

From the Interim CEO

Greetings Everyone!

This quarter, our 211 and Database teams have been very busy. Our Homeless Services Division has seen major increases in requests to help our clients with services they desperately need. The most requests have been for utility assistance, rental assistance, and emergency housing shelter. We handled 11,269 calls in 211 during the third quarter of 2023. Our call volume will continue to increase as we add more resources to our database to assist our callers. We currently answer for over fifty counties and anticipate more additions in the future.

As we move into the Fall season, we look forward to helping as many callers/clients as we can with housing needs. I am very excited about the opportunity to serve others and PATH's employees continue to demonstrate their sincere dedication and commitment to our vision and mission.

With Sincere Thanks for our Partnerships,

Martha Evans
Chief Operating Officer
& Executive Director,
Human Resources.



From the Database Department

Hi everyone,

We just wanted to let you know of a couple minor changes to the quarterly report:

1. Over the last couple quarters, the number of calls related to Covid-19 have been reported at less than 1% of the total. As such, we will leave that page out of future reports though the information will still be available on request.



2. AIRS (The Alliance of Information and Referral Systems), the accrediting agency for 211, has re-branded as Inform USA. Some of the pages in the report and elsewhere may still refer to AIRS, but please be aware of the change.



3. We have discontinued dedicated phone lines for Mandarin, Chin, and Burmese, as almost all callers to those lines selected that option on accident. Those languages, among others, are still available through our translation service.

Sincerely,

Chris Baldwin
Director of Database Services

DeKalb County

United Way 211 Report 3rd Quarter

July 1st - September 30th, 2023

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- ✓ Top 10 Agency Referrals
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Call Center

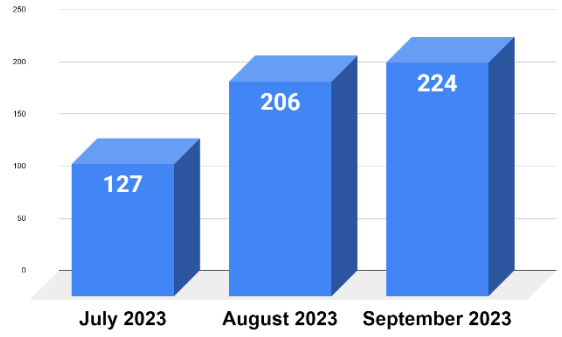
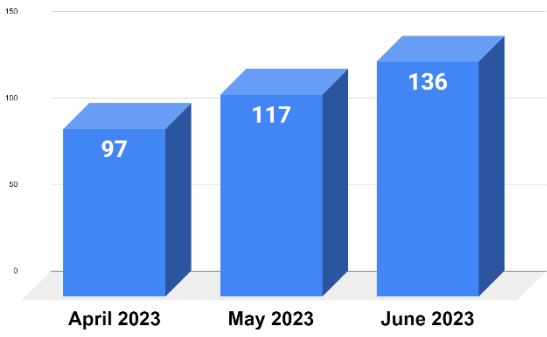
- ✓ InQueue and Handle Time
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Links/Resources



Overview

Total 211 Contacts 



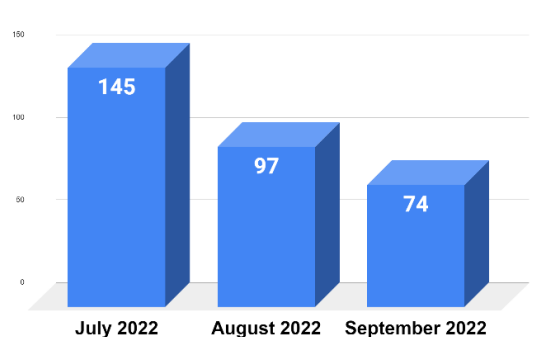
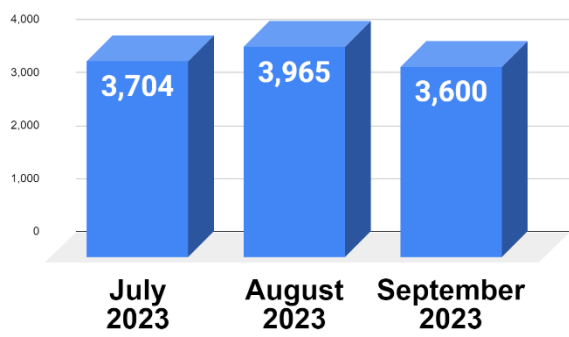
350
Contacts
DeKalb
County

557
Contacts
DeKalb
County

Last Quarter This Quarter

All of PATH 211

Last Year

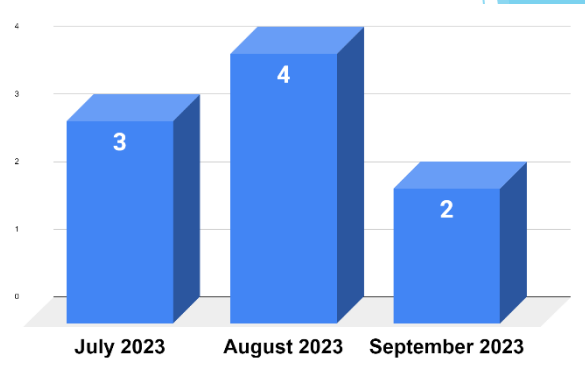
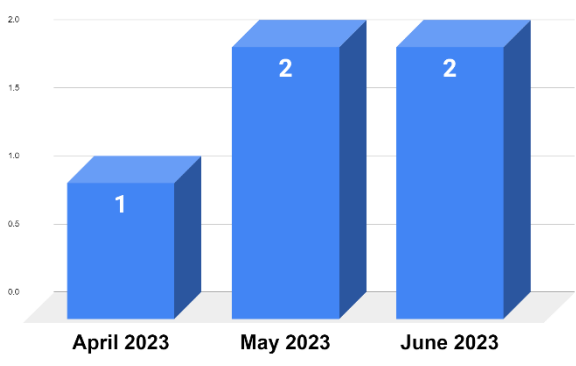


11,269
Contacts
PATH 211

316
Contacts
DeKalb
County

Overview, Cont.

