

# From the CEO

Greetings Stakeholders!!

I hope all of you had a great summer this past quarter!! 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.

- I am pleased to announce that Kendall County 211 Inc. has signed a contract with PATH Inc. to provide services to Kendall County. We are currently finishing up the database work and have the phone switches completed.
- 211 Telcom Nuances - I have been receiving more and more calls regarding someone calling 211 and not being connected. The Telecom companies are nuanced and vary from company to company. I wanted to make sure everyone is aware of the telecom practices that PATH, Inc. has no control over:
  1. Voice Over Internet Protocol (VOIP) phones through cable companies
    - a. While it varies from company to company, many times they require the customer to dial the actual Direct Inward Dialing (DID) number; that's just the full phone number rather than the abbreviated 211 number. If a business or residential user has a VOIP provider (Xfinity/Comcast, MetroNet, etc.) they will likely need to dial **888-865-9903** instead of 211.
  2. Cell Phones
    - a. Unknown carrier - if the cell phone uses a small carrier, it may be that we need to contact them and have them flip the switch to get it to connect. We use the Illinois Telecom Association guide to flip switches, but on rare occasions a small cell company may be missed.

## From the CEO, continued

- b. WiFi Calling - AT&T and some other carriers don't allow 211 calls to be made through the phones' WiFi call feature. You must call via the actual cellular side of the phone. Other carriers may allow WiFi calling but require you to dial the full DID **888-865-9903** instead of 211.
- c. Out of State Cell Phones - In theory, when a cell phone dials 211 it will "ping" off the local tower and route to the 211-call center where the tower is located. However, we know that doesn't always work. For instance, I've spoken to a community organization that is on the border between the St. Louis counties and PATH Inc. counties. Despite being in the PATH Inc. covered area, their local cell phone tower always routes the call to St. Louis 211. We've seen similar situations near the Indiana border on occasion. We also occasionally get a call from someone who has moved from out of state and whose phone will only connect to their originating state 211 center. In all these cases, please let your community know that they need to dial the full DID **888-865-9903** instead of 211.

Best Regards,



Chris Workman  
CEO PATH Inc.



# From the Director of Database Services

Hello!

I have already interacted with many of you, but for those of you who weren't aware, I took over as Director of Database Services at the end of this past July. I'm working to uphold the same high standard you're used to, while also taking this opportunity to introduce minor improvements where relevant.

Based on feedback from a survey included in the last quarterly report, you'll find that this report has a slightly different format than you're used to. The goal is to put your region's quarterly data in context a bit more. In general, I've tried to make it clear which information corresponds to PATH's 211 services as a whole and which applies to only your region, while also providing some data for you to compare this quarter with the previous quarter and with this same period last year. Charts from previous reports may have minor formatting differences.

Please fill out this form to help me know which changes have been useful and whether there's anything else you'd like to see:

<https://forms.gle/TwgH7m2ESNiXYMwK8>

I look forward to working with all of you to help serve your respective regions!

*Chris Baldwin*  
Director of Database Services  
309-834-0590



# Vermilion County

## United Way 211 Report 3<sup>rd</sup> Quarter

July 1<sup>st</sup> - September 30<sup>th</sup>, 2022

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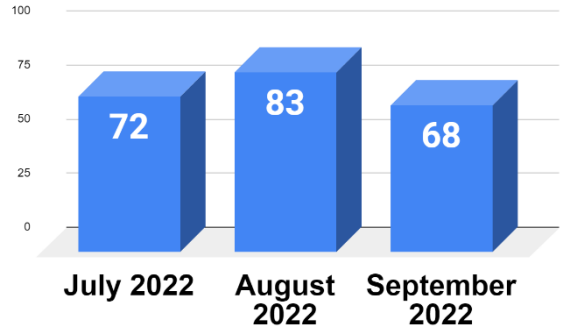
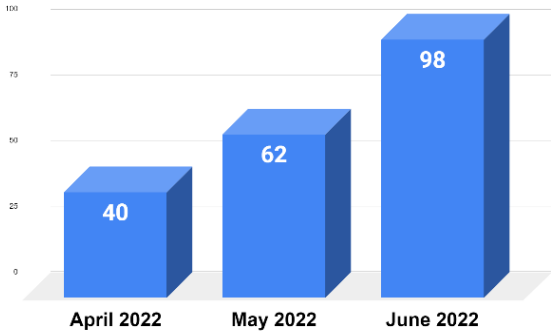
**2·1·1**

Get Connected. Get Help.™



# Overview

Total 211 Contacts 



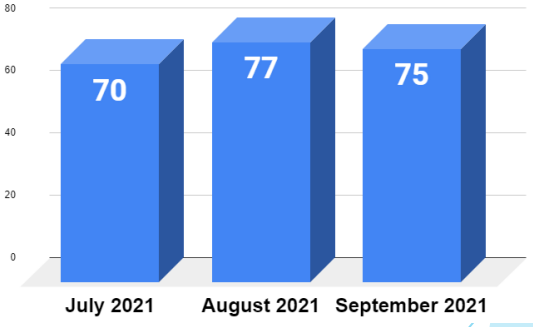
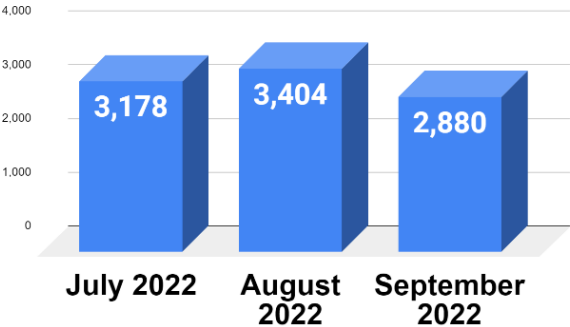
**200**  
Contacts  
Vermilion  
County

