

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.



From the Director of Database Services

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



Logan County

United Way 211 Report 4th Quarter

Oct 1st - December 31st, 2022

Table of Contents

Overview

- ✓ Total Calls
- ✓ Total Texts
- ✓ Total Spanish Calls
- ✓ COVID-19 Contacts

Contact Stats

- ✓ Call Time
- ✓ Contact Person Type
- ✓ Caller Demographics
- ✓ Referral Source

Contact Needs

- ✓ AIRS Problem Needs
- ✓ Unmet Needs
- ✓ Top 10 Agency Referrals
- ✓ Follow-Ups

Call Center

- ✓ InQueue and Handle Time
- ✓ Service Level
- ✓ Abandons
- ✓ Success Stories

Links/Resources

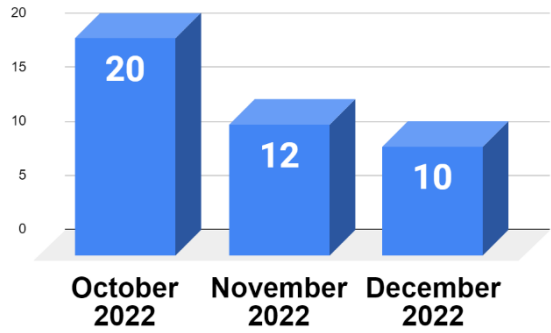
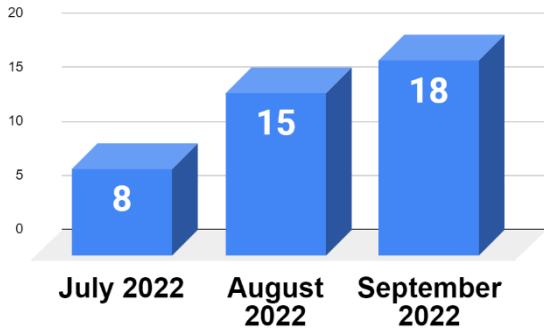


Get Connected. Get Help.™



Overview

Total 211 Contacts 



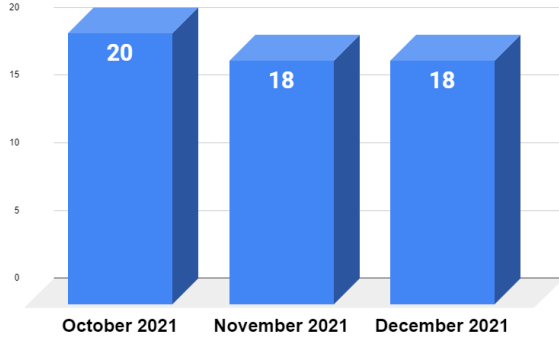
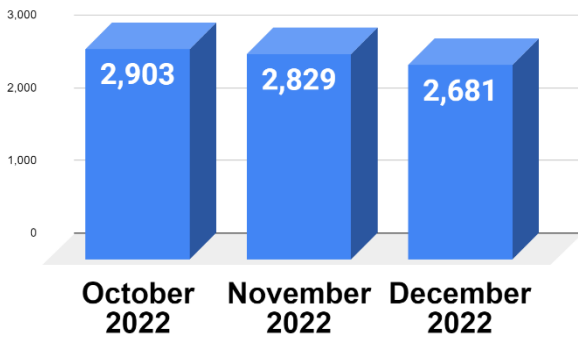
41
Contacts
Logan
County

42
Contacts
Logan
County

Last Quarter This Quarter

All of PATH 211

Last Year

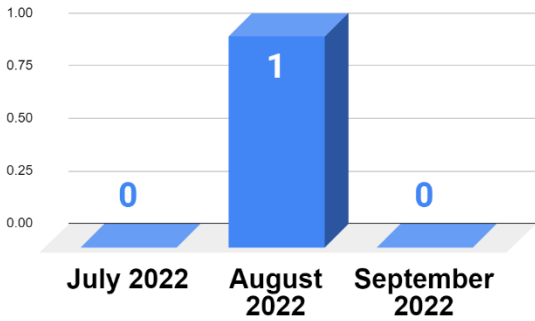


8,413
Contacts
PATH 211

56
Contacts
Logan
County

Overview, Cont.

Total 211 Texts 



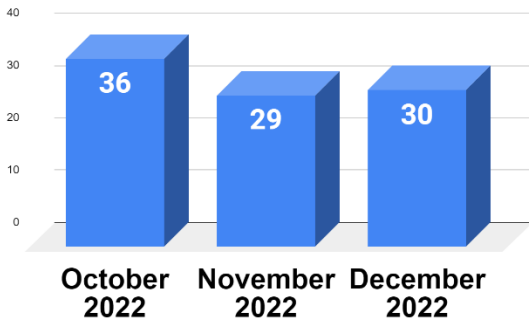
1
Text
Logan
County



0
Texts
Logan
County

Last Quarter **This Quarter**

All of PATH 211 Last Year



95
Texts
PATH 211



0
Texts
Logan
County

Overview, Cont.

