year

- October 2021: 3
- November 2021: 1
- December 2021: 4

8 Texts Champaign County

Overview, Cont.

Total Spanish 211 Calls 🌎

7
Spanish
Calls

3
Spanish
Calls

Last Quarter **This Quarter**

All of PATH 211 Last Year

146
Spanish
Calls

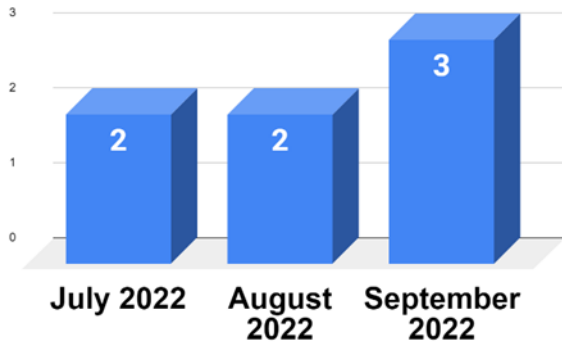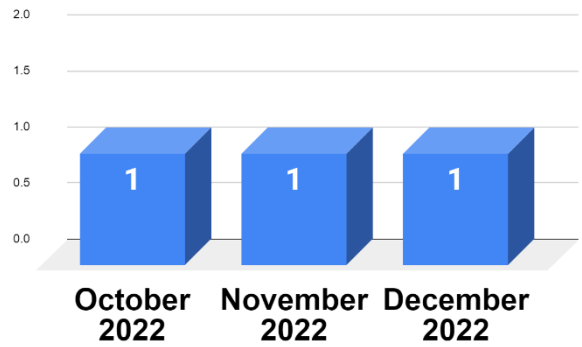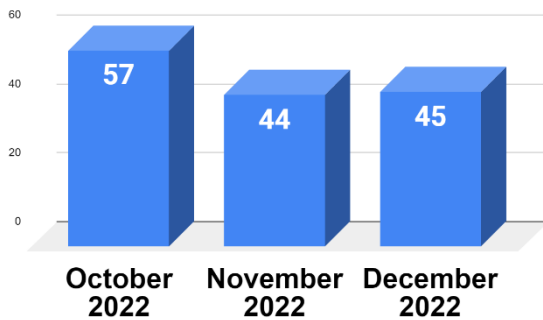*Note*: Previous quarterly reports did not break this information down by month.

3
Spanish
Calls

Overview, Cont.

COVID-19 Contacts

95.9%
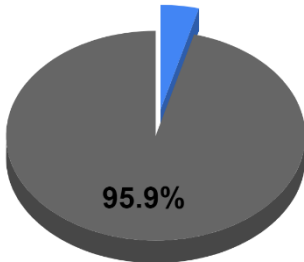
- COVID-19 - Not-COVID-19

33 Contacts related to COVID-19

98.0%

- COVID-19 - Not-COVID-19

12 Contacts related to COVID-19

Last Quarter **This Quarter**

All of PATH 211 Last Year

97.7%
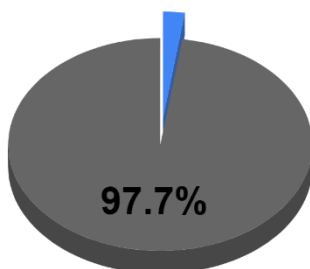
- COVID-19 - Not-COVID-19

194 Contacts related to COVID-19
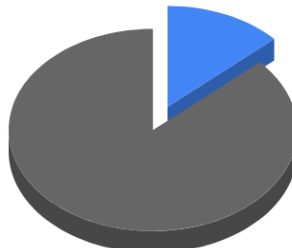
- COVID-19 - Not-COVID-19

88 contacts related to COVID-19

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 16.0%
97
Midnight-8 6.3%
38
8-Noon 36.3%
221
Noon-5 41.4%
252