**223**  
Contacts  
Vermilion  
County

Last Quarter **This Quarter**

All of PATH 211

Last Year

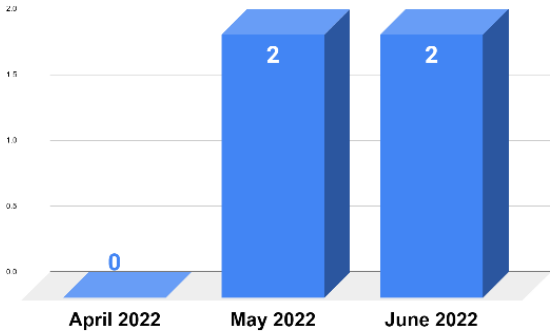


**9,462**  
Contacts  
PATH 211

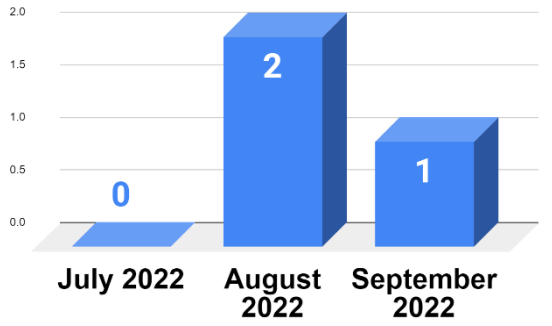
**222**  
Contacts  
Vermilion  
County

# Overview, Cont.

Total 211 Texts 



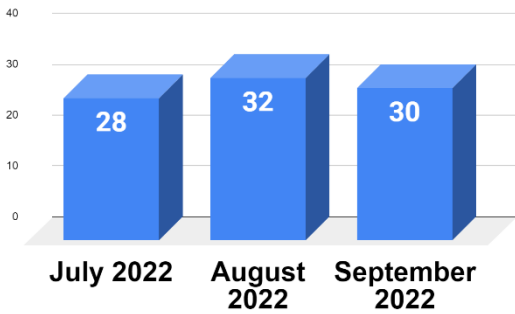
**4**  
Texts  
Vermilion  
County



**3**  
Texts  
Vermilion  
County

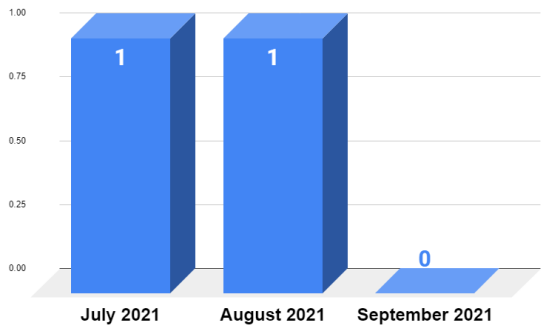
Last Quarter **This Quarter**

All of PATH 211



**90**  
Texts  
PATH 211

Last Year



**2**  
Texts  
Vermilion  
County

# Overview, Cont.

## Total Spanish 211 Calls

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

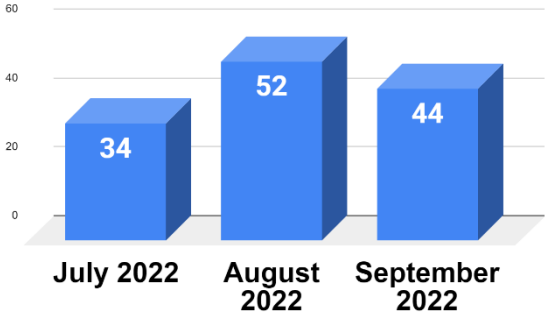
**2**  
Spanish Calls



**0**  
Spanish Calls

### Last Quarter This Quarter

### All of PATH 211 Last Year

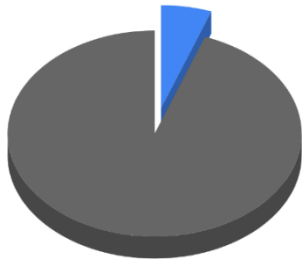


**130**  
Spanish Calls

**0**  
Spanish Calls

# Overview, Cont.

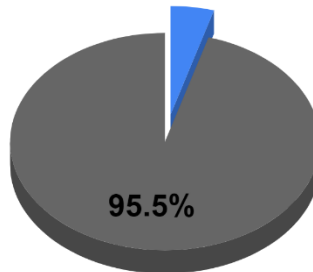
## COVID-19 Contacts



● COVID-19 ● Not-COVID-19

11

Contacts related to COVID-19



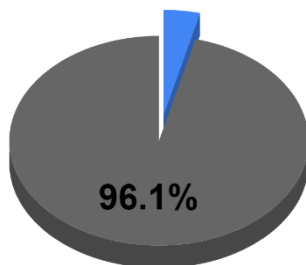
● COVID-19 ● Not-COVID-19

10

Contacts related to COVID-19

Last Quarter This Quarter

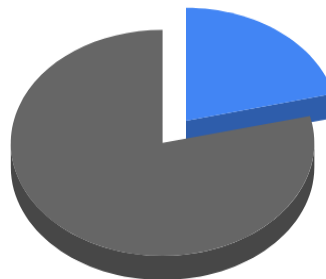
All of PATH 211 Last Year



● COVID-19 ● Not-COVID-19

384

Contacts related to COVID-19



● COVID-19 ● Not-COVID-19

47

contacts related to COVID-19

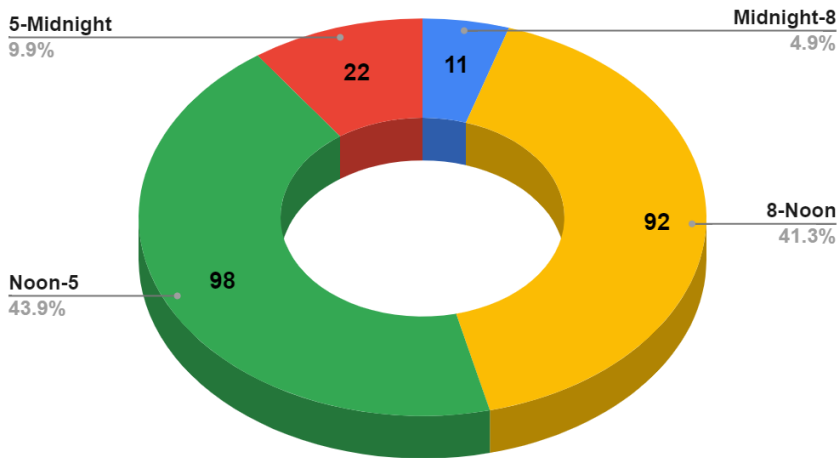


# Contact Stats

## Call Time

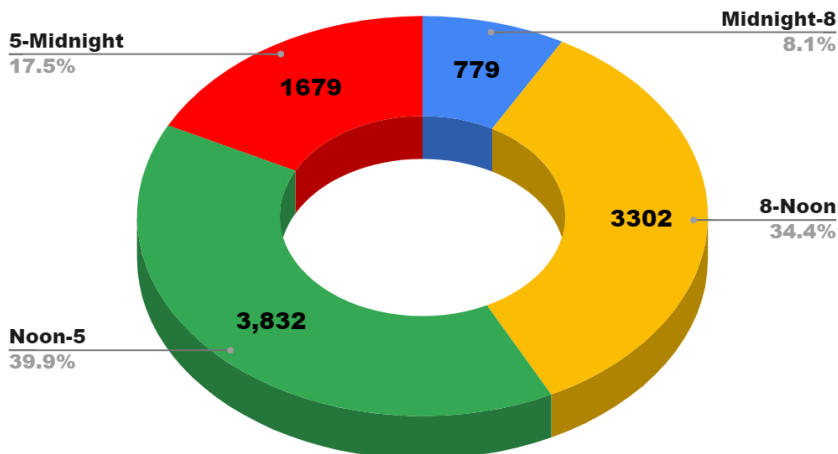
Chart describes the distribution of calls received during 4 different time periods:

1. Early morning hours (12am-8am)
2. Morning business hours (8am-12pm)
3. Afternoon business hours (12pm-5pm)
4. After hours (5pm-12am)