Total Spanish 211 Calls



0

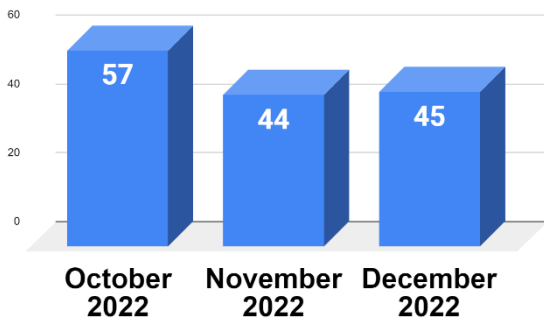
Spanish Calls

0

Spanish Calls

Last Quarter This Quarter

All of PATH 211 Last Year



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

146

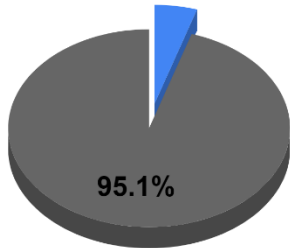
Spanish Calls

0

Spanish Calls

Overview, Cont.

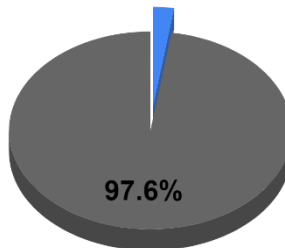
COVID-19 Contacts



● COVID-19 ● Not-COVID-19

2

Contacts related to COVID-19



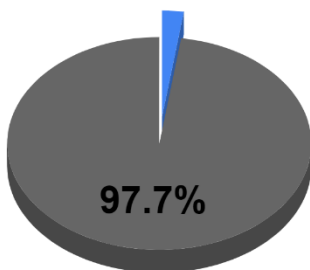
● COVID-19 ● Not-COVID-19

1

Contact related to COVID-19

Last Quarter This Quarter

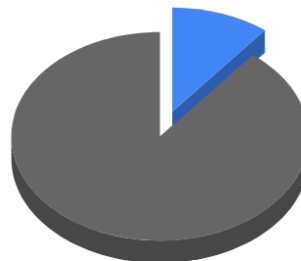
All of PATH 211 Last Year



● COVID-19 ● Not-COVID-19

194

Contacts related to COVID-19



● COVID-19 ● Not-COVID-19

6

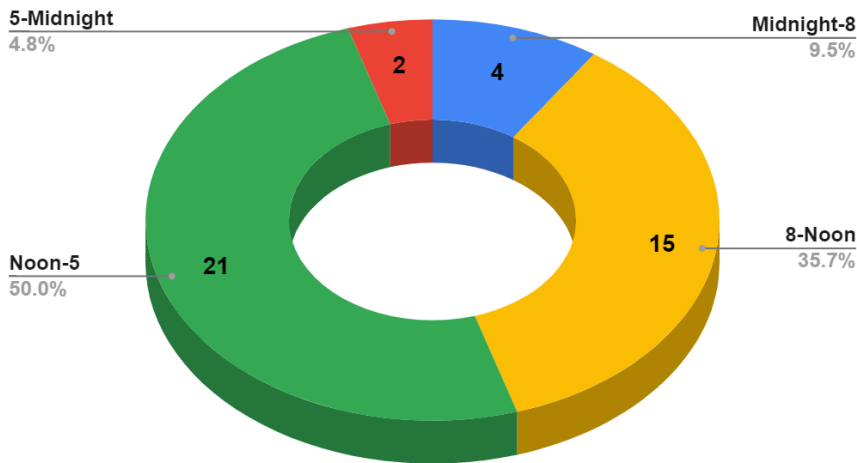
contacts related to COVID-19

Contact Stats

Call Time

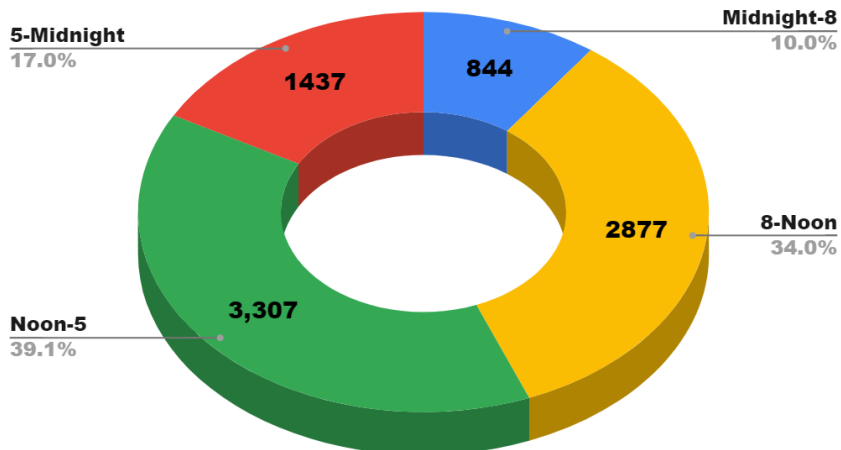
Chart describes the distribution of calls received during 4 different time periods:

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



Local

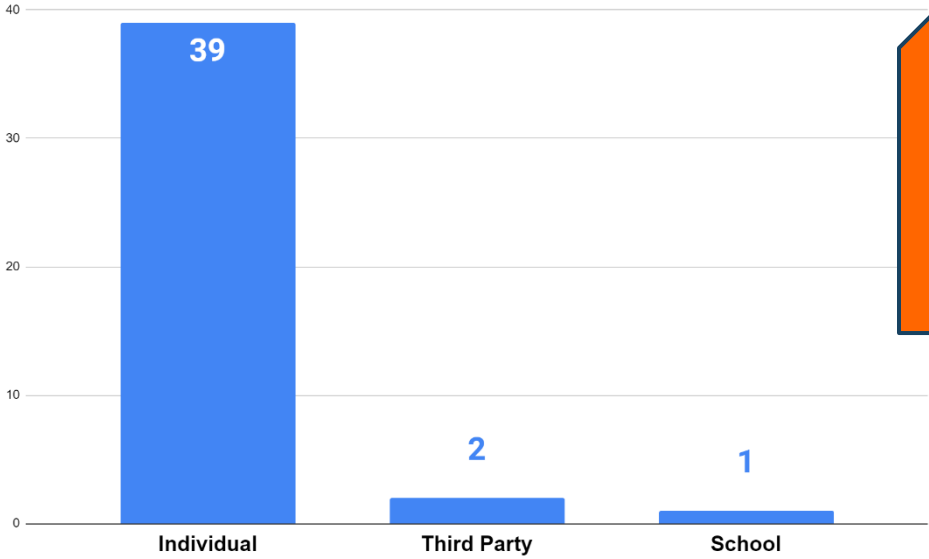
All of PATH 211



Contact Stats, Cont.

Contact Person Type

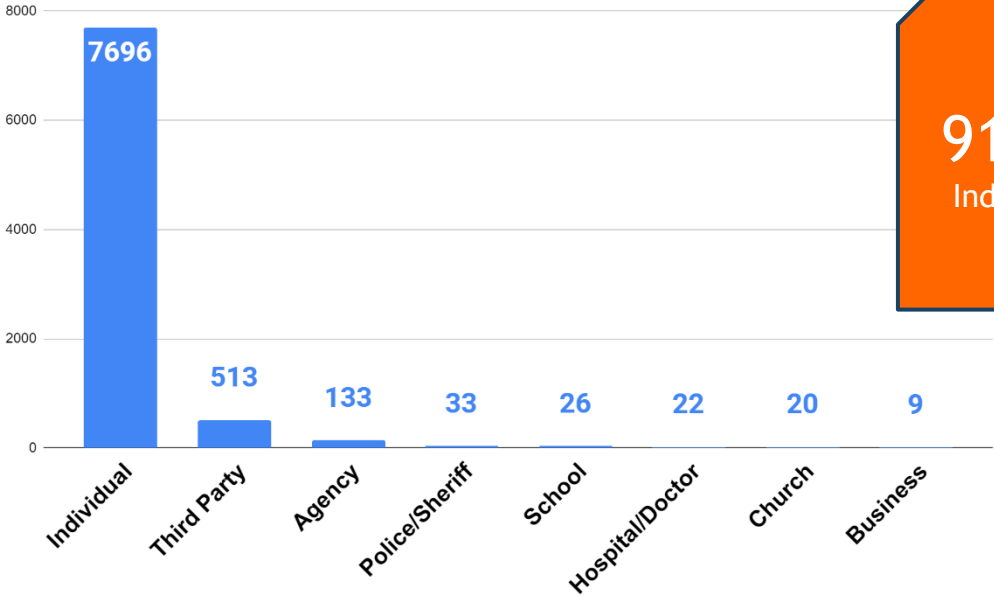
Contact Person Type describes the 211 caller and their role in contacting I&R services.



92.9%
Individual

Local

All of PATH 211

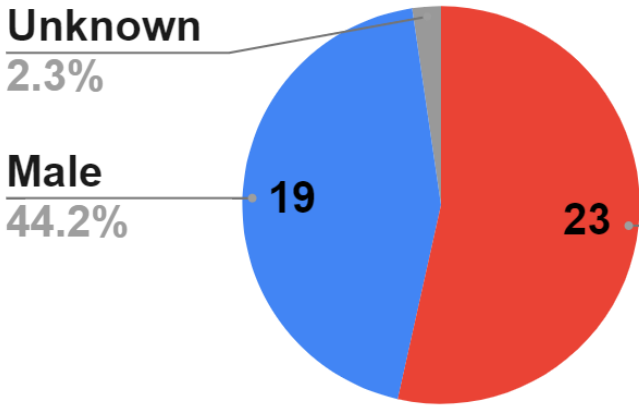
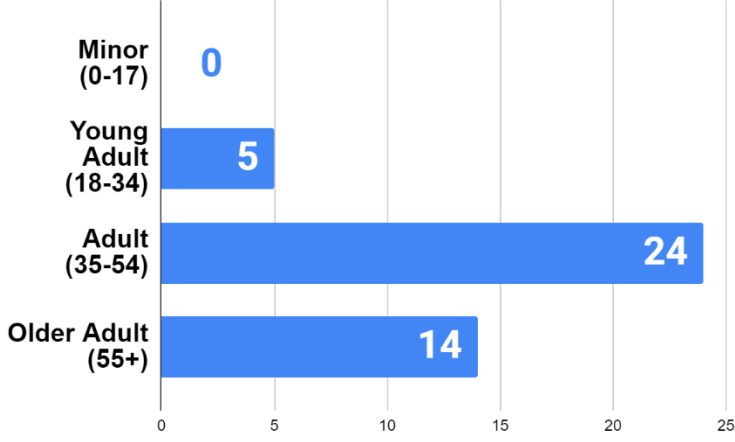


91.1%
Individual

Contact Stats, Cont.

