

From the COO

Hello everyone,

While Chris is out on leave, I will be providing the quarterly updates on his behalf. My name is Martha Evans, and I joined PATH in September of last year. I look forward to interacting with you and thank you for your continued support in utilizing PATH to assist callers from your area.

- **Northwest Illinois:** I am pleased to announce that PATH now offers 211 services in Carroll, Jo Daviess, and Stephenson Counties, funded by the United Way of Northwest Illinois.
- **Transitions of Western Illinois:** PATH now provides after-hours answering services for Transitions of Western Illinois, based in Quincy.

Tidbit: As we near the end of the tax filing season, let's remind our communities that **MyFreeTaxes** is available in both English and Spanish. As in years past, live support via 211 helplines is available in more than 150 languages to help all U.S. taxpayers access free tax preparation support.

Warmest Regards,

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



DeKalb County

United Way 211 Report 1st Quarter

January 1st - March 31st, 2023

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Call Center

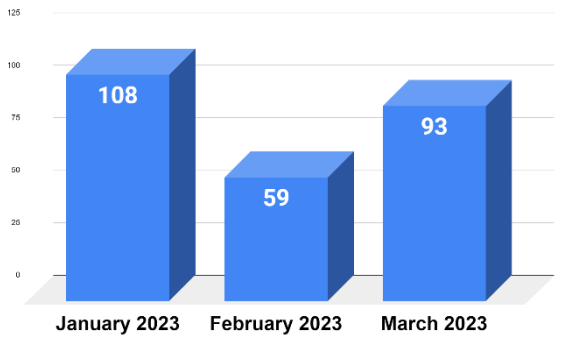
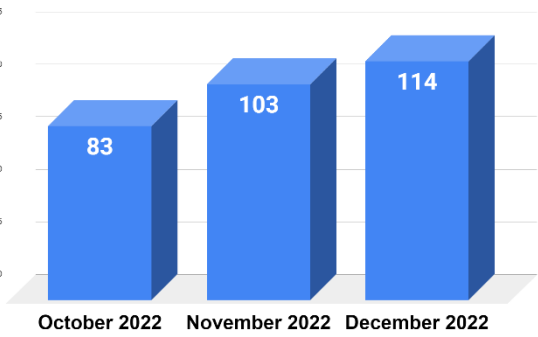
- ✓ InQueue and Handle Time
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Overview

Total 211 Contacts 



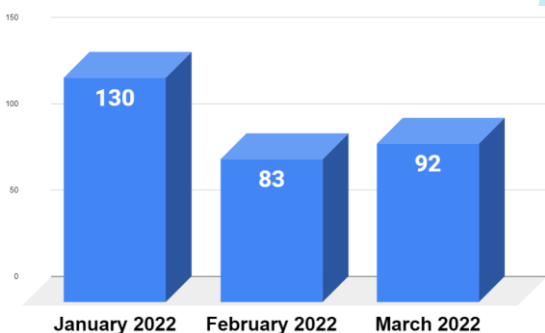
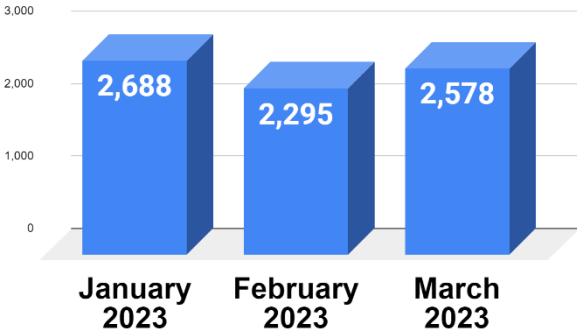
300
Contacts
DeKalb
County

260
Contacts
DeKalb
County

Last Quarter **This Quarter**

All of PATH 211

Last Year

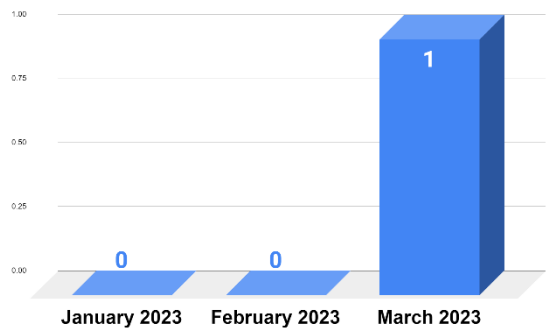
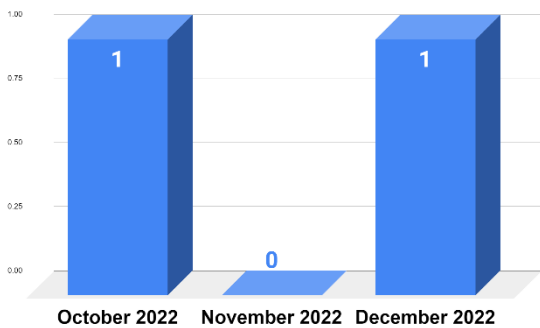


7,561
Contacts
PATH 211

305
Contacts
DeKalb
County

Overview, Cont.