Local

All of PATH 211

5-Midnight 17.0%
1437
Midnight-8 10.0%
844
8-Noon 34.0%
2877
Noon-5 39.1%
3,307
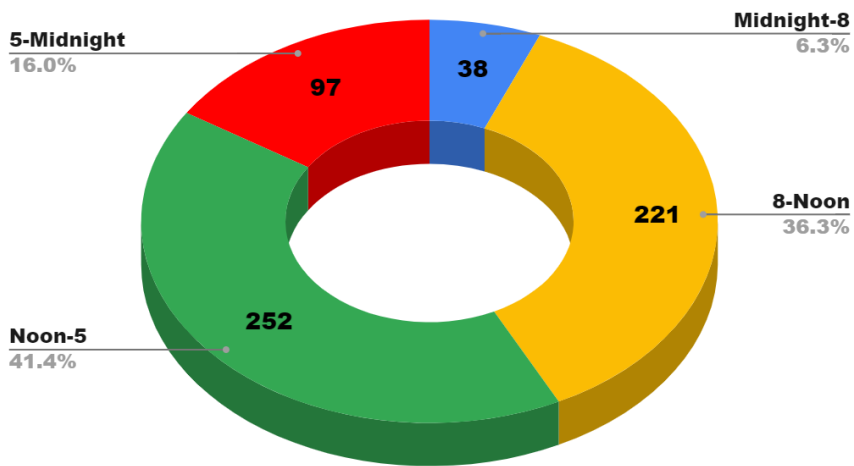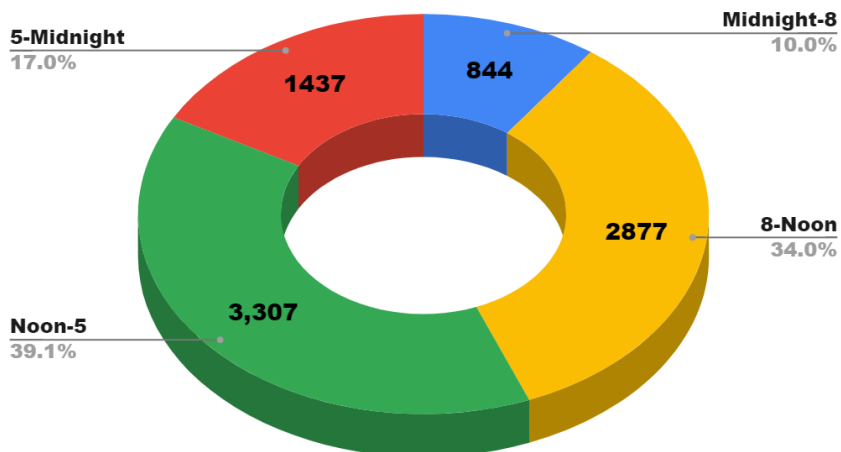
Contact Stats, Cont.

Contact Person Type

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

87.2%
Individual

Local

All of PATH 211

91.1%
Individual
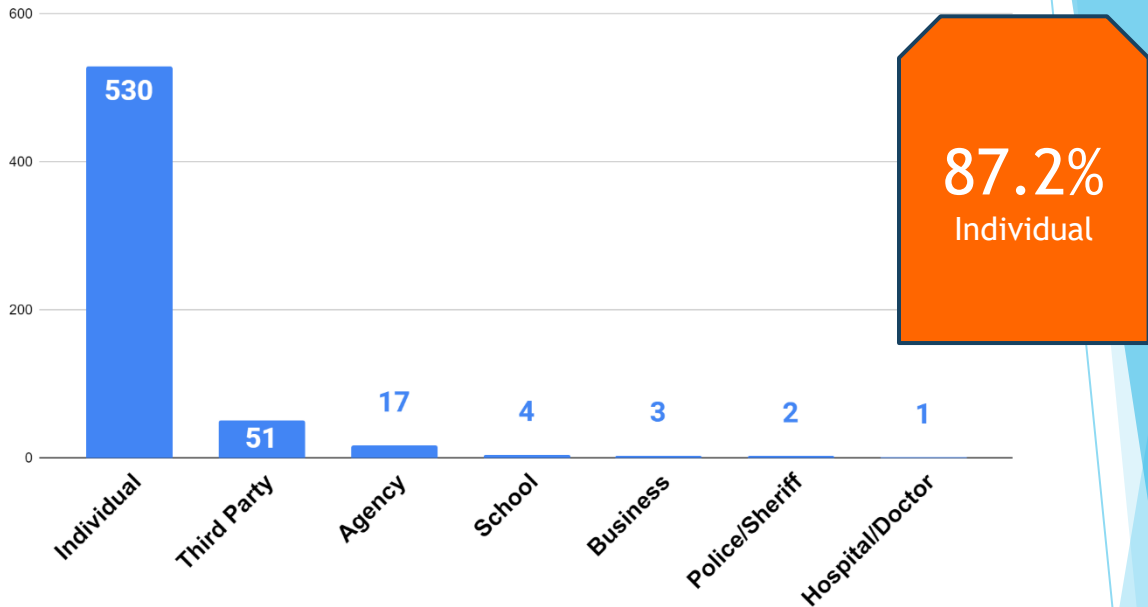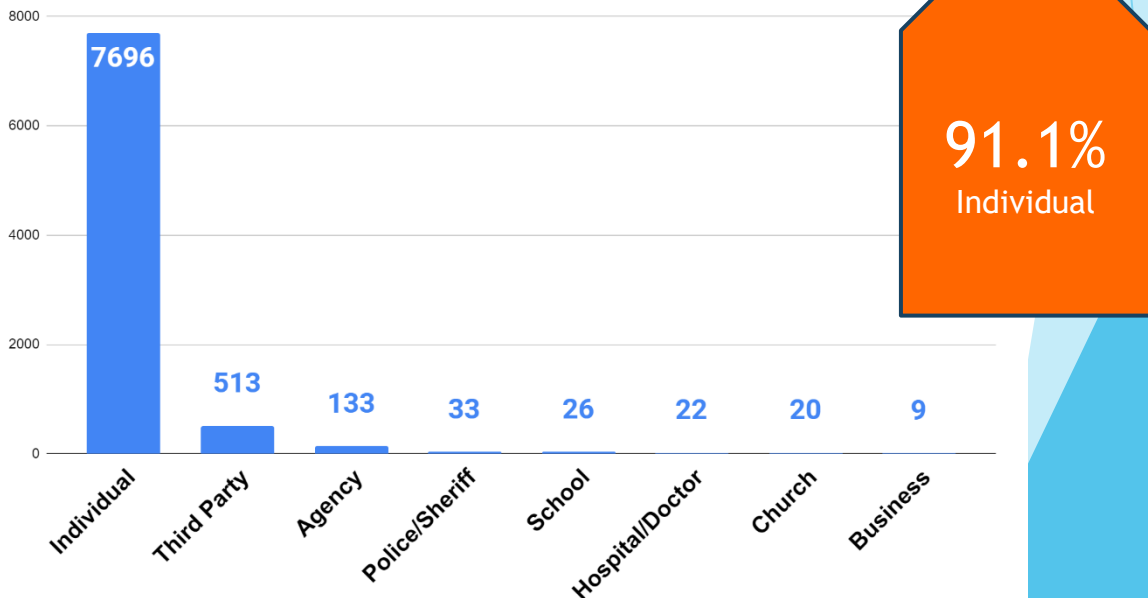
Caller Demographics