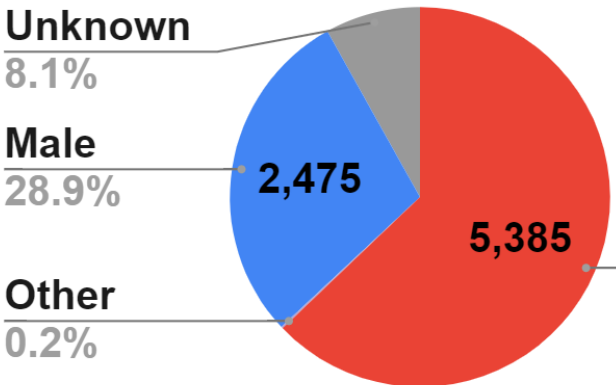
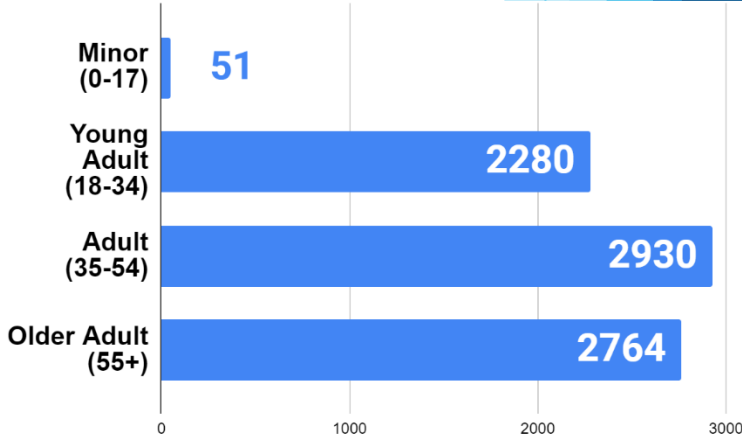
Caller Demographics

Note: “Other” includes callers who self-identified as trans or non-binary.
 “Unknown” includes the categories Refusal to Answer, Not Recorded, and Unknown.



Local

All of PATH 211



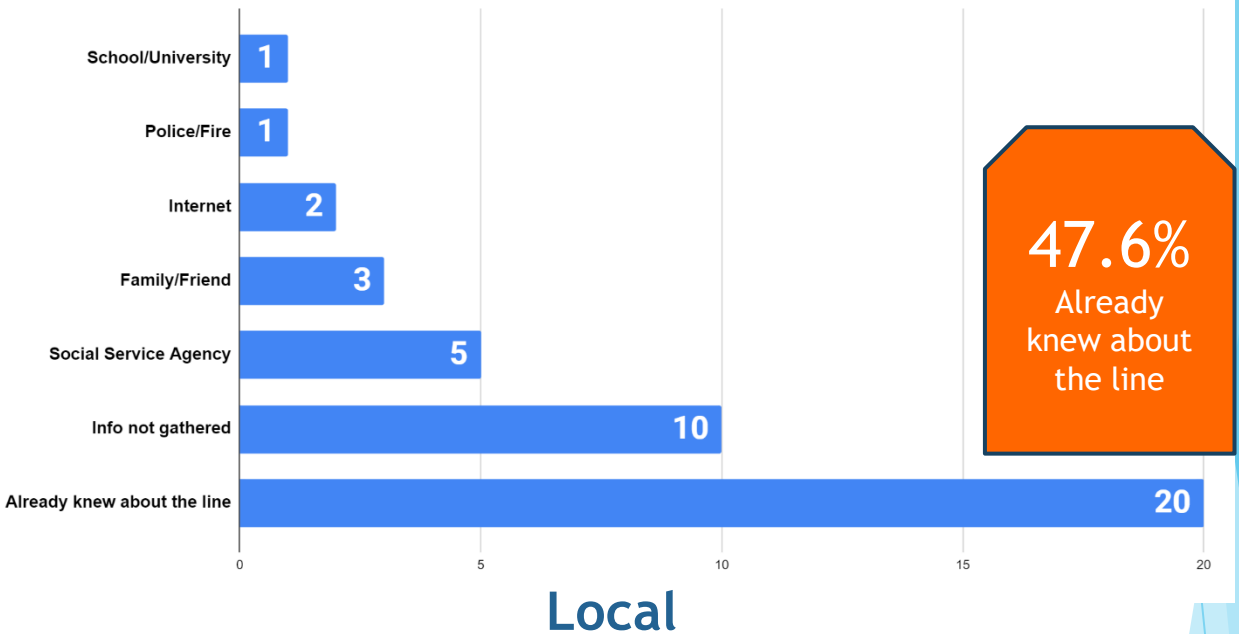
Female
62.9%

Contact Stats, Cont.

