

# From the Executive Director

Greetings Stakeholders!!

I hope you are doing well, and I hope you had a fantastic 211 day this past February!! Please contact me ([cworkman@pathcrisis.org](mailto: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.

## Updates:

- I think everyone has heard by now, but just in case you haven't: PATH Inc. was awarded the State of Illinois contract to operate the 988 mental health and suicide crisis hotline for those areas in Illinois that do not have a current federally certified crisis call center and to act as backup for the other five (5) certified crisis call centers in Illinois. You may be asking why this is relevant to 211, so let me explain:
  - PATH Inc. 211 will be making some 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 being made to strengthen our ability to help 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.
  - We are using the 211 data systems as part of 988 for making mental health referrals, but we are also using the resources developed as part of 988 to be used as part of 211. This will assist in the future development of 211 in the State of Illinois as outlined in the Illinois 211 Board proposal for expansion.
  - This data blending of 211 and 988 systems has also allowed PATH Inc. to educate those in the government about 211 resources and what 211 offers to its citizens. I believe we have developed many supporters in IDHS who I hope will foster support for the Illinois 211 Board and the proposed statewide expansion.

# Updates Cont. From the Executive Director

- 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!  
<https://app.smartsheet.com/b/form/52051ab466c14c2f9db7a8263e02161a>
  - Note that the deadline was March 23, 2022, but we know that in past years they have accepted late applications.
- We would like to welcome Henderson and Mercer Counties to PATH Inc. 211. And we also are welcoming Will County to PATH Inc. 211 effective June 1, 2022.

Best Regards,



Chris Workman  
Executive Director/CEO PATH Inc.



# Vermilion County

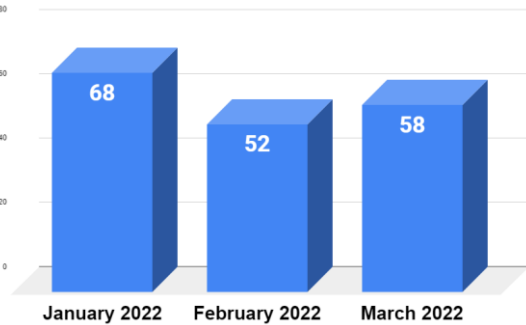


## Overview

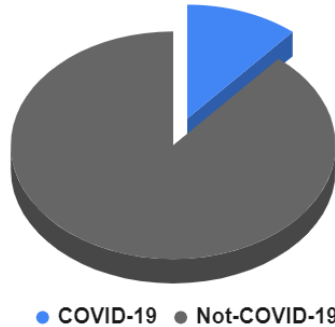
- ✓ Total Calls
- ✓ COVID-19
- ✓ Total Texts
- ✓ Time Stats
- ✓ Service Level
- ✓ Contact Needs
- ✓ Who's Calling
- ✓ Follow-Ups
- ✓ Referral Source
- ✓ PATH Page
- ✓ Links/Resources



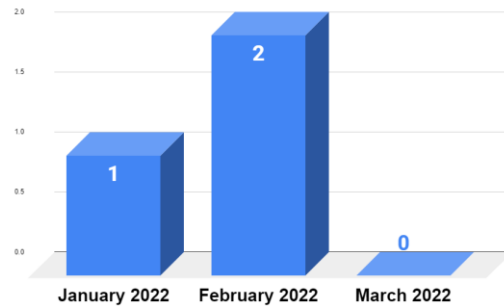
### 211 Calls



### COVID-19 Contacts



### 211 Texts



**178**  
Total Calls  
Vermilion County

**20**  
Contacts  
related to  
COVID-19

**3**  
Total 211  
Texts

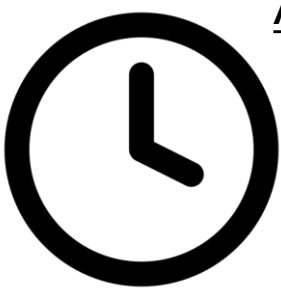
## United Way 211 Report 1<sup>st</sup> Quarter