## Local

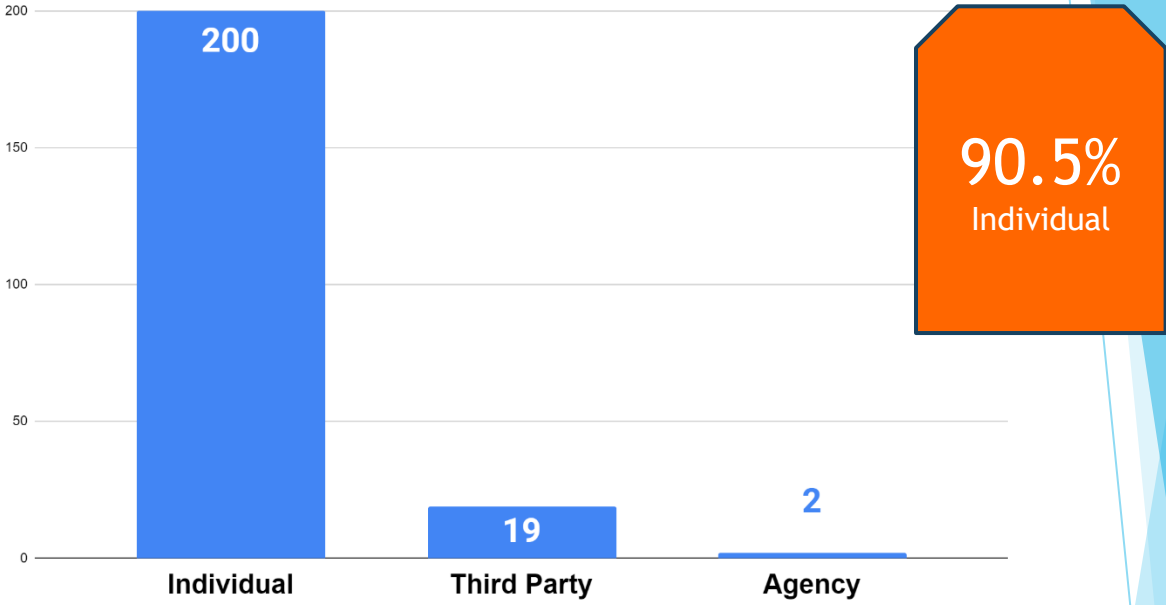
## All of PATH 211



# Contact Stats, Cont.

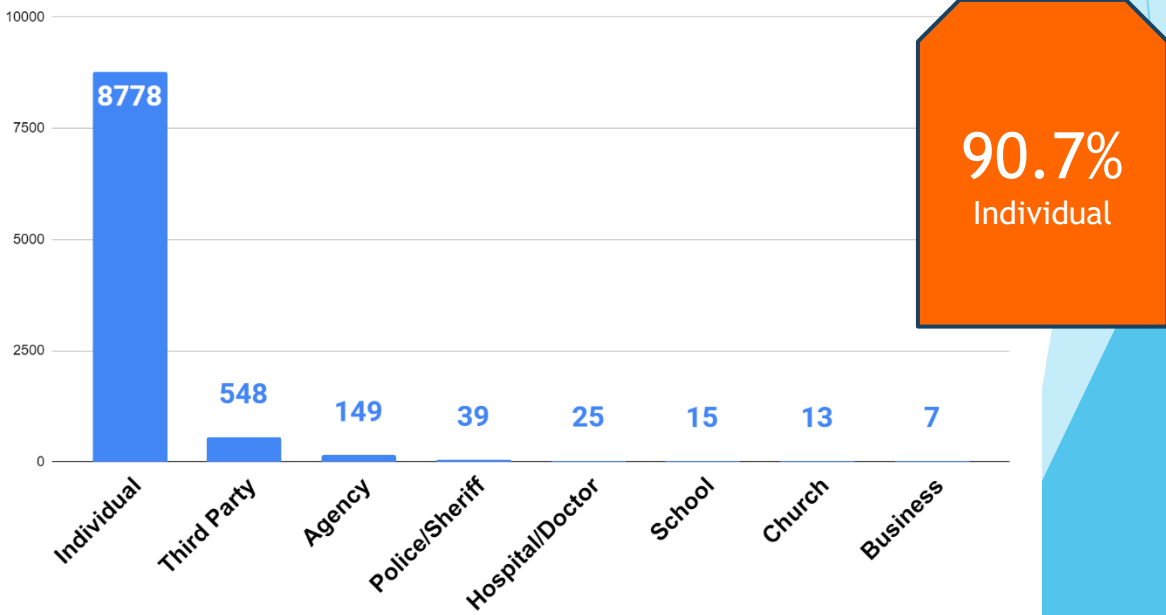
## Contact Person Type

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