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): 4
Young Adult (18-34): 213
Adult (35-54): 235
Older Adult (55+): 146

Unknown 2.4%
Male 24.8% — 153
Other 0.5%
Female 72.3% — 447

All of PATH 211

Minor (0-17): 51
Young Adult (18-34): 2280
Adult (35-54): 2930
Older Adult (55+): 2764
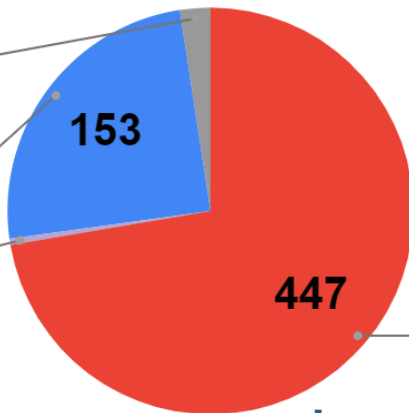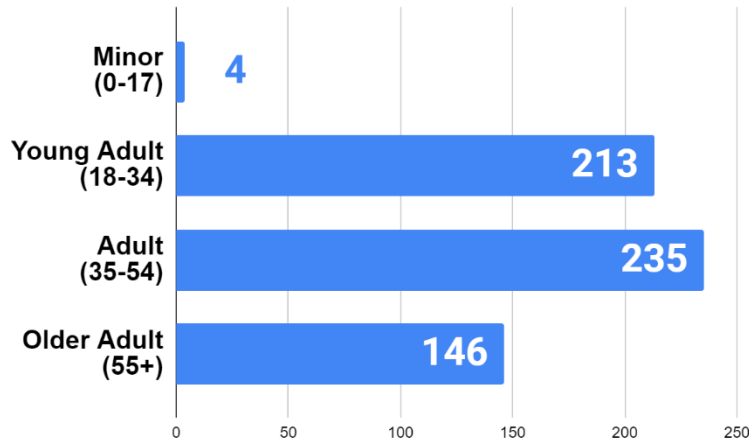
Unknown 8.1%
Male 28.9% — 2,475
Other 0.2%
Female 62.9% — 5,385
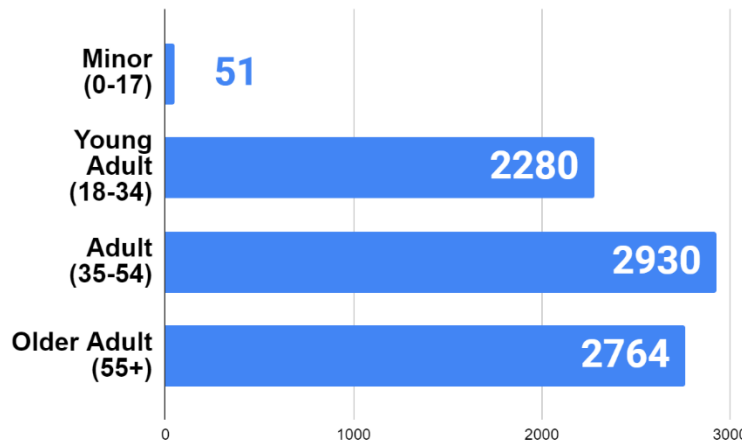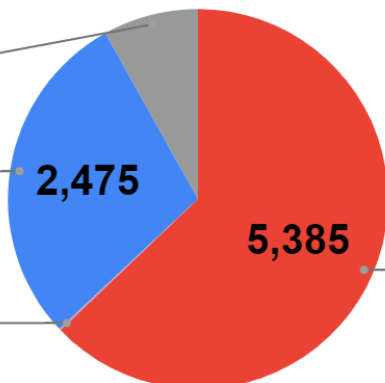
Contact Stats, Cont.