January 1<sup>st</sup> - March 31<sup>st</sup>, 2022

# Time stats, Service Level

## Average Handle Time

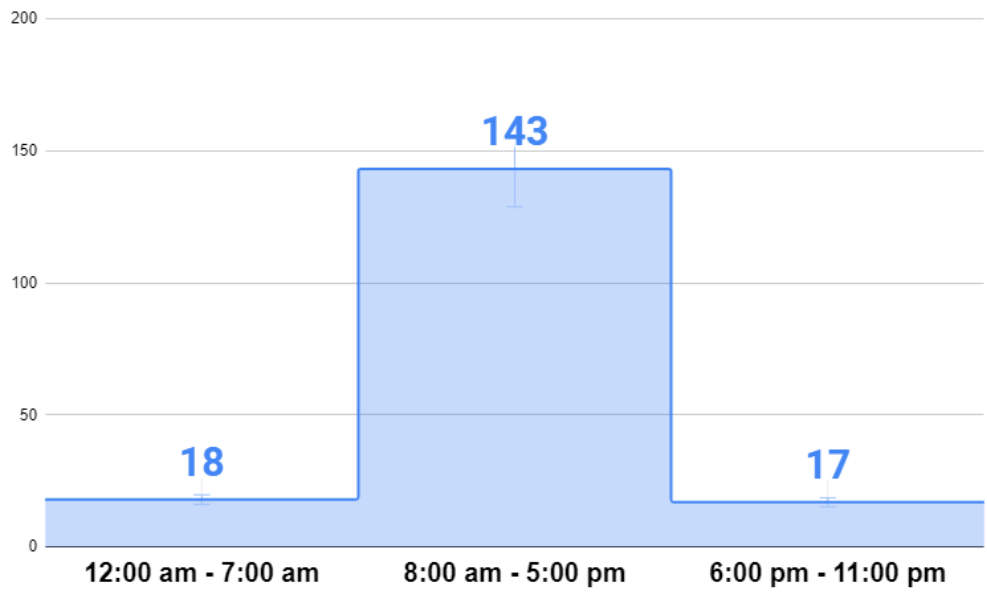
**8:02**  
United Way 211 Calls



## Average InQueue Time

**71 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

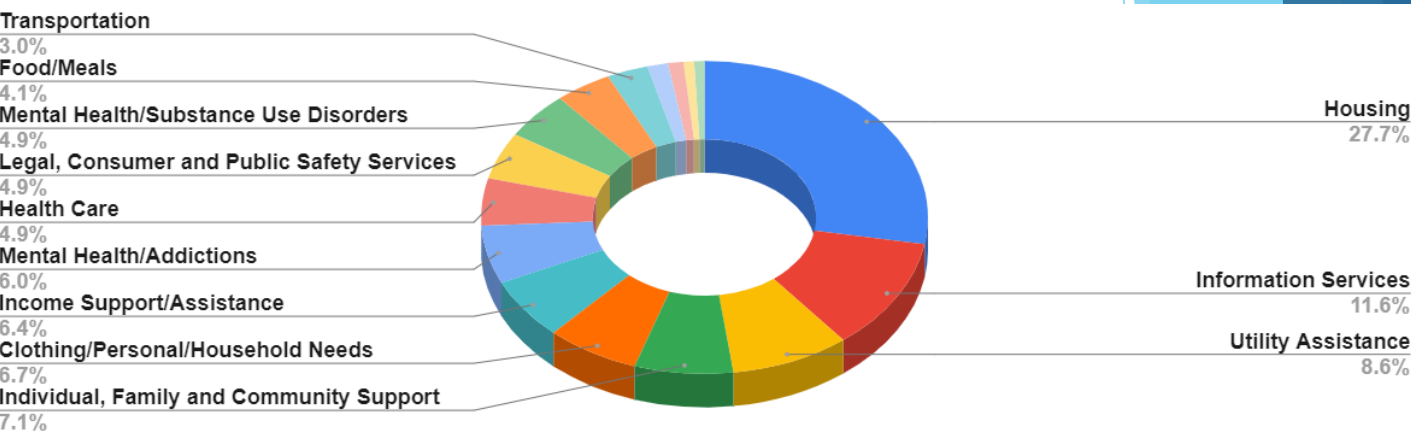
✓ **72.60 %** (United Way 211)