Total 211 Texts 



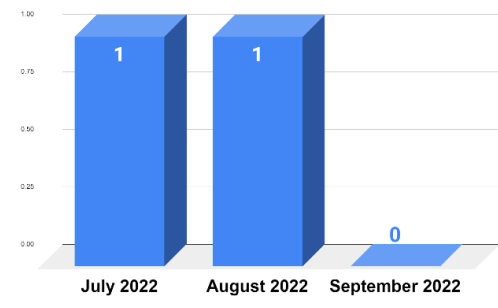
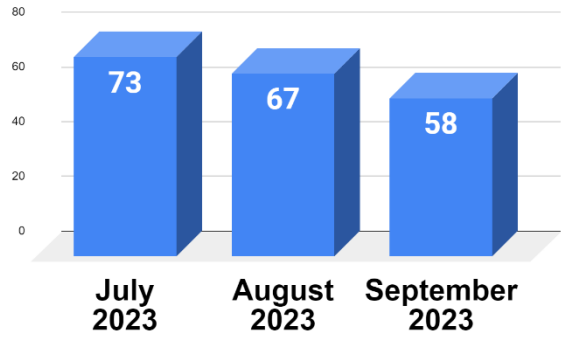
5
Texts
DeKalb
County

9
Texts
DeKalb
County

Last Quarter **This Quarter**

All of PATH 211

Last Year



198
Texts
PATH 211

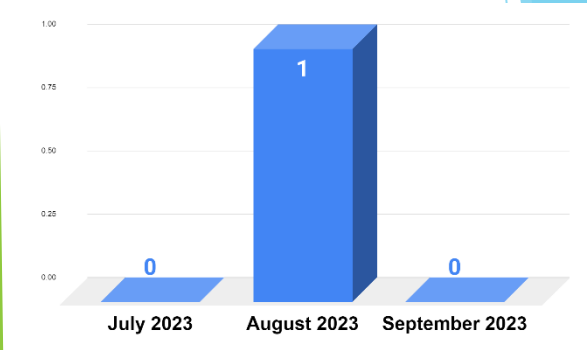
2
Text
DeKalb
County

Overview, Cont.

Total Spanish 211 Calls



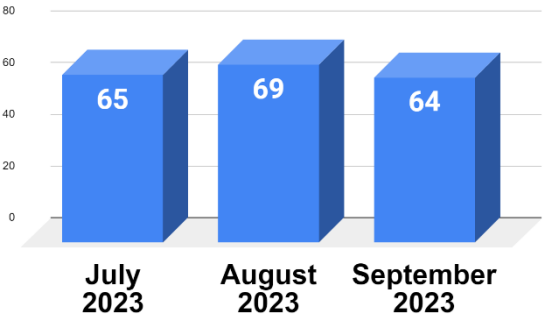
0
Spanish
Calls



1
Spanish
Call

Last Quarter **This Quarter**

All of PATH 211 Last Year



Note: DeKalb received 6 French calls, of the 23 PATH received this quarter last year.

198
Spanish
Calls

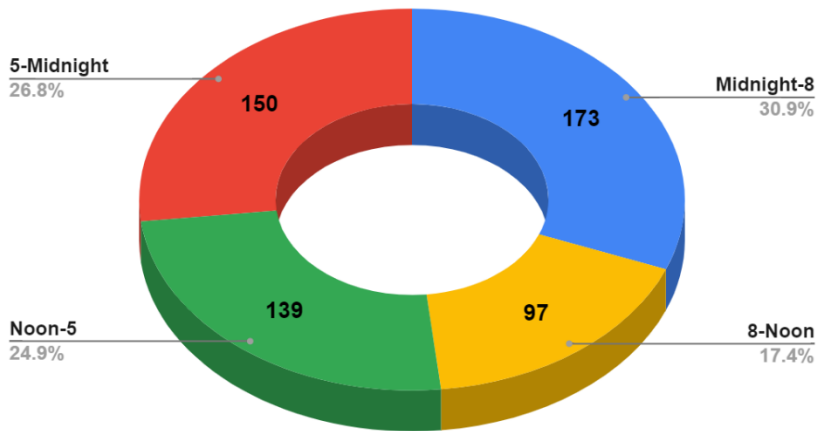
0
Spanish
Calls

Contact Stats

Call Time

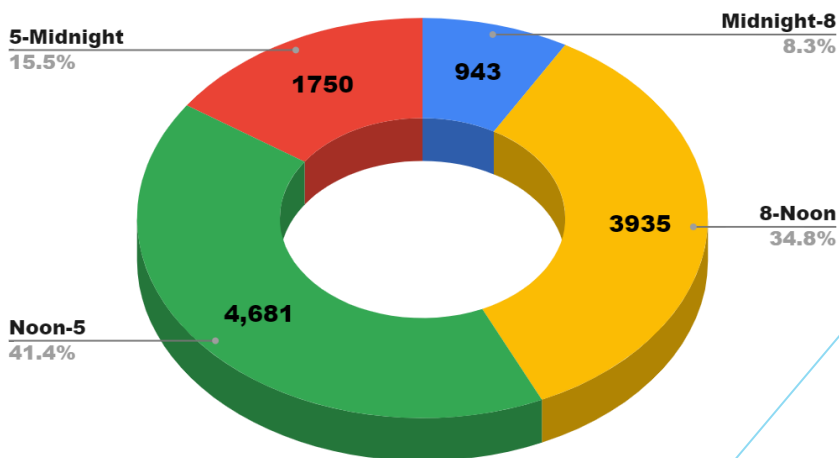
Chart describes the distribution of calls received during 4 different time periods:

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



Local

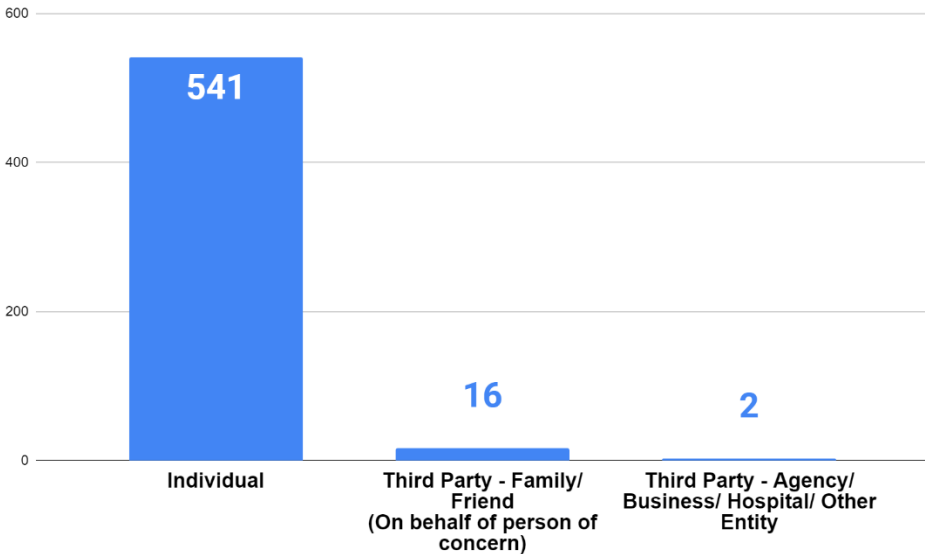
All of PATH 211



Contact Stats, Cont.

Contact Person Type

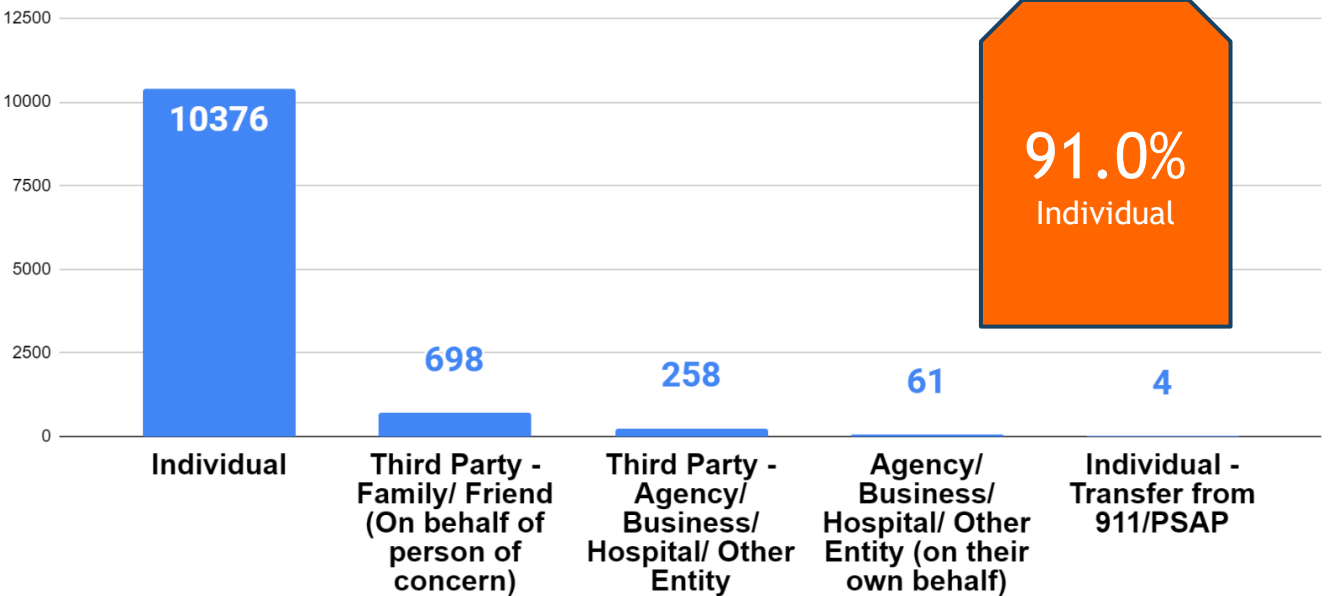
Contact Person Type describes the 211 caller and their role in contacting I&R services.



96.8%
Individual

Local

All of PATH 211



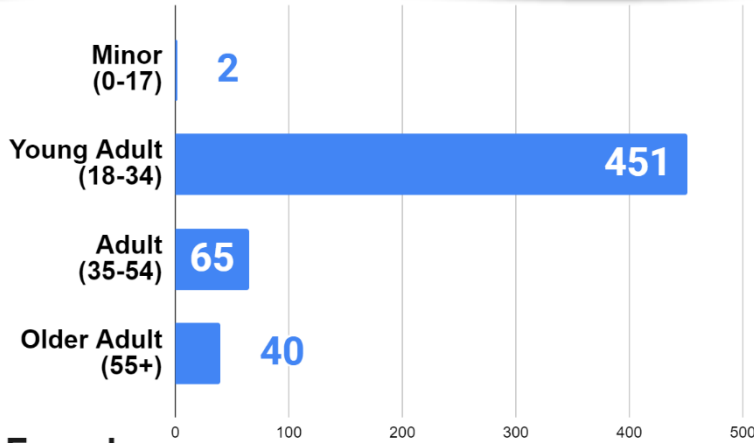
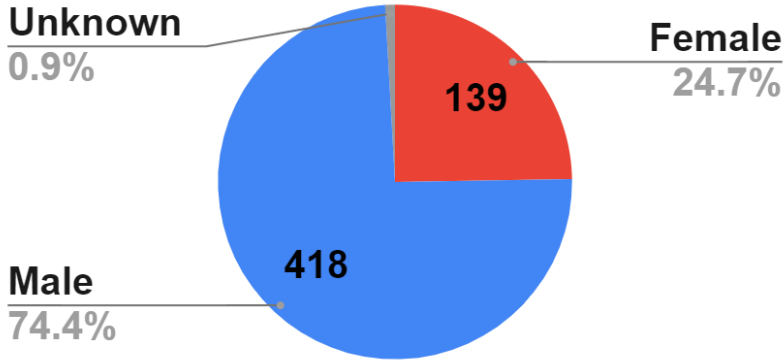
91.0%
Individual

Contact Stats, Cont.