Referral Source 👉

Referral source refers to how the caller found out about 211 services.
Note: This report includes new categories, altering the data distribution compared to last quarter's report.

Local

Referral Source	Count
Television/Movie	2
Doctor/Hospital/Clinic	4
Other Advertisement	5
Police/Fire	6
United Way	7
School/University	7
Business/Workplace	8
Already knew about the line - Frequent Caller	8
Internet	31
Family/Friend	42
Social Service Agency	96
Info not gathered	135
Already knew about the line	257

42.3% Already knew about the line

All of PATH 211

Referral Source	Count
Television/Movie	21
School/University	55
Police/Fire	58
Doctor/Hospital/Clinic	87
United Way	89
Other Advertisement	101
Business/Workplace	174
Internet	312
Family/Friend	412
Already knew about the line - Frequent Caller	1,073
Social Service Agency	1,221
Info not gathered	1,539
Already knew about the line	3,304

39.1% 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: Champaign County had 608 total 211 contacts and all of PATH had 8,413 total 211 contacts.
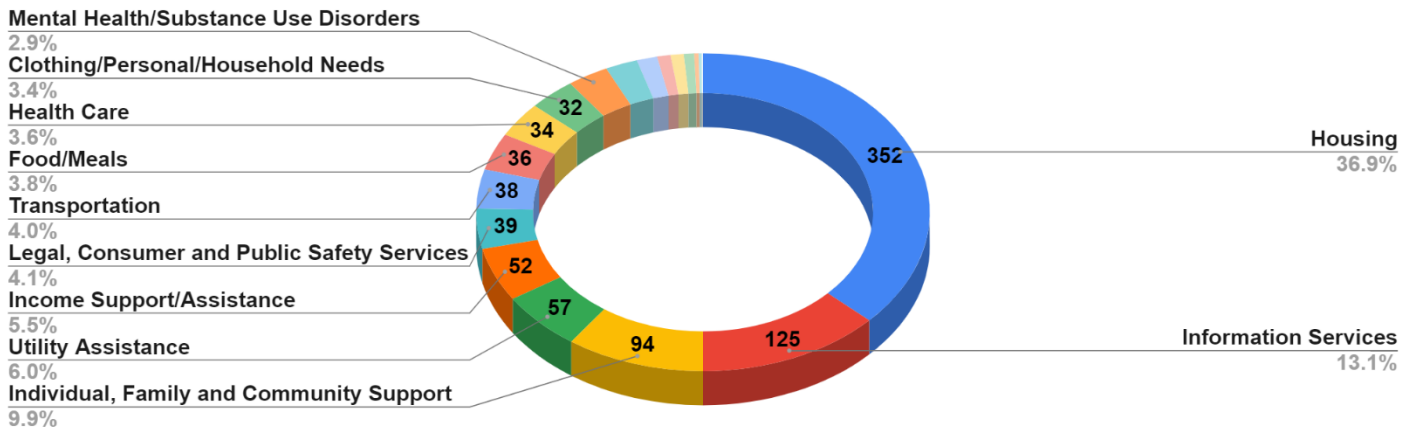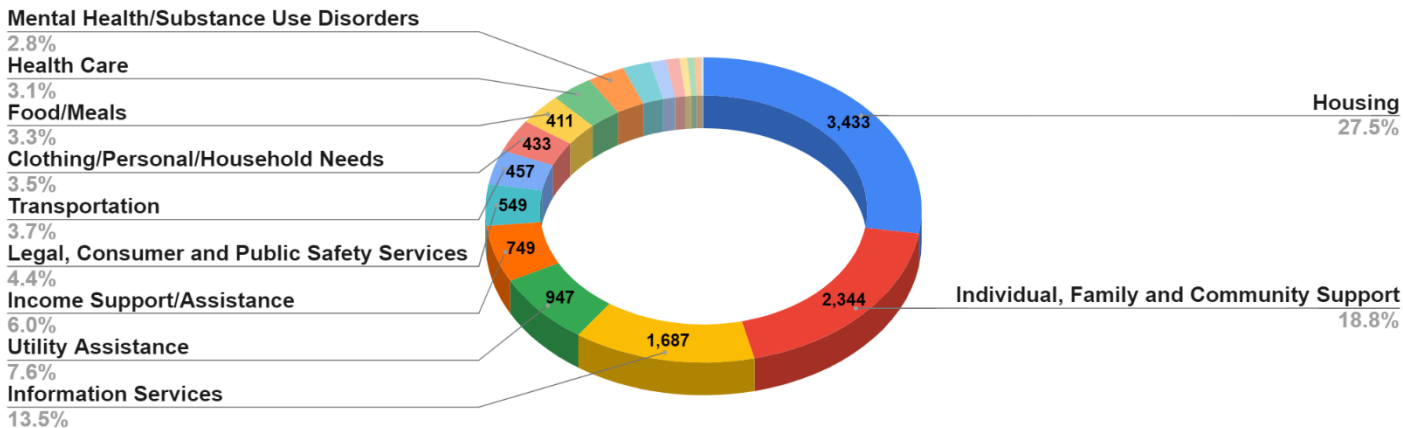
Mental Health/Substance Use Disorders
2.9%
Clothing/Personal/Household Needs
3.4%
Health Care
3.6%
Food/Meals
3.8%
Transportation
4.0%
Legal, Consumer and Public Safety Services
4.1%
Income Support/Assistance
5.5%
Utility Assistance
6.0%
Individual, Family and Community Support
9.9%

32
34
36
38
39
52
57
94
125
352

Housing
36.9%

Information Services
13.1%

Local

All of PATH 211

Mental Health/Substance Use Disorders
2.8%
Health Care
3.1%
Food/Meals
3.3%
Clothing/Personal/Household Needs
3.5%
Transportation
3.7%
Legal, Consumer and Public Safety Services
4.4%
Income Support/Assistance
6.0%
Utility Assistance
7.6%
Information Services
13.5%

411
433
457
549
749
947
1,687
2,344
3,433

Housing
27.5%

Individual, Family and Community Support
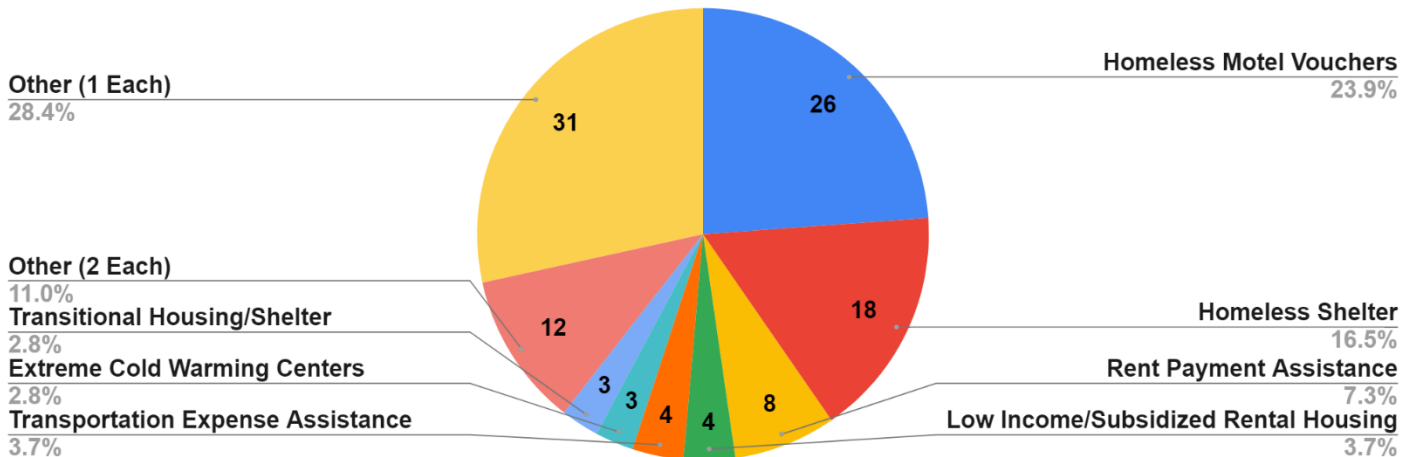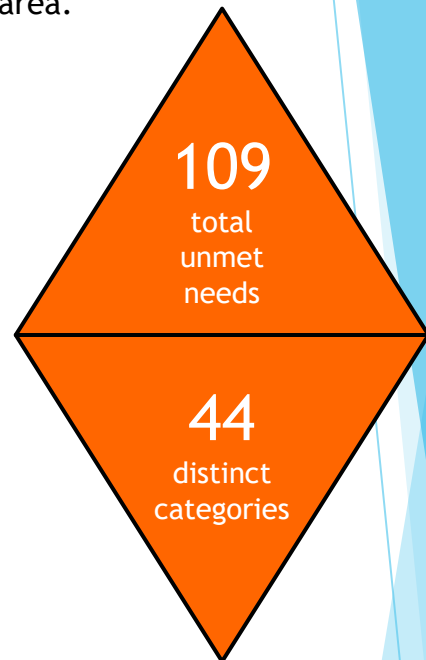18.8%