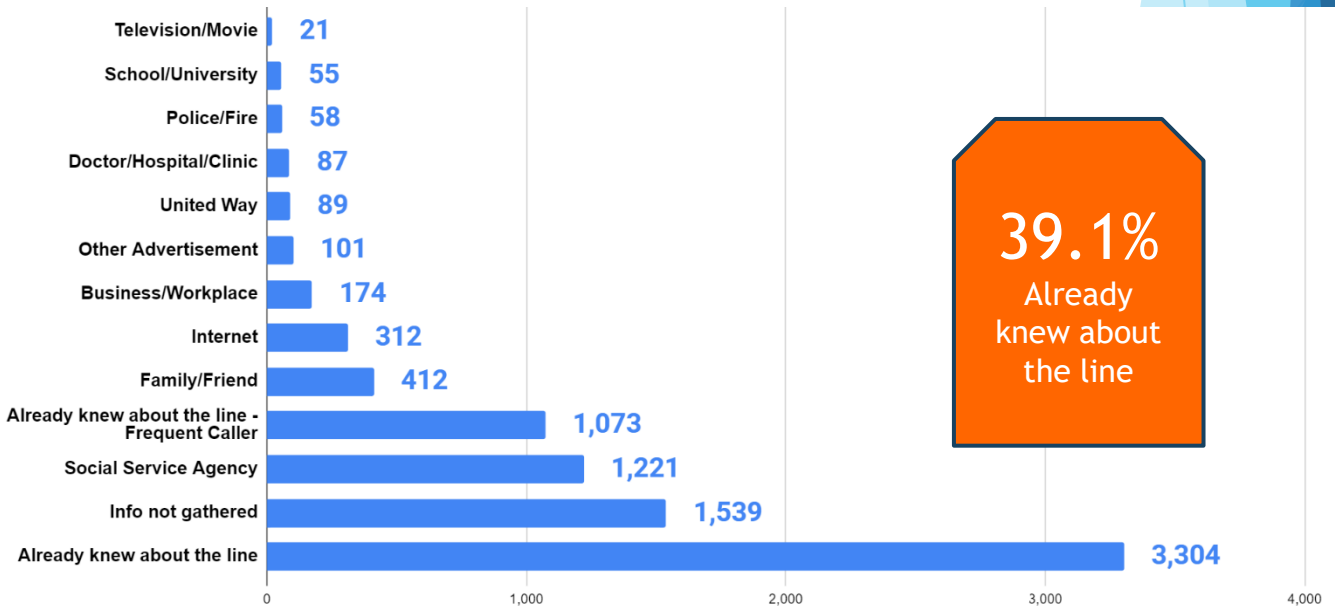
Referral Source

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.