Caller Demographics

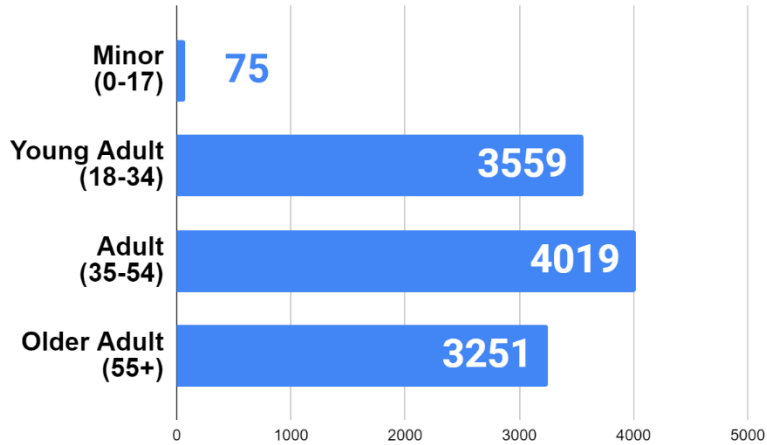
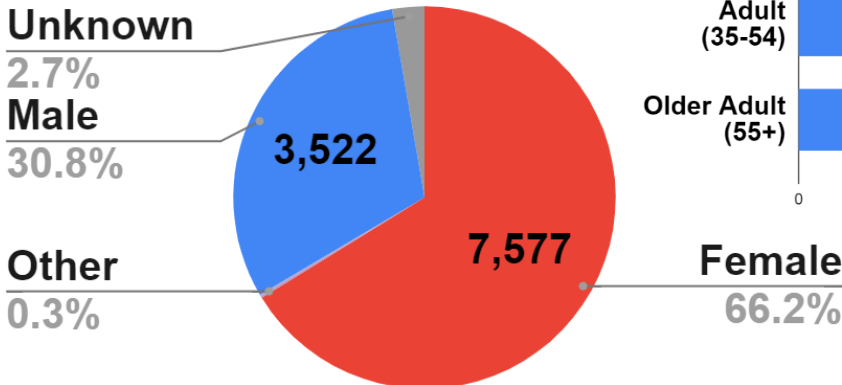


Note: “Other” includes callers who self-identified as trans or non-binary.
 “Unknown” includes the categories Refusal to Answer, Not Recorded, and Unknown.



Local

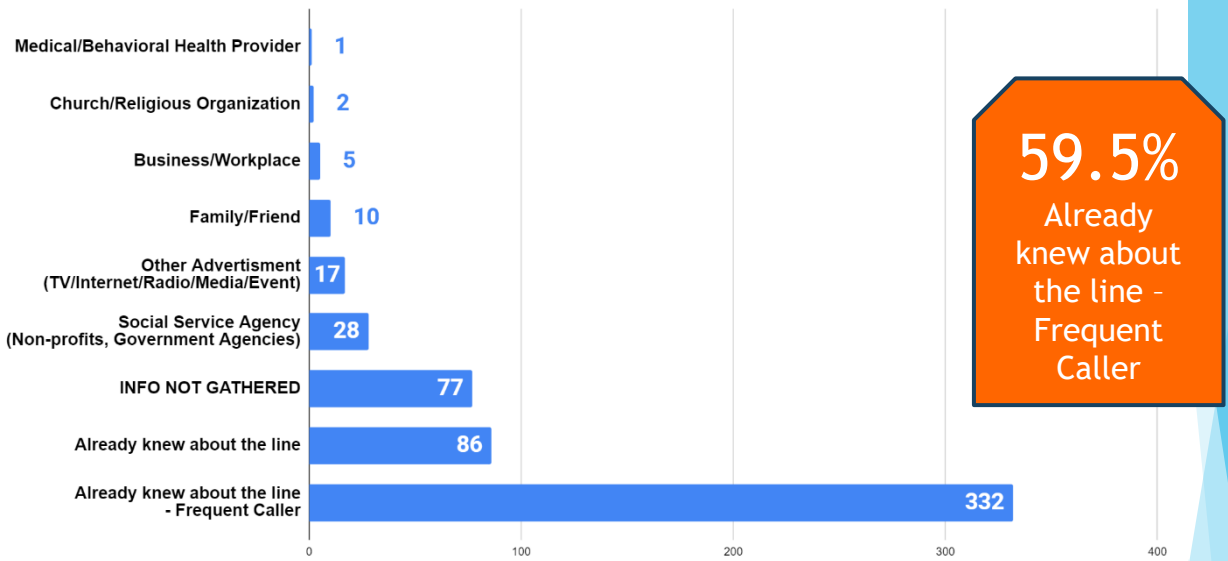
All of PATH 211



Contact Stats, Cont.