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.

109 total unmet needs were recorded in Champaign County across 44 distinct categories. Refer to the "Raw Data" link at the end of the report for the complete list.

109
total unmet needs

44
distinct categories

Other (1 Each)
28.4%

31

26

Homeless Motel Vouchers
23.9%

Other (2 Each)
11.0%
Transitional Housing/Shelter
2.8%
Extreme Cold Warming Centers
2.8%
Transportation Expense Assistance
3.7%

12

3 3 4 4 8

18

Homeless Shelter
16.5%
Rent Payment Assistance
7.3%
Low Income/Subsidized Rental Housing
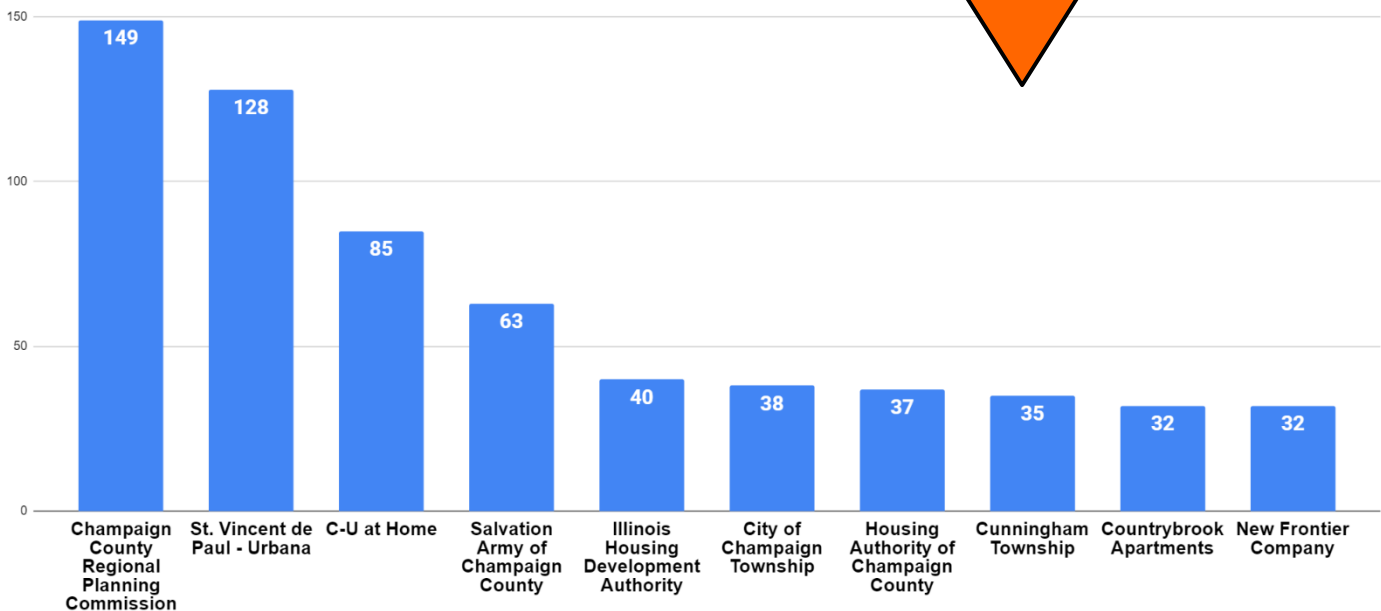3.7%

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.