### Local

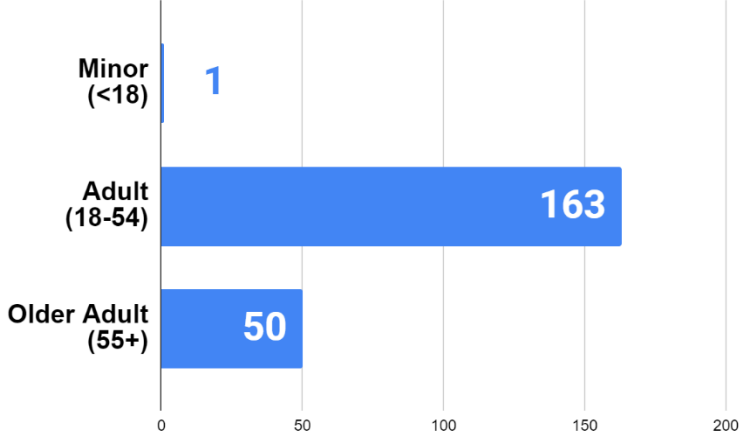
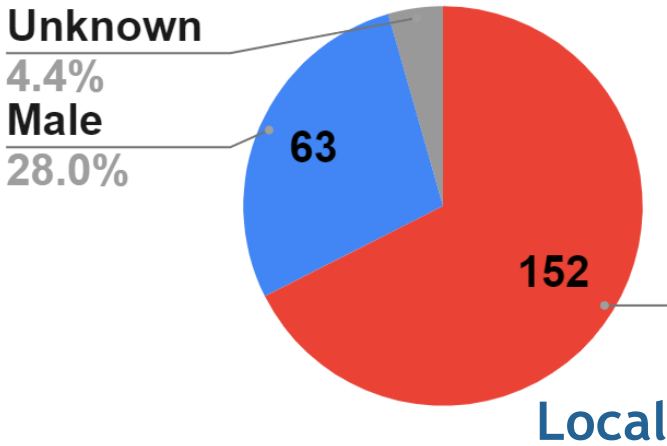
### All of PATH 211



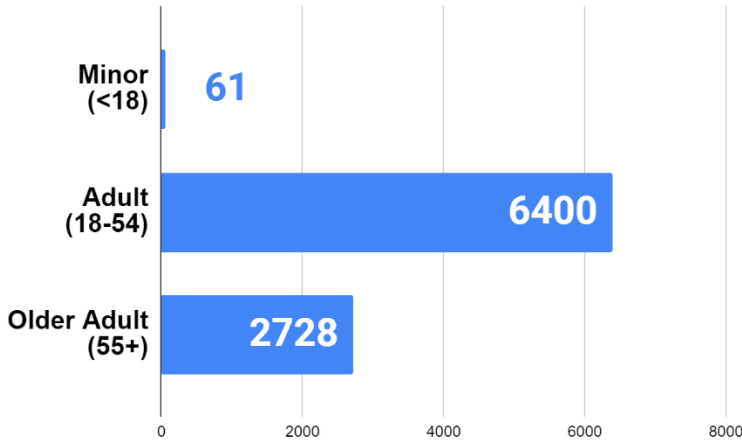
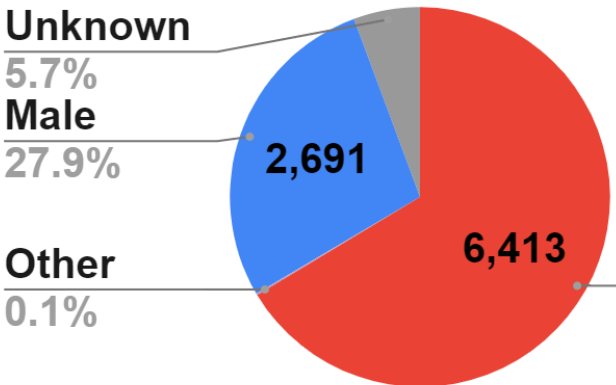
# Contact Stats, Cont.