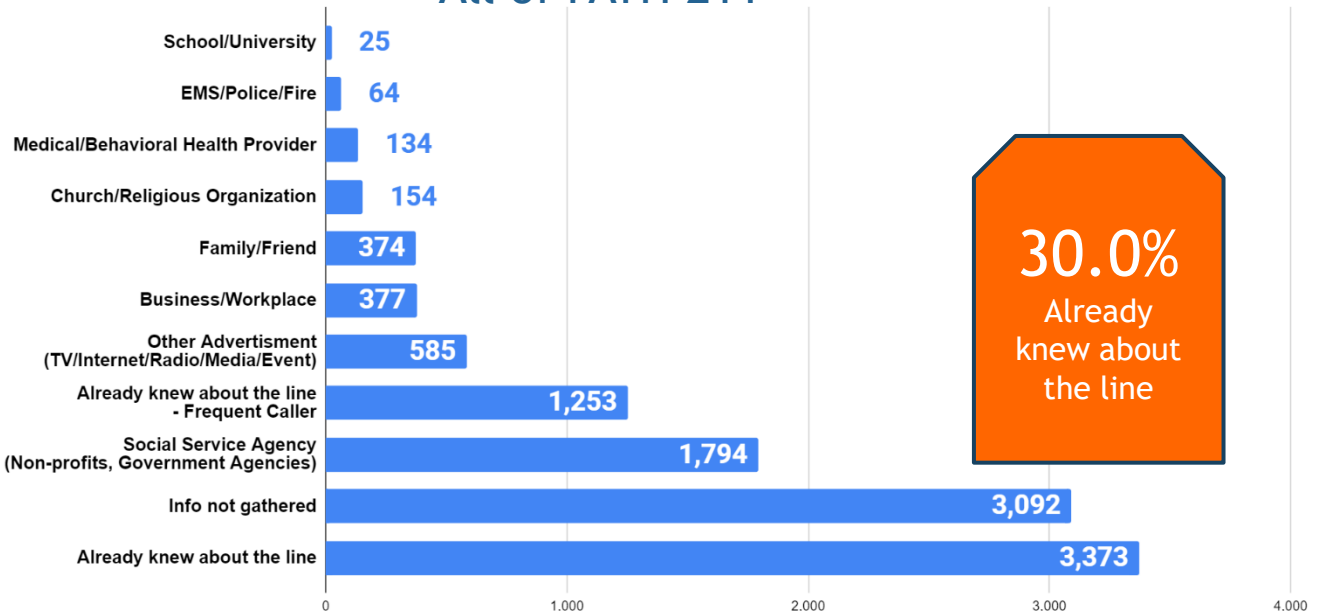
Referral Source

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



Local

All of PATH 211



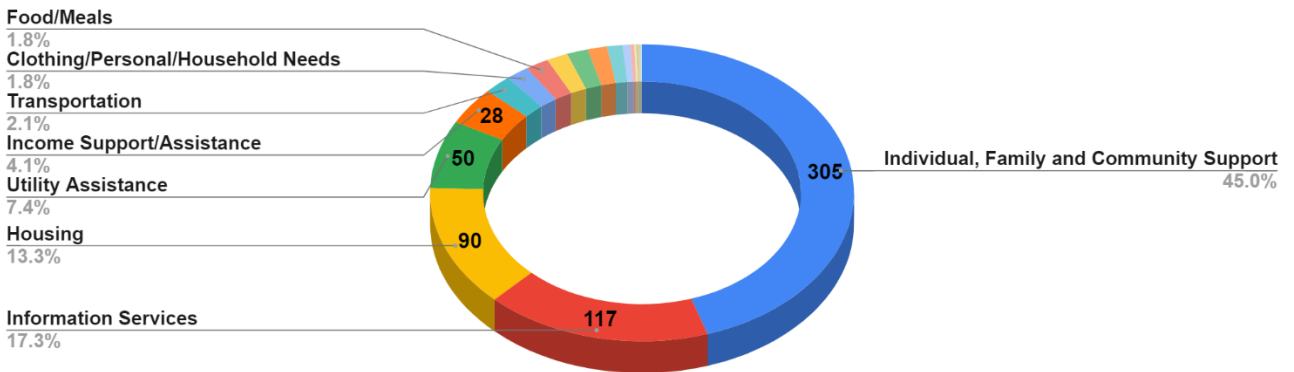
Contact Needs

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.

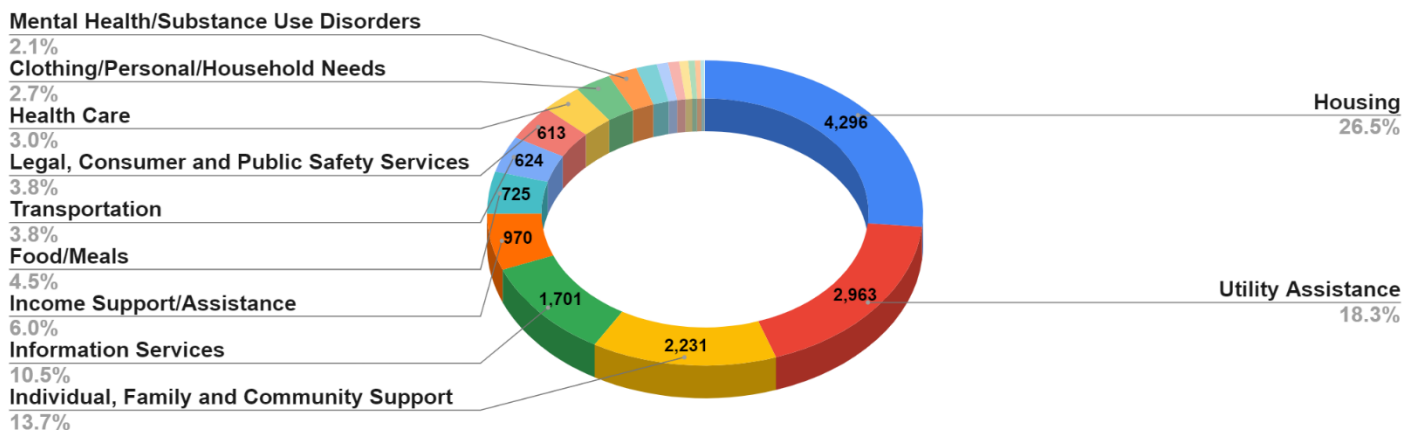
- AIRS= The Alliance of Information and Referral Systems. ([AIRS home page](#))
- AIRS Problem Needs = List of national categories for I&R problem/needs is a means to organize the incredibly wide range of inquiries handled by I&R services and to provide for the consistent and credible reporting of community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

Note: DeKalb County had 557 total 211 contacts and all of PATH had 11,269 total 211 contacts.