1,948 total referrals were made in Champaign County across 252 distinct agencies.

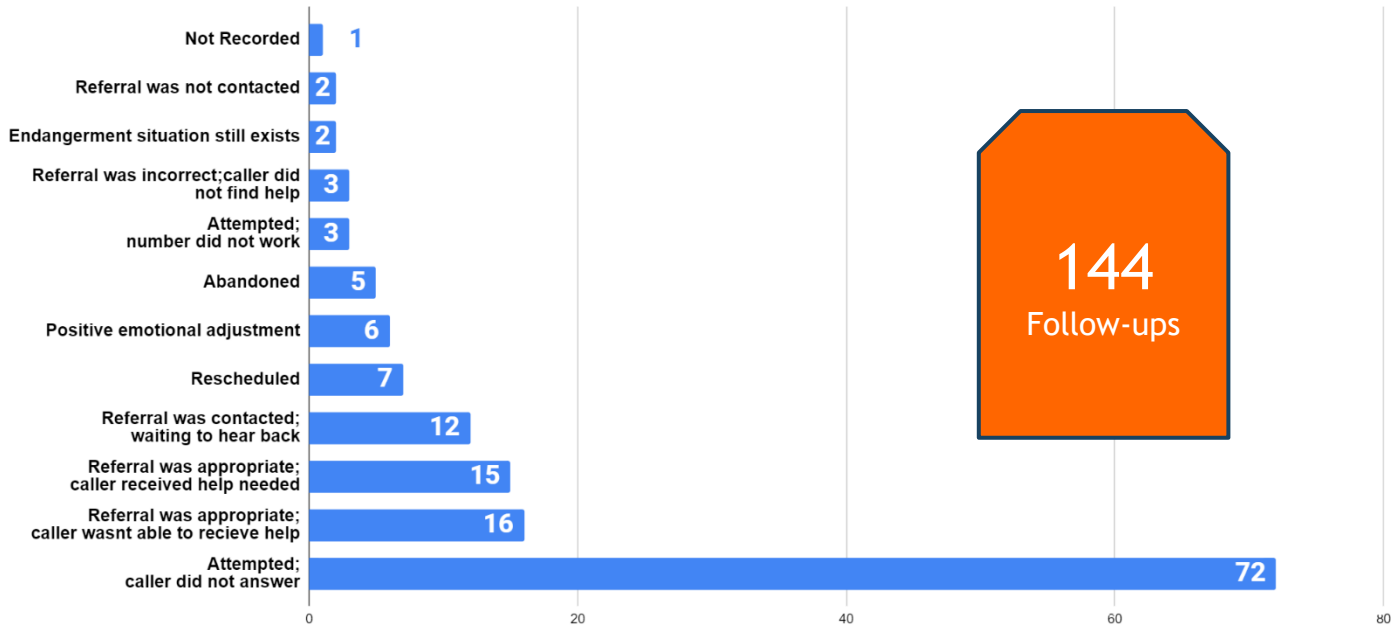**1,948** total referrals

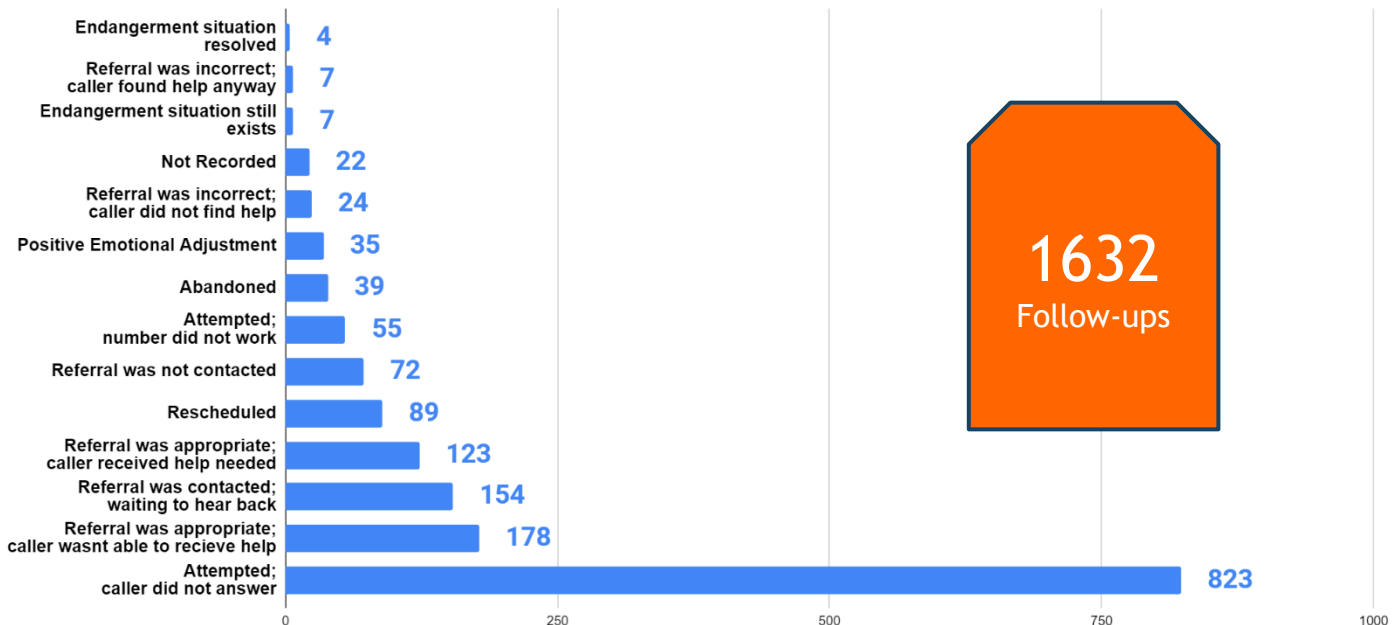**252** distinct agencies

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.

144
Follow-ups

Local

All of PATH 211

1632
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

0:18
Last Quarter

0:21
Average InQueue Time

0:15
Average InQueue Time

0:18
Last Quarter

10:00
Last Quarter

9:12
Average Handle Time

7:52
Average Handle Time

8:11
Last Quarter

Service Level 👨‍💼

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

English

Spanish

95.18%
Last Quarter

94.55%
Service Level

96.00%
Service Level

93.93%
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

516 Last Quarter	**513** Abandons
0:47 Last Quarter	**1:19** Average Abandon Time
3.96% Last Quarter	**4.62%** Abandon Rate

Spanish

110 Abandons	116 Last Quarter
0:16 Average Abandon Time	0:19 Last Quarter
18.30% Abandon Rate	19.17% 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.

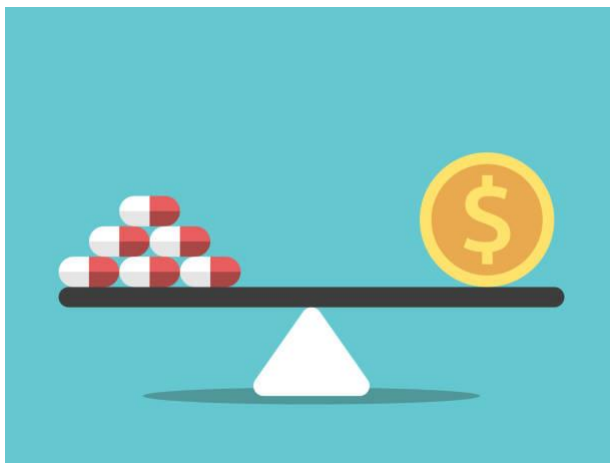2·1·1 Get Connected. Get Help.™

PATH

Story 1

Caller had recently moved to Illinois, escaping a domestic abuse situation in another state. She has a job and is working on getting back on her feet, but she still has outstanding bills (her ex wouldn't contribute to family finances), needs to sign her kids up for school, and is looking for an apartment.

We were able to connect her to several programs in her area to help with her housing situation and getting set up for a new life here. With the holiday season coming up, we were also able to connect her to a Christmas toy program to improve the season for her children.

Story 2

An older caller was having trouble coming up with the copay needed for her medication. We were able to commiserate with her about the cost of healthcare while providing referrals for a couple agencies that can help pay for prescription costs. We also looked up local food pantries for her as a way for her to potentially cut down on other costs to afford her medication. At the end of the call, she was very thankful and eager to hang up with us so she could move on to reaching out to the referrals we had provided.

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/1cN4pRNNual3JDgUUrxysLidO_LEAzEK43 8CL1RM3aLQ/edit?usp=sharing

Submitted by:

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