## 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.



### All of PATH 211

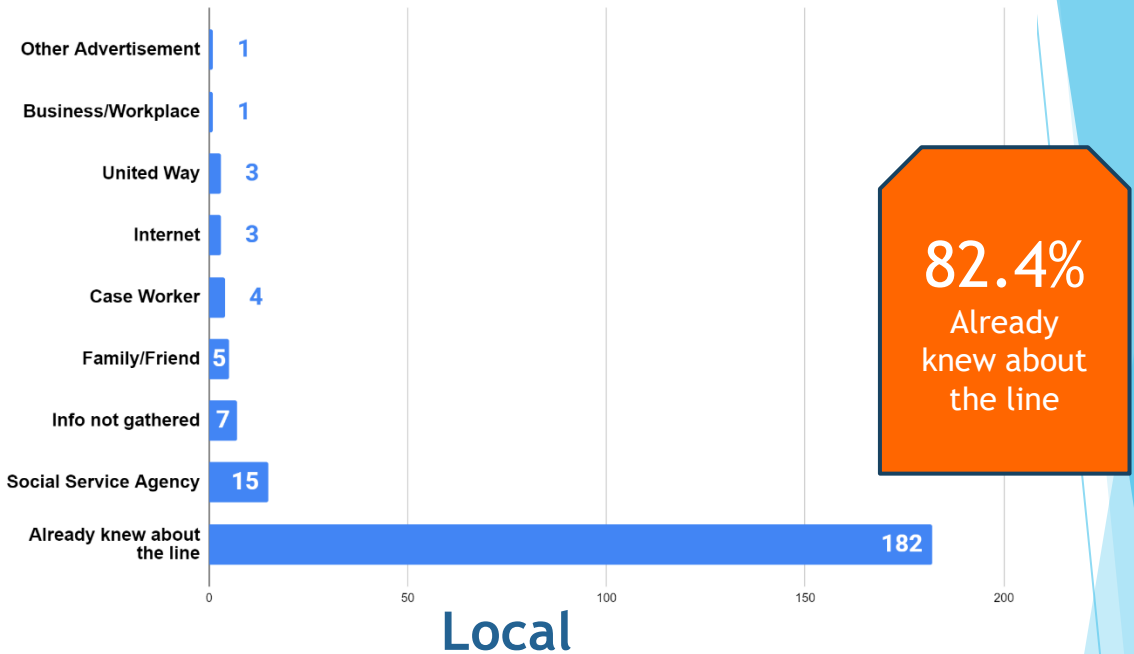


# Contact Stats, Cont.

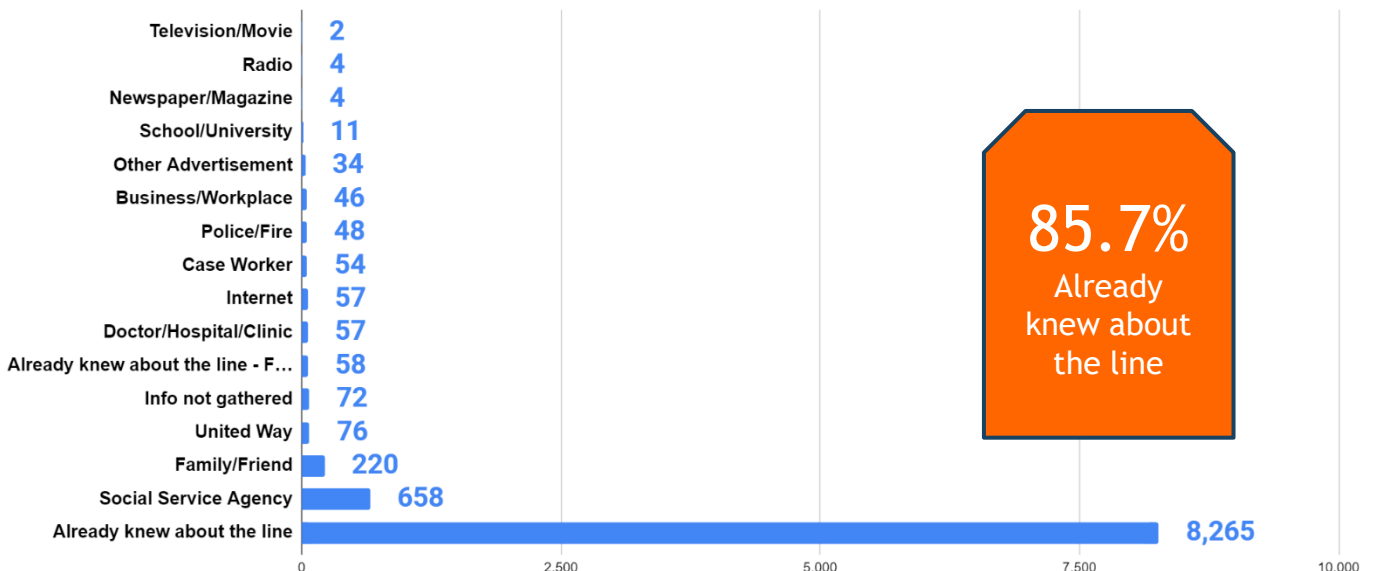
## Referral Source

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

**Note:** As of late September, we have introduced new referral categories to provide more accurate information. This information still predominantly uses the old categories, but next quarter's information will only use the new ones.