All of PATH 211



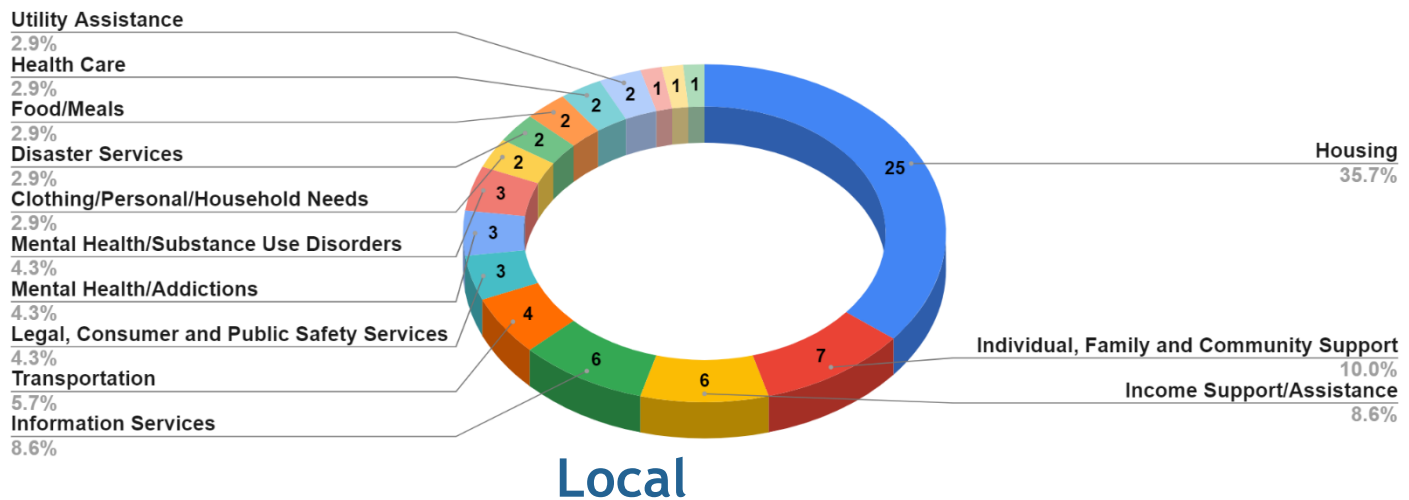
Contact Needs

AIRS Problem Needs

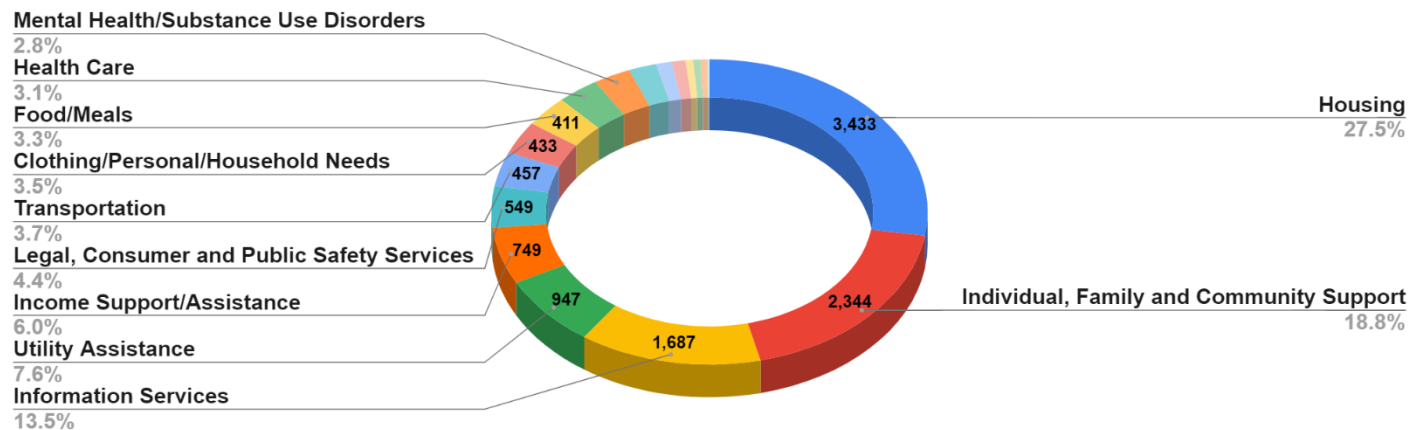
This chart describes how AIRS Problem Needs were reported across all contacts. There are often multiple needs recorded per call. Colors do not correspond to the same categories in both charts.

- 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: Logan County had 42 total 211 contacts and all of PATH had 8,413 total 211 contacts.



All of PATH 211



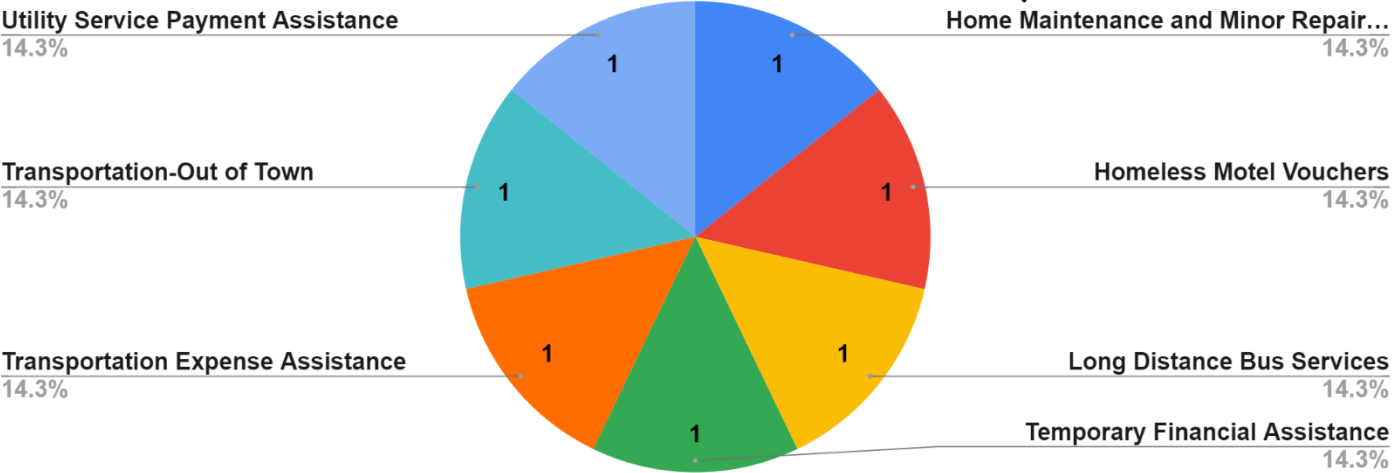
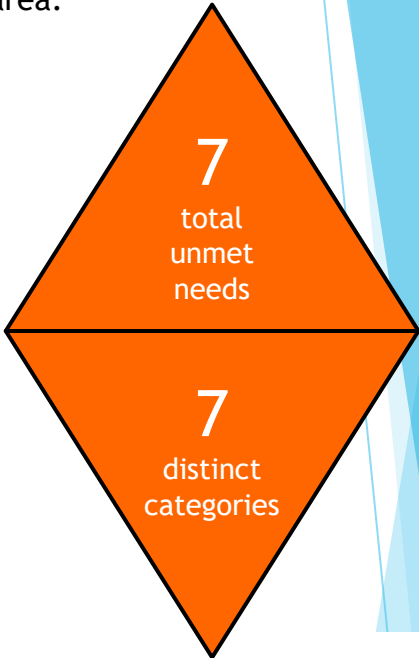
Contact Needs, Cont.

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.

7 total unmet needs were recorded in Logan County across 7 distinct categories. Refer to the "Raw Data" link at the end of the report for the complete list.