Local

All of PATH 211

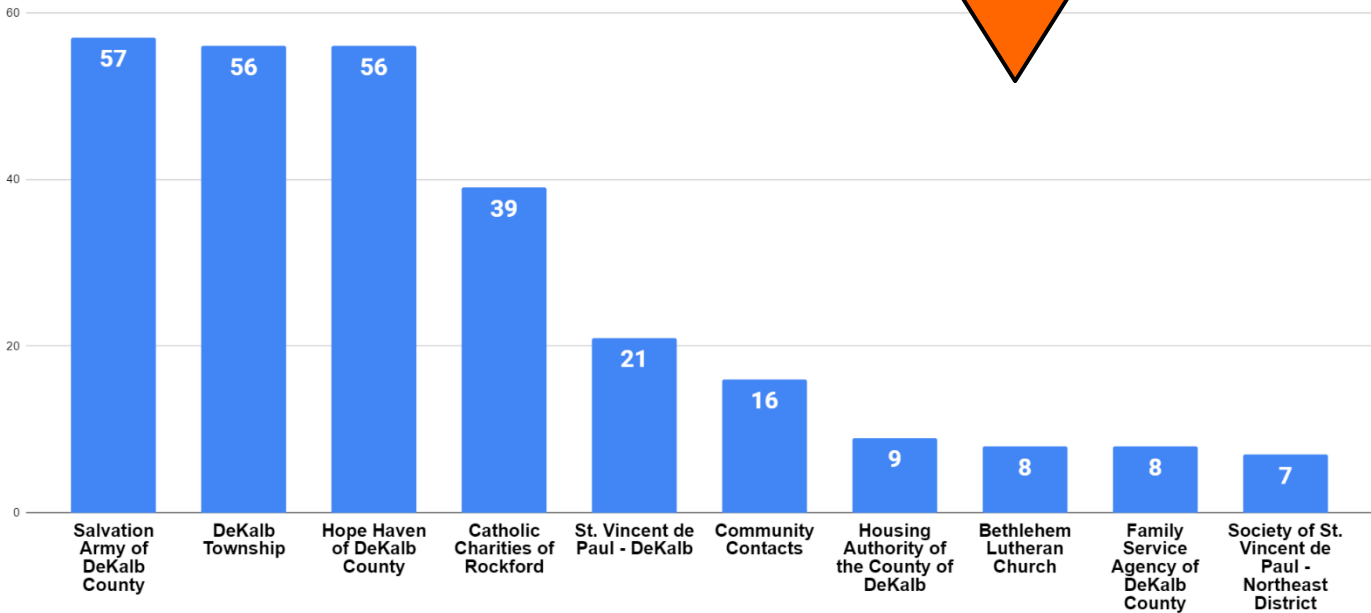
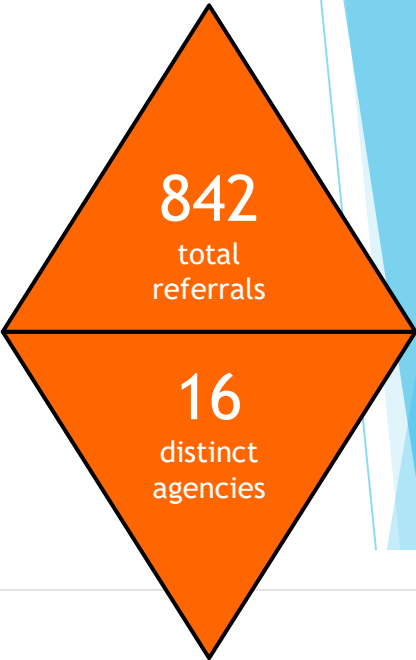


Contact Needs, Cont.

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.

842 total referrals were made in DeKalb County across 16 distinct agencies.



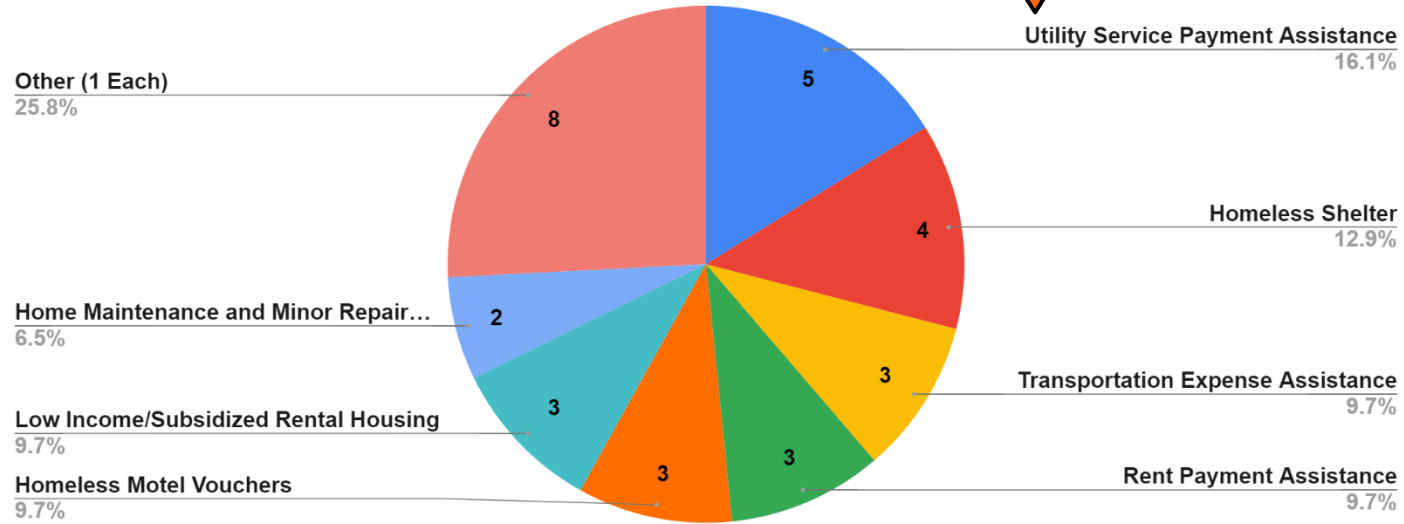
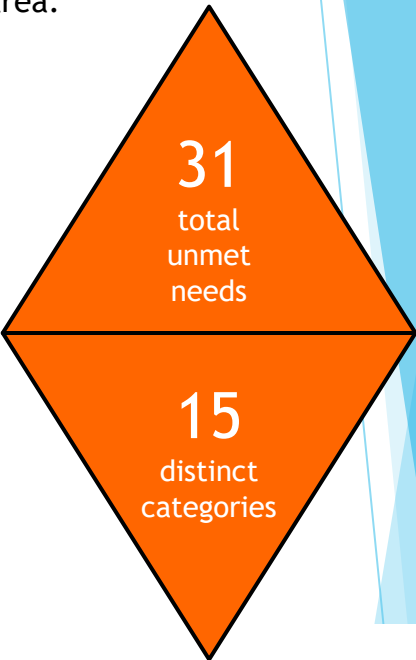
Contact Needs, Cont.

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.