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

# Contact Needs

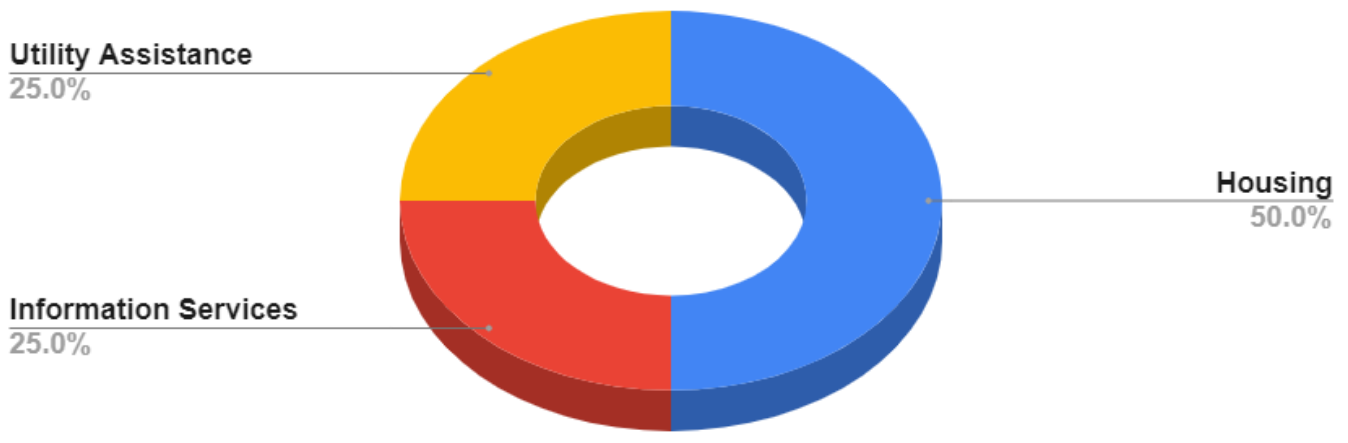
## AIRS Problem Needs - Call



**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.

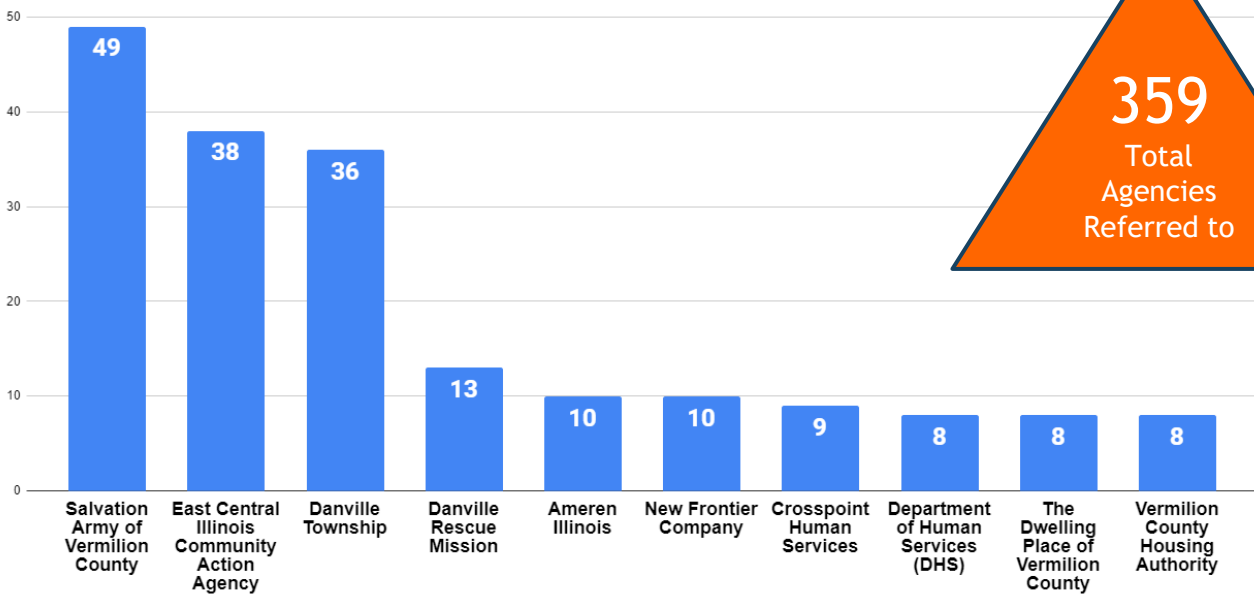
## AIRS Problem Needs - Text



**Note:** 3 total 211 texts were received. This chart describes the percentage of AIRS Problem Needs recorded on the 211 text-line.