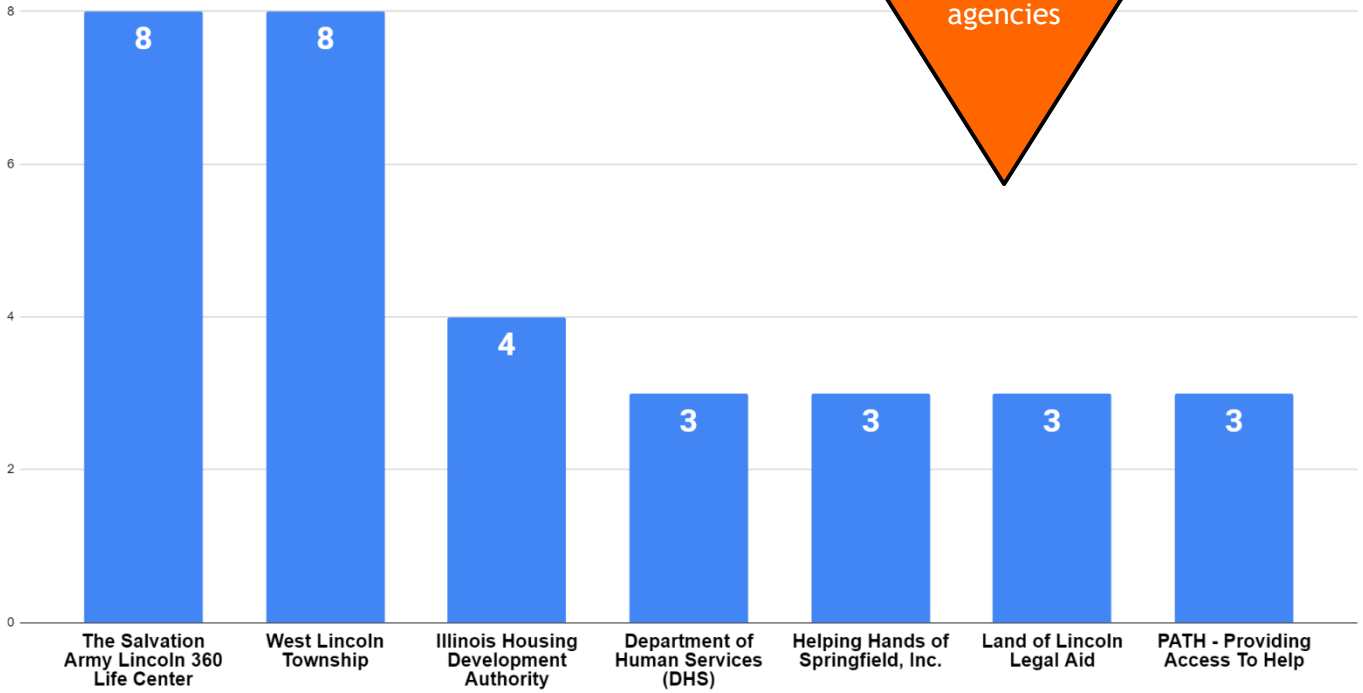
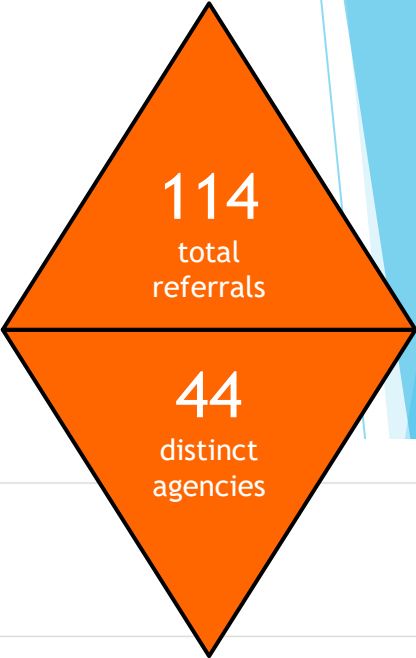


Contact Needs, Cont.

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.

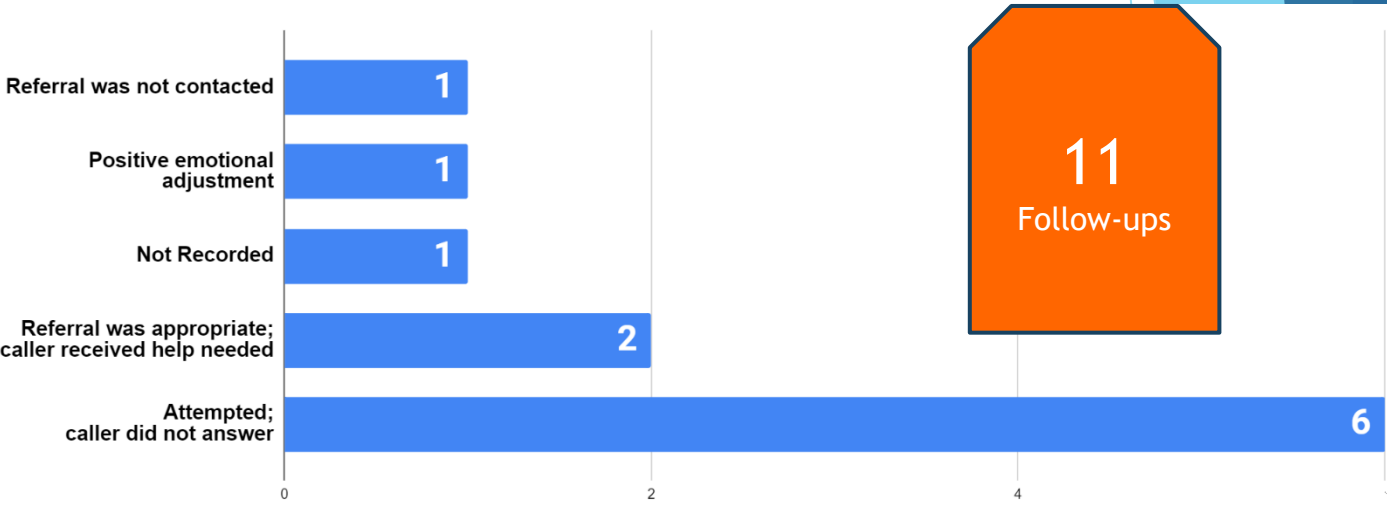
114 total referrals were made in Logan County across 44 distinct agencies.