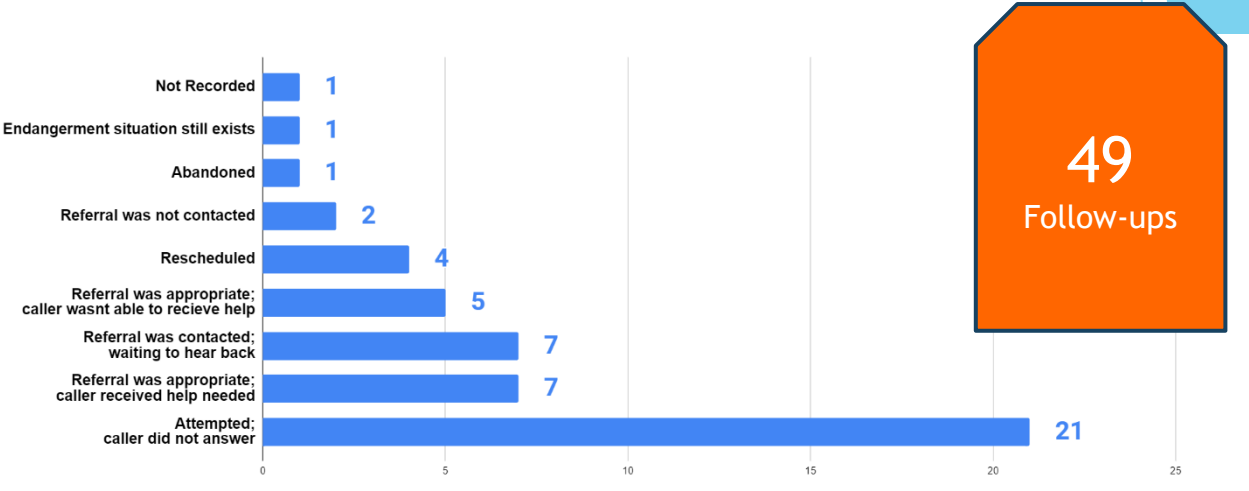
31 total unmet needs were recorded in DeKalb County across 15 distinct categories. Refer to the "Raw Data" link at the end of the report for the complete list.



Contact Needs, Cont.

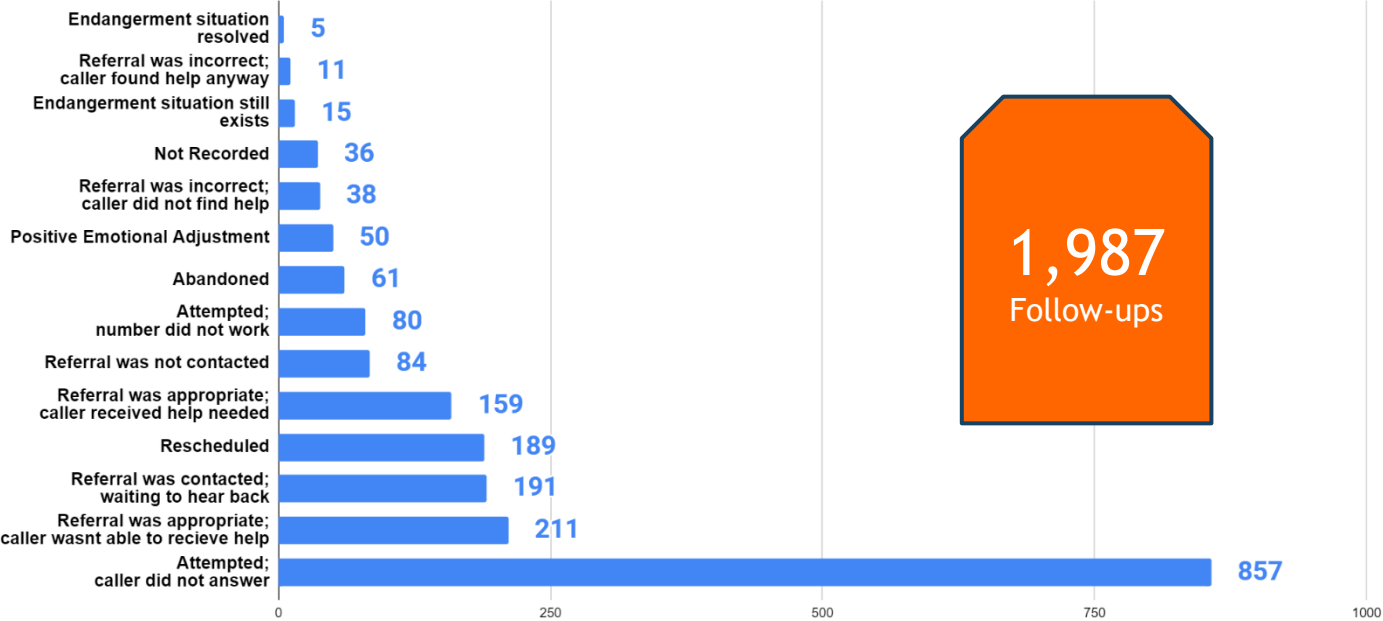
Follow-Ups ↶

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

0:15
Last Quarter

0:29
Average InQueue Time

8:53
Last Quarter

8:15
Average Handle Time

Spanish

0:21
Average InQueue Time

0:16
Last Quarter

9:11
Average Handle Time

9:22
Last Quarter

Service Level

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

English

96.90%
Last Quarter

90.32%
Service Level

Spanish

92%
Service Level

96.71%
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

413
Last Quarter

845
Abandons

95
Abandons

61
Last Quarter

0:46
Last Quarter

1:28
Average Abandon Time

0:21
Average Abandon Time

0:14
Last Quarter

3.41%
Last Quarter

5.88%
Abandon Rate

14.33%
Abandon Rate

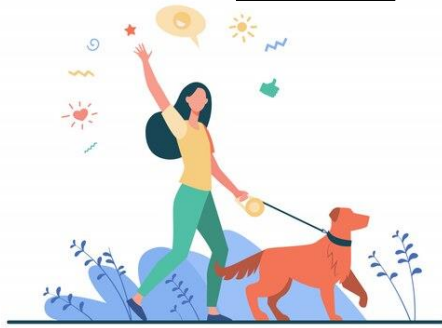
11.25%
Last Quarter

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 struggling with mental health issues and the hurdles they create in finding long-term employment . She was out of work for several years following a period of emotional turmoil and began to accumulate an intimidating amount of debt.

Despite having a Bachelor’s degree and more than a decade of experience in office work, the caller did not think she could handle another corporate job. She is currently doing DoorDash on a limited basis but wants something more concrete and reliable. Our operator asked the caller about her hobbies and interests, and when she talked about how much she loved being outside and walking her dog the operator suggested starting off with some volunteer work both to get a sense of what she’d enjoy and to ease back into the workforce gradually. As an alternative to re-entering the workforce, our operator provided the caller with the information she needed to apply for disability. Finally, to address the issue of debt, our operator went over some financial assistance programs with her.