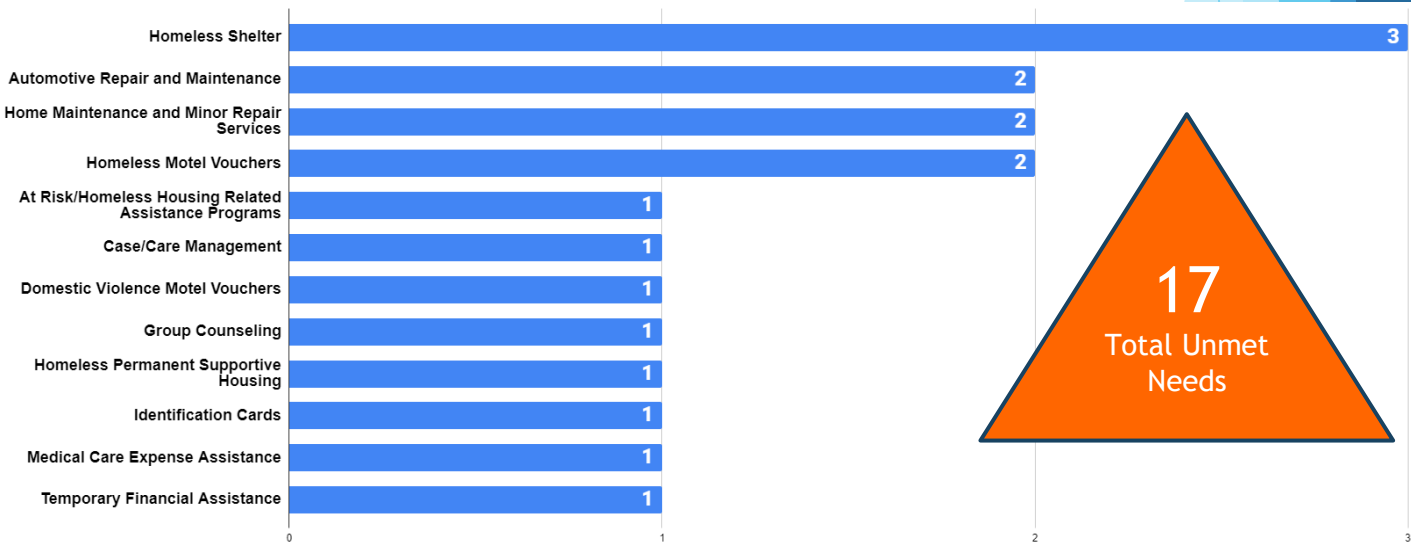
# Contact Needs Cont.

## Top 10 Agency Referrals



**Note:** 359 total agencies were referred to. This chart displays the top ten agencies referred to with exact referral numbers in data labels.