Contact Needs, Cont.

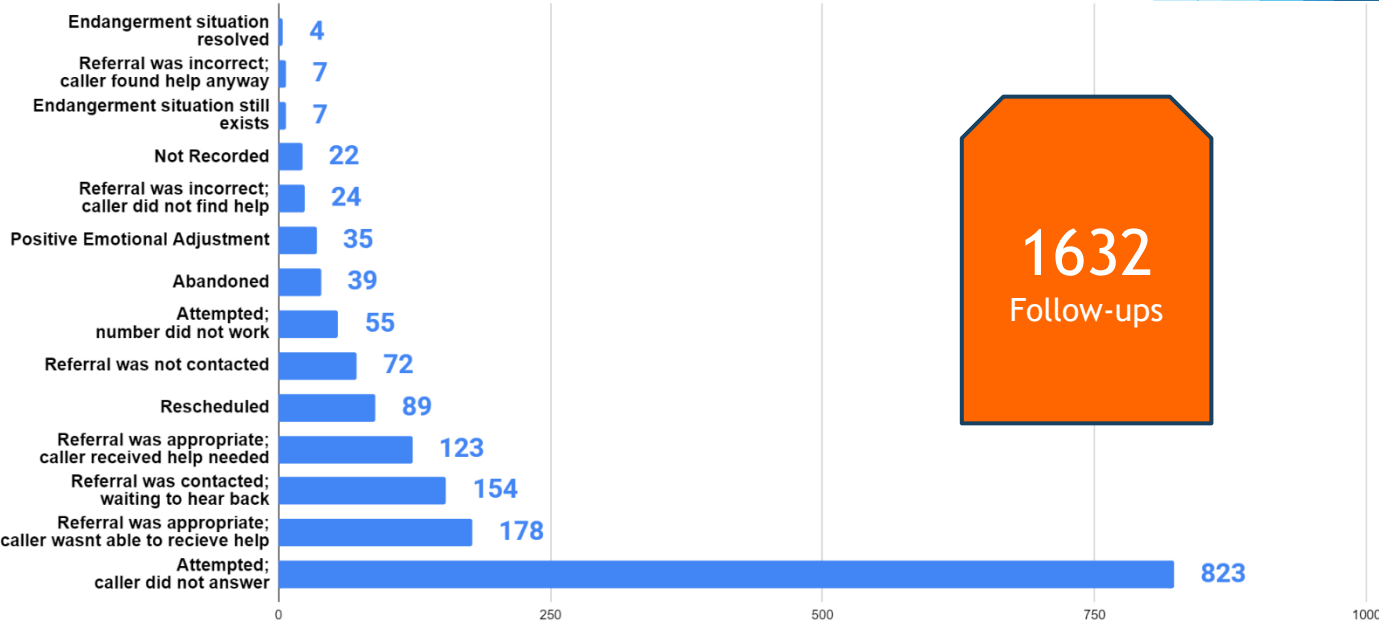
Follow-Ups ↶

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

0:18
Last Quarter

0:21
Average InQueue Time

10:00
Last Quarter

9:12
Average Handle Time

Spanish

0:15
Average InQueue Time

0:18
Last Quarter

7:52
Average Handle Time

8:11
Last Quarter

Service Level

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

English

95.18%
Last Quarter

94.55%
Service Level

Spanish

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

Spanish

516
Last Quarter

513
Abandons

110
Abandons

116
Last Quarter

0:47
Last Quarter

1:19
Average Abandon Time

0:16
Average Abandon Time

0:19
Last Quarter

3.96%
Last Quarter

4.62%
Abandon Rate

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.



Story 1

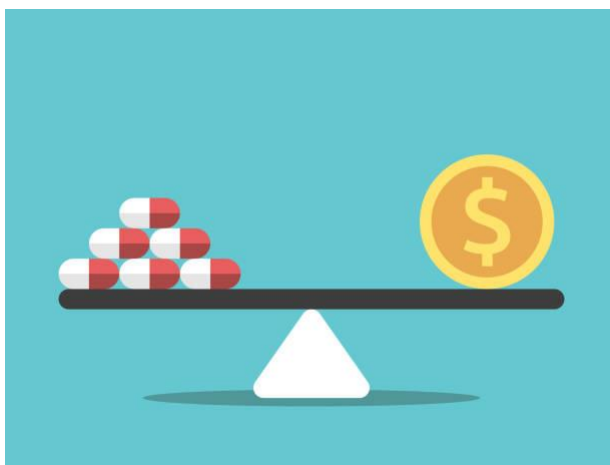


Caller had recently moved to Illinois, escaping a domestic abuse situation in another state. She has a job and is working on getting back on her feet, but she still has outstanding bills (her ex wouldn't contribute to family finances), needs to sign her kids up for school, and is looking for an apartment.

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

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/12Wd5Qym_ZfTr5p-xZwf70jxlqgWIPk7IJejEDVqIrs8/edit?usp=sharing

Submitted by:

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Director of Database Services

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