## All of PATH 211



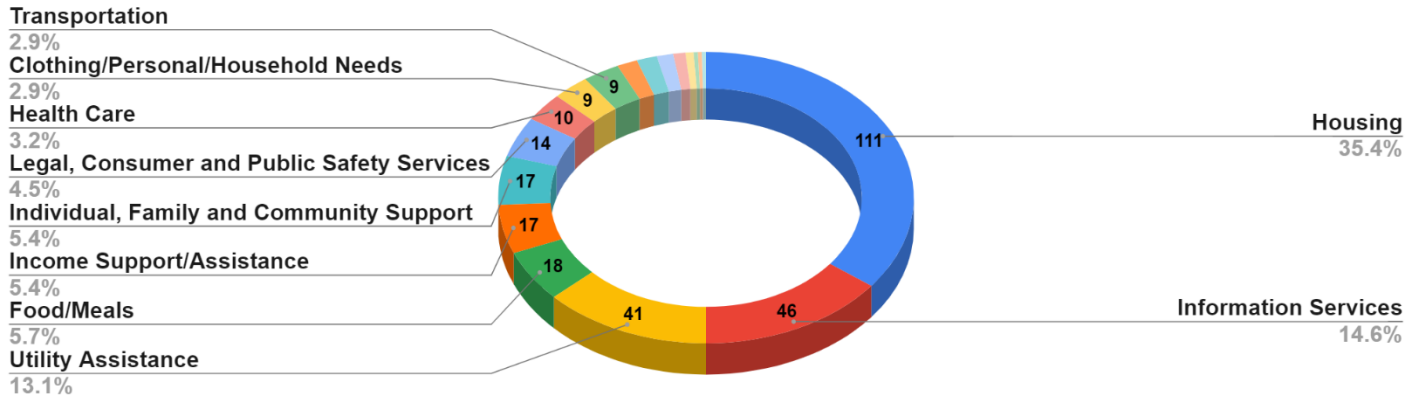
# Contact Needs

## 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.

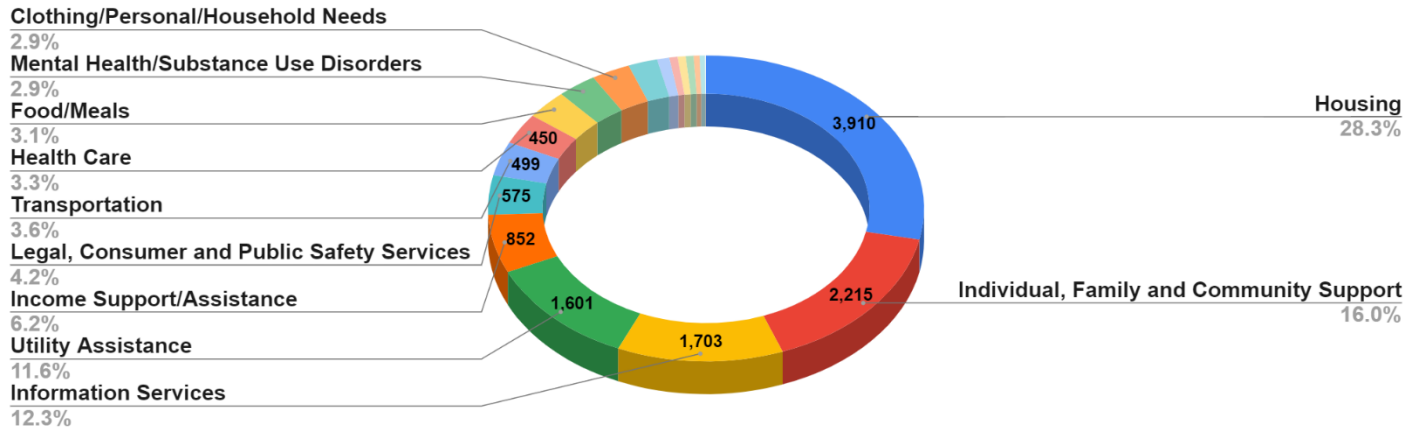
- AIRS= The Alliance of Information and Referral Systems. ([AIRS home page](#))
- AIRS Problem Needs = List of national categories for I&R problem/needs is a means to organize the incredibly wide range of inquiries handled by I&R services and to provide for the consistent and credible reporting of community needs across jurisdictions.

**Note:** Vermilion County had 223 total 211 contacts and all of PATH had 9,462 total 211 contacts.



## Local

### All of PATH 211



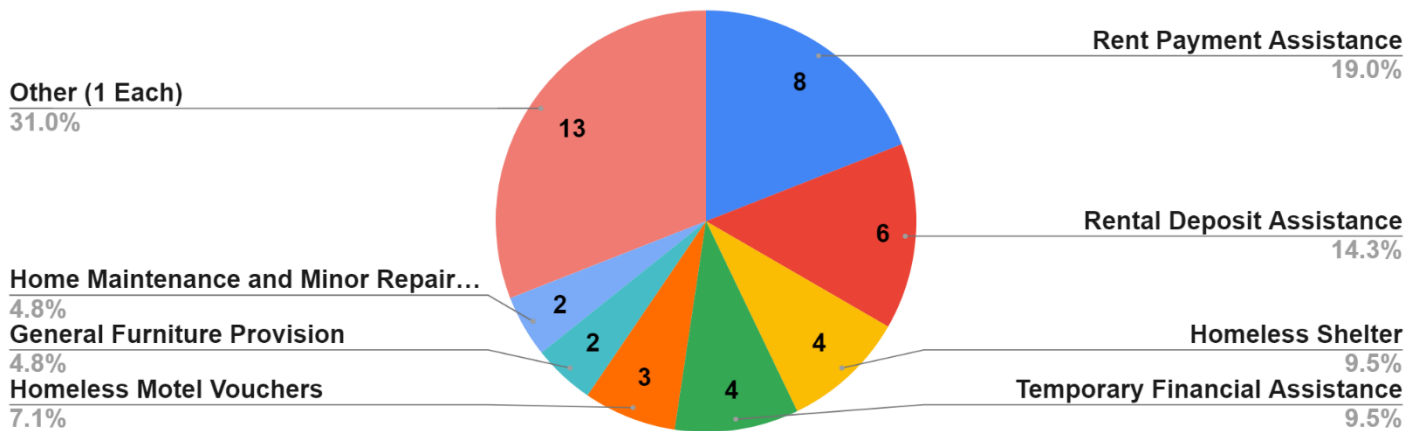
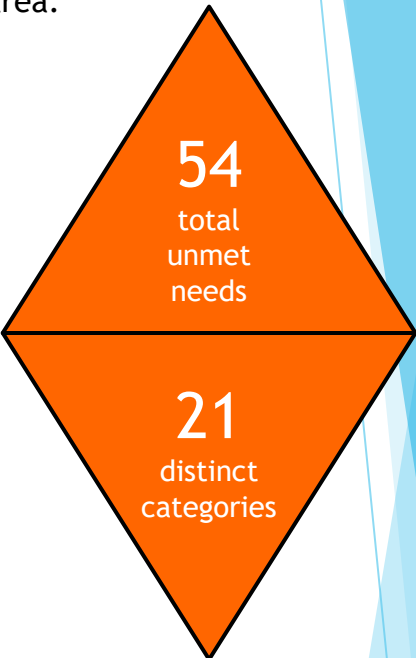
# Contact Needs, Cont.