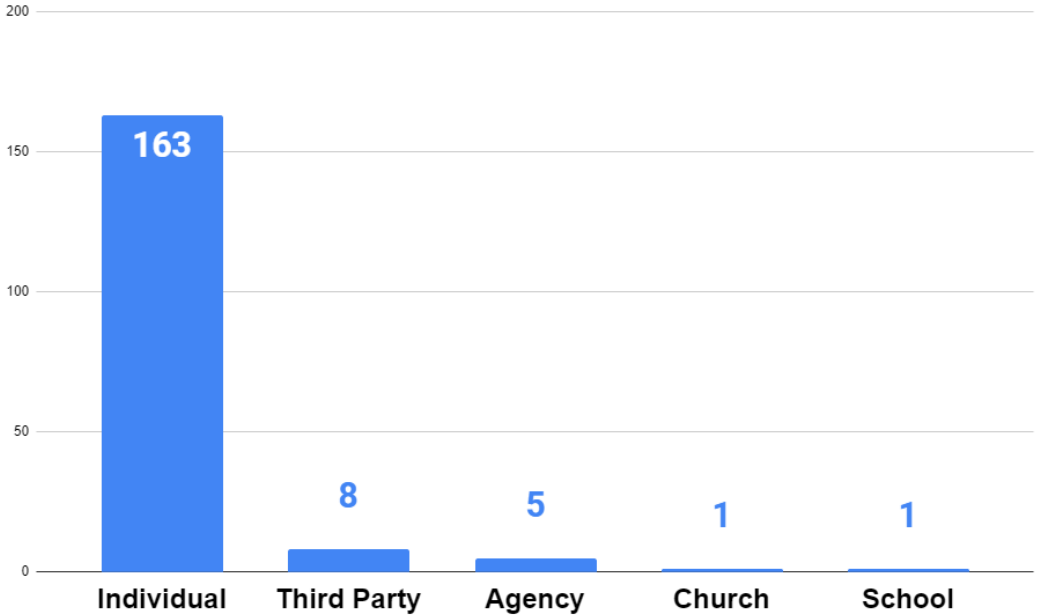
## Unmet Needs



**Note:** 17 total unmet needs were recorded. The top 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.



66.3%  
Female



32.6%  
Male



1.1%  
Unknown



0  
Spanish 211 calls



1.1%  
Young Adult  
<18



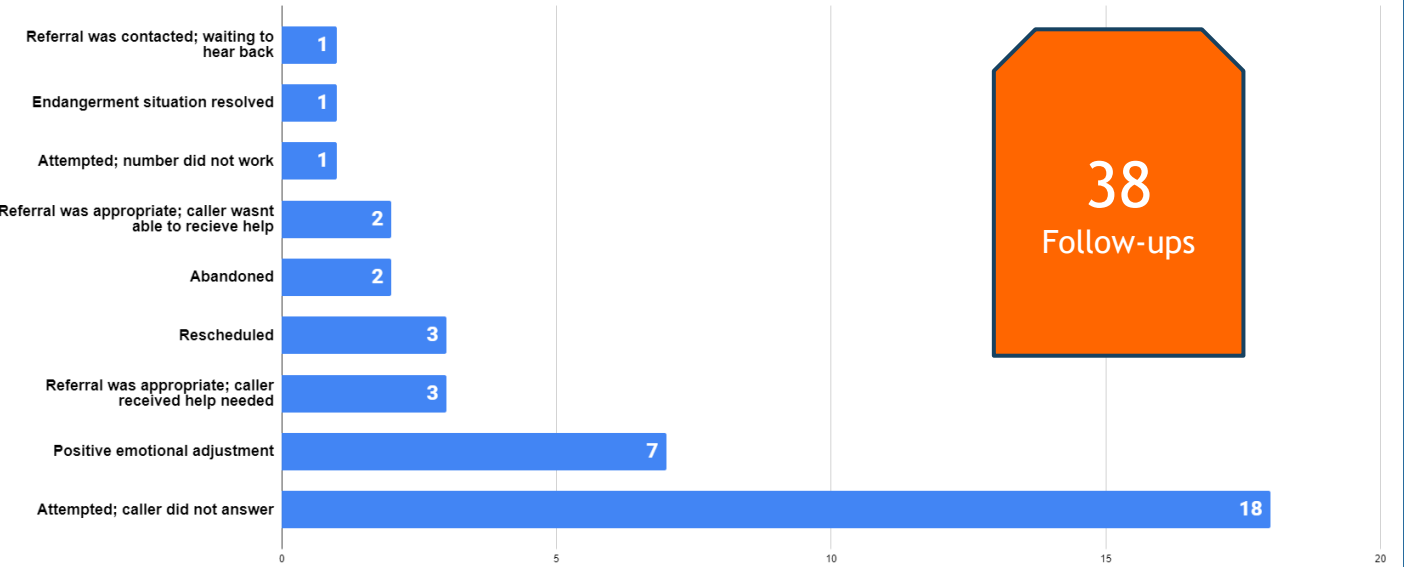
82.0%  
Adult  
18-54



16.9%  
Older Adult  
55+

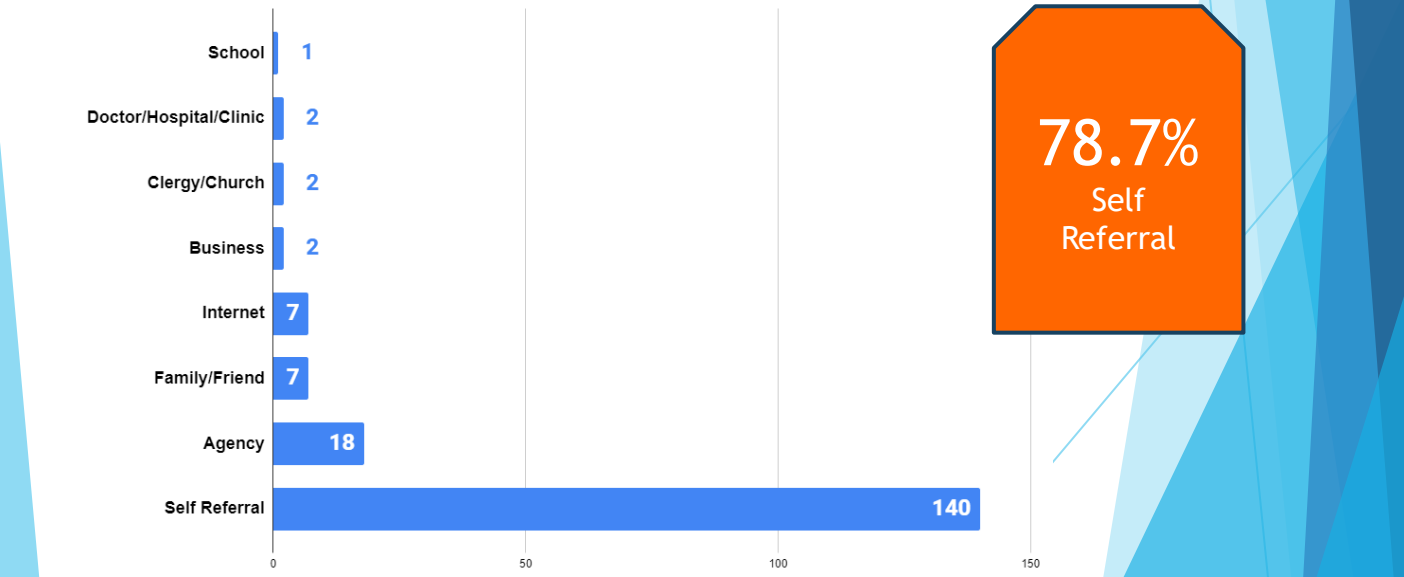
# Follow-Ups, Referral Source

## Follow-Ups



**Note:** 38 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.

- ✓ **10,107** calls handled (United Way 211)
- ✓ **314** calls handled (Spanish 211)



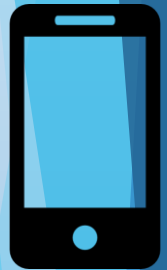
**10,107**  
Total Calls

**65**

Total  
Texts

### All Text Messages Handled by PATH Inc.

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



### Abandons

- **1,538** (United Way 211)
- **193** (Spanish 211)

### Average Abandon Time

- **1 min:42 sec** (United Way 211)
- **57 sec** (Spanish 211)

### % Abandons

- **14.51%** (United Way 211)
- **38.07%** (Spanish 211)

% Abandon Goal = 9%





## Average Handle Time

✓ 8:02 (United Way 211)

✓ 7:47 (Spanish 211)

## Average InQueue Time

✓ 71 sec (United Way 211)

✓ 68 sec (Spanish 211)

## Service Level

✓ 72.60 % (United Way 211)

✓ 64.64 % (Spanish 211)



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

## PATH Success Stories (1<sup>st</sup> Quarter 2022)

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



# Story 1



The hospital told the caller to reach out to the 211 hotline if she needed someone to talk to.

She struggles with PTSD and phobias. Her main phobia is the dentist. She went to the dentist last Wednesday and it has been really hard for her since then.