Caller was relieved to have multiple potential ‘next steps,’ and the beginnings of a plan for the future. The call ended on an optimistic note, as the caller declined our offer to schedule a follow-up contact.

Story 2

Caller reached out with concerns about a mold issue in her apartment. The four units of her building share a connected garage, in which there is a substantial amount of visible mold. She and her partner have an infant in their care, which adds an additional degree of urgency to the situation. Caller has also been suffering from migraines for the last year and suspects the mold was the cause.

To tackle this issue, our operator developed two plans of action. First, we provided the caller with information for their local health department to schedule a mold test for their property. Second, our operator helped identify a local medical provider with whom the caller could schedule tests for herself and her baby. The call concluded with the caller feeling good about knowing where and with whom to book the necessary property and physical examinations.

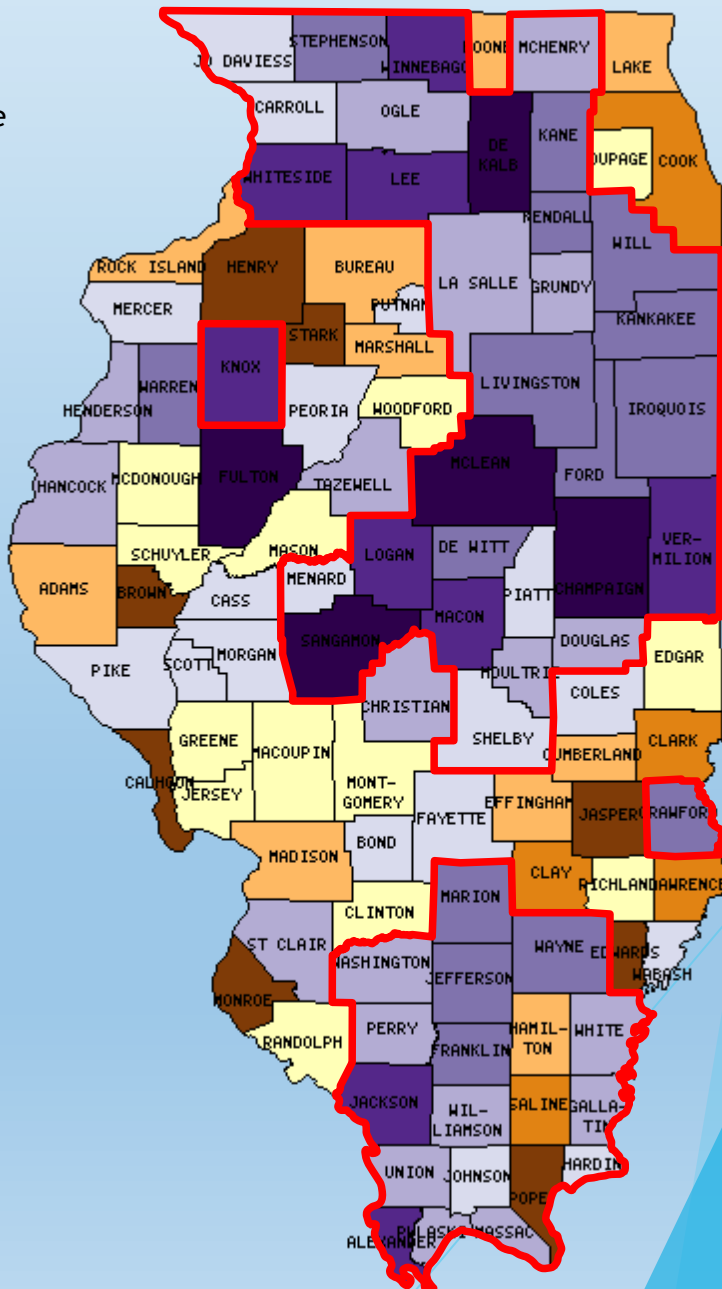












Call Center, Cont.

Contact Density

This map reflects contact volume from each county with respect to that county's population. In effect, callers in the darker purple areas are calling us more frequently while callers in the darker orange areas are calling us less frequently. The red boundary indicates PATH's 211 service area.

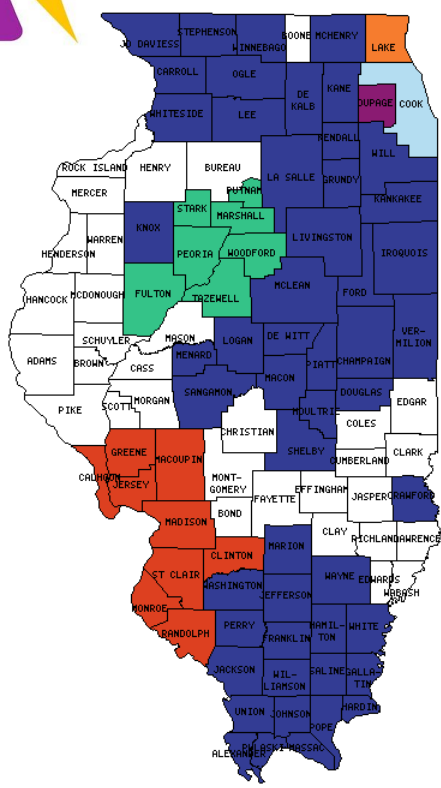
Note: The legend indicates "Calls per Population per Year". That is, if Q3 data were constant for a whole year, the top category would receive at least one call for every 50 inhabitants that year.



Legend	
	1/50 +
	1/50 - 1/100
	1/100 - 1/200
	1/200 - 1/400
	1/400 - 1/800
	1/800 - 1/1600
	1/1600 - 1/3200
	1/3200 - 1/6400
	1/6400 - 1/∞
	0

We're trying to make these reports more efficient and useful for you! Please follow the link below to share your thoughts with us about any aspect of these reports (information, layout, or anything else that comes to mind!).

<https://forms.gle/DypSH5nYxiPYu5G96>



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/>

Inform USA

- <https://www.informusa.org>

Raw Data

- https://docs.google.com/spreadsheets/d/155TrGNKkf6GDSD8jNCJ7Uykn-aKlW_zRtKpimaXNsY/edit#gid=1215036191

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