## 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.

54 total unmet needs were recorded in Vermilion County across 21 distinct categories. Refer to the "Raw Data" link at the end of the report for the complete list.

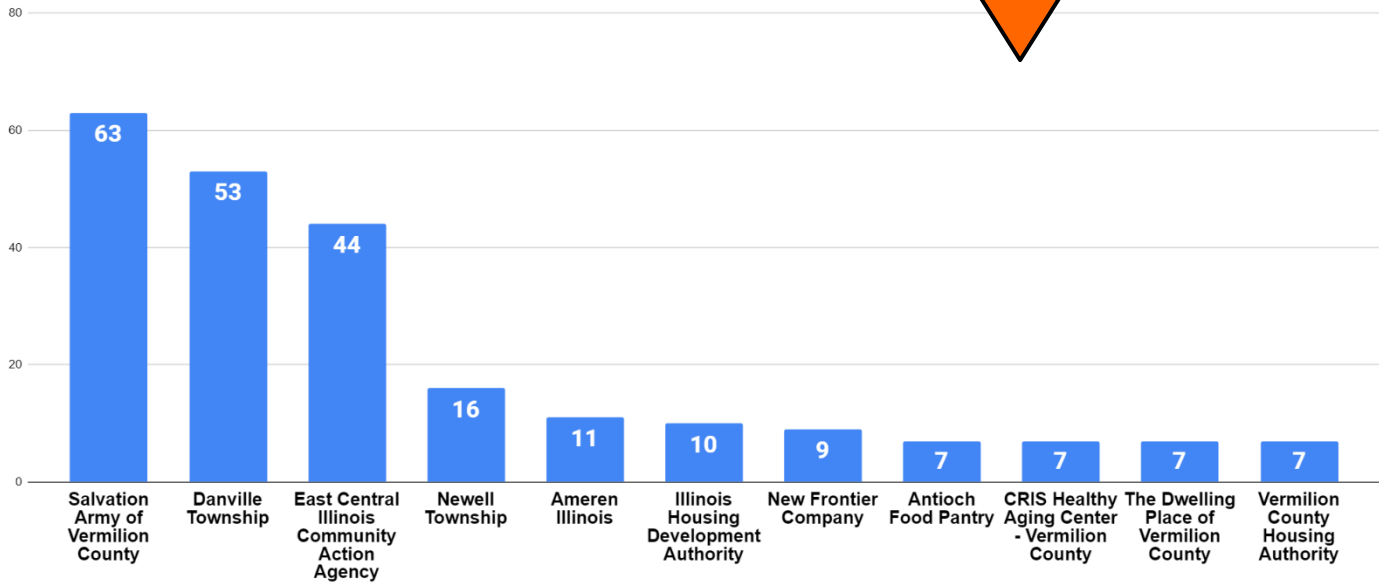
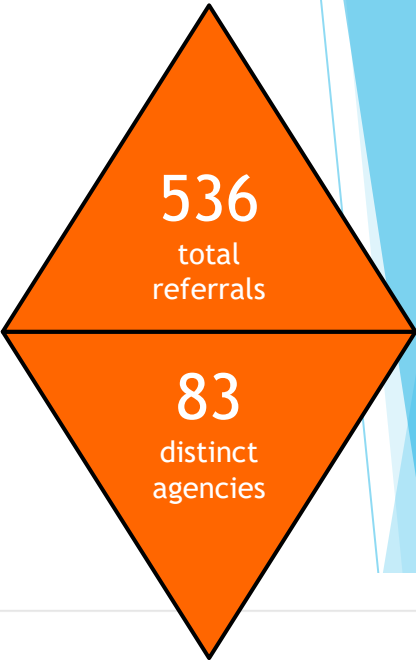


# Contact Needs, Cont.

## 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.

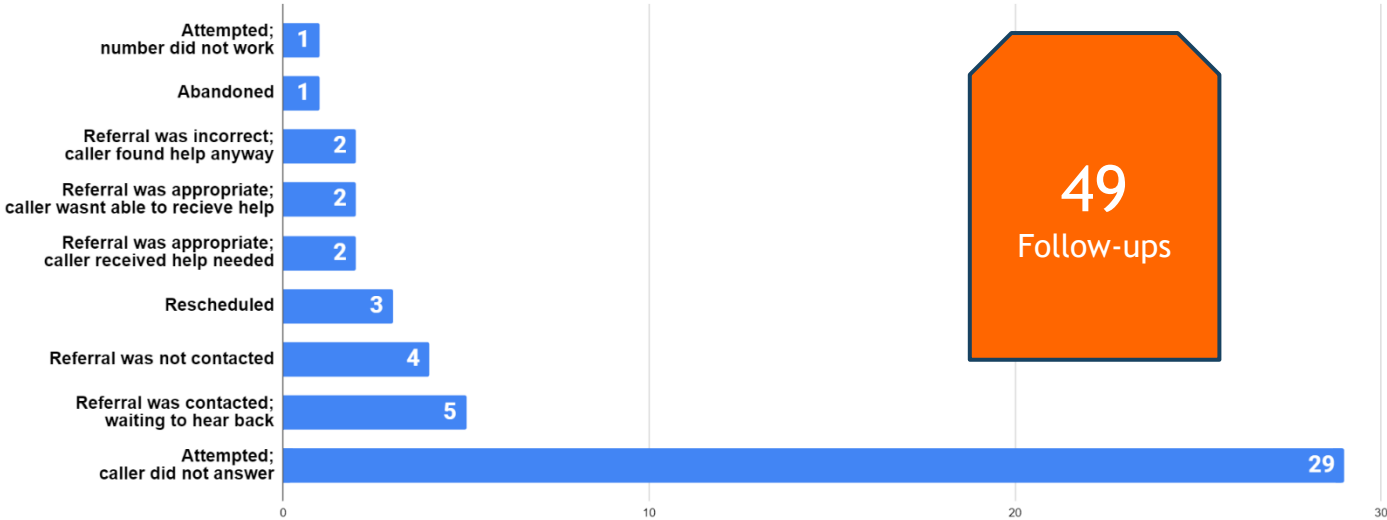
536 total referrals were made in Vermilion County across 83 distinct agencies.