She does not feel suicidal, but she is just scared of reaching that point. She thinks that she has a fear of the dentist because it makes her feel like she has a lack of control, and it reminds her of her sexual assault that happened 18 years ago.

She also has an eating disorder, which has really damaged her teeth, making her need to go to the dentist more often. This has been giving her a lot of anxiety, and she is spending a lot of time googling what to do.

We then talked about her husband. He gets mad at her when she talks about her mental health and has said that he will leave her. She does not think he does it to be mean, but he just has his own problems and just wants her to be happy.

We talked about what she can do tonight to help take her mind off everything. She is going to go to Walgreens, call her dad, and then watch a comfort show that she knows will make her happy. We also talked about trying to stay off her phone tonight so she won't Google things that will trigger her more. We scheduled a follow up call for Monday.

## Story 2

Caller is doing taxes for herself and her father. She is trying to find help with getting their taxes done without it costing an arm and a leg.

Her father is elderly and disabled. I gave her resources that would be able to help her father file taxes for free. She is only 40 and was interested in the online free tax preparation resource that would be able to help her with her specific needs.

The caller did not know we existed and was excited to hear about all our resources! She said that she will be calling back some other time to utilize our services, and she thanked us for all our hard work.



# 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/1tkh\\_KTHNdPbBGv0Tqz-EJmHVYk0ukIQqAnu6BYfgkKI/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1tkh_KTHNdPbBGv0Tqz-EJmHVYk0ukIQqAnu6BYfgkKI/edit?usp=sharing)

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