# Contact Needs, Cont.

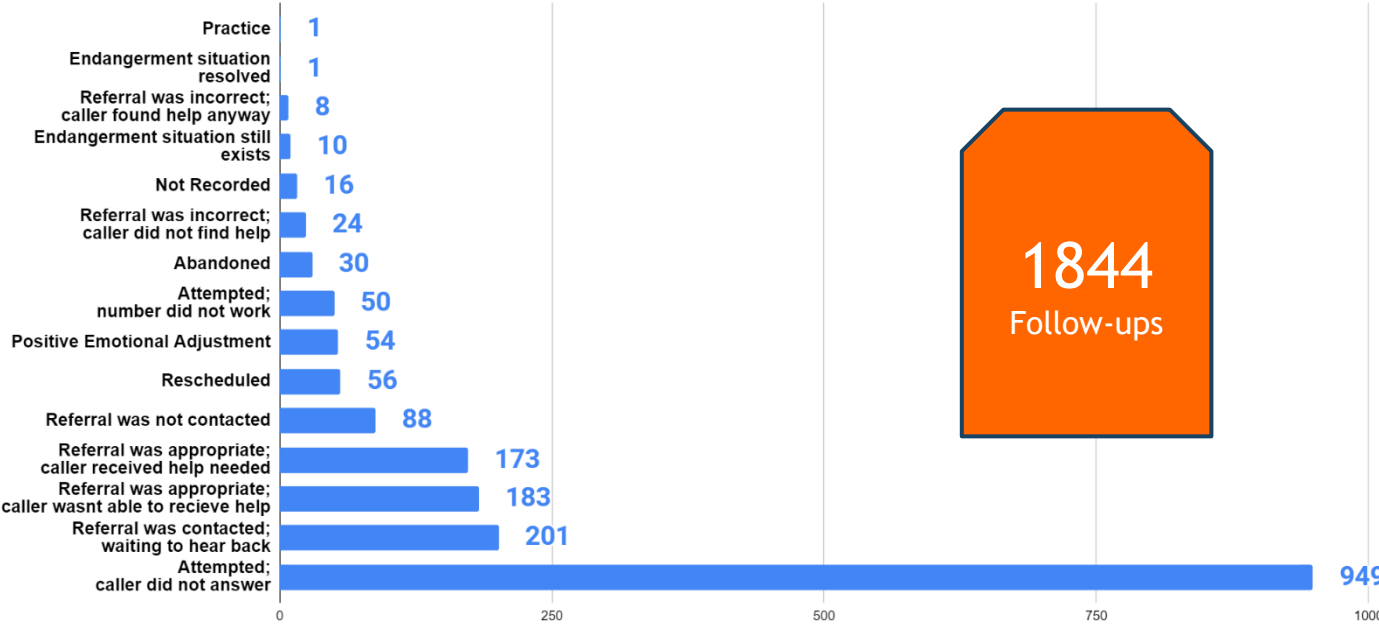
## Follow-Ups ↩

**Note:** PATH performed follow-up calls for a portion of the calls received. This chart breaks down the result of each follow-up attempt.



## Local

### All of PATH 211





# Call Center

The following data corresponds to all of PATH 211, rather than to specific counties or areas.



## 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

0:46  
Last Quarter

0:18  
Average InQueue Time

9:41  
Last Quarter

10:00  
Average Handle Time

### Spanish

0:18  
Average InQueue Time

0:36  
Last Quarter

8:11  
Average Handle Time

8:18  
Last Quarter

## Service Level

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

### English

84.96%  
Last Quarter

95.18%  
Service Level

### Spanish

93.93%  
Service Level

86.02%  
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

### Spanish

1,031  
Last Quarter

516  
Abandons

116  
Abandons

135  
Last Quarter

1:43  
Last Quarter

0:47  
Average Abandon Time

0:19  
Average Abandon Time

0:39  
Last Quarter

8.78%  
Last Quarter

3.96%  
Abandon Rate

19.17%  
Abandon Rate

25.42%  
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.



## Story 1



Caller was seeking grief counseling groups. Though we were able to provide a couple counselors that provided grief counseling, the caller remained extremely upset and seemingly unable to process her mother's death. The caller described herself as an "explosive person", but we were able to eventually validate her feelings of anger and frustration, helping her reach a point where she could talk about everything a bit more calmly. In the end, the caller was even able to joke around a little bit with our operator. The call wrapped up with her thanking us for the counseling resources we were able to provide, and we agreed to check in on her later to see how she's doing.

## Story 2

Caller had recently moved into a new house with her children but had been struggling with finding resources to help pay for it. We were able to provide some referrals to local agencies that help with rent assistance, but one of the things the caller stated that she appreciated the most was just having someone to take the time to help brainstorm possible solutions. She had been feeling overwhelmed with navigating the options on her own, so she said it was a huge help for us to help her work through things..



# 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/>

### AIRS

- <https://www.airs.org/i4a/pages/index.cfm?pageid=1>

### Raw Data

- <https://docs.google.com/spreadsheets/d/1tPRhElghYAaw7mRDYujPmPkqpKNfgKX1LG8albx337U/edit?usp=sharing>

Submitted by:

**Chris Baldwin**

Director of Database Services

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