Total 211 Texts 



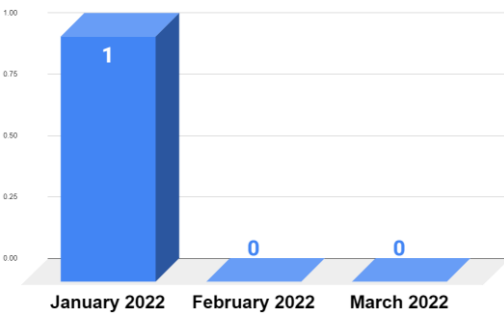
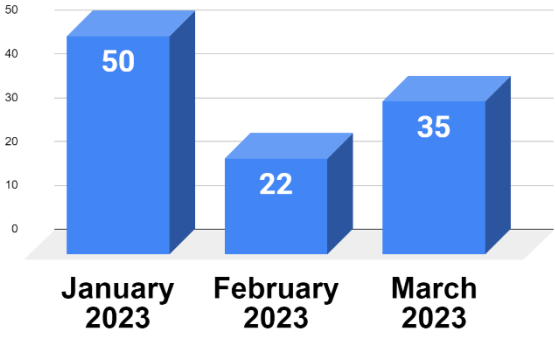
2
Texts
DeKalb
County

1
Text
DeKalb
County

Last Quarter **This Quarter**

All of PATH 211

Last Year

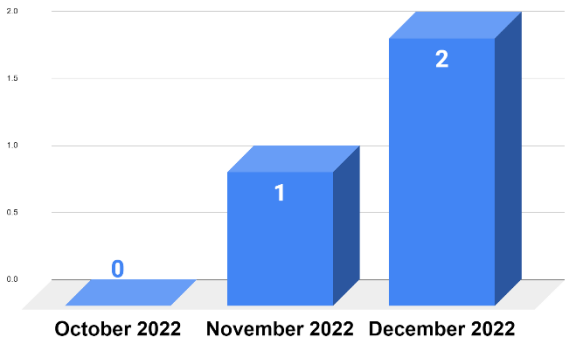


107
Texts
PATH 211

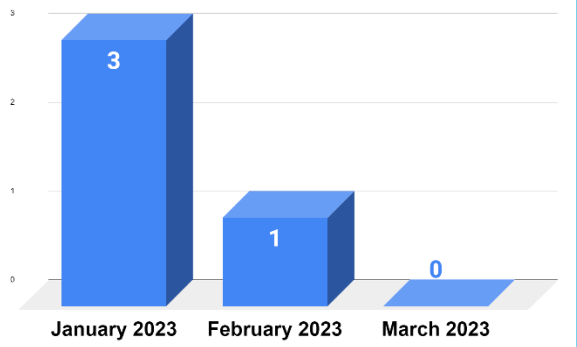
1
Text
DeKalb
County

Overview, Cont.

Total Spanish 211 Calls



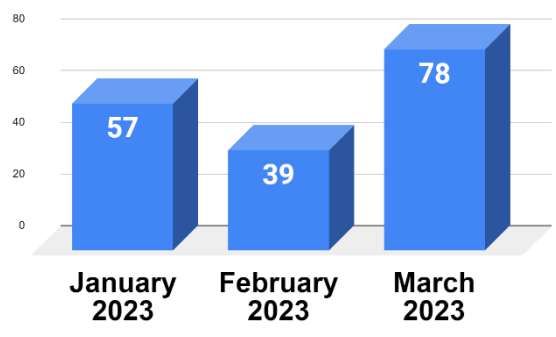
3
Spanish
Calls



4
Spanish
Calls

Last Quarter This Quarter

All of PATH 211 Last Year



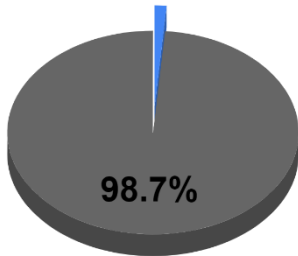
174
Spanish
Calls

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

4
Spanish
Calls

Overview, Cont.

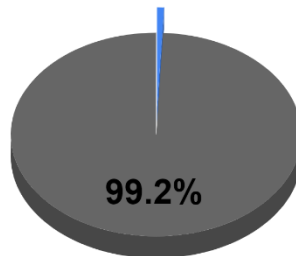
COVID-19 Contacts



● COVID-19 ● Not-COVID-19

4

Contacts related to COVID-19



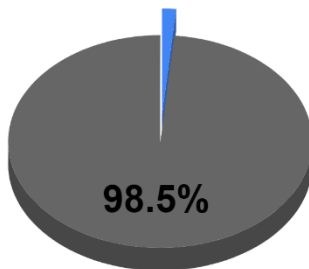
● COVID-19 ● Not-COVID-19

2

Contacts related to COVID-19

Last Quarter **This Quarter**

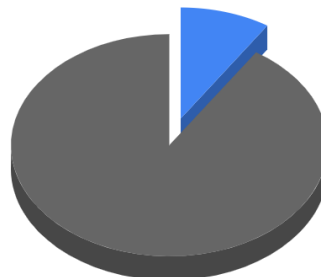
All of PATH 211 Last Year



● COVID-19 ● Not-COVID-19

112

Contacts related to COVID-19



● COVID-19 ● Not-COVID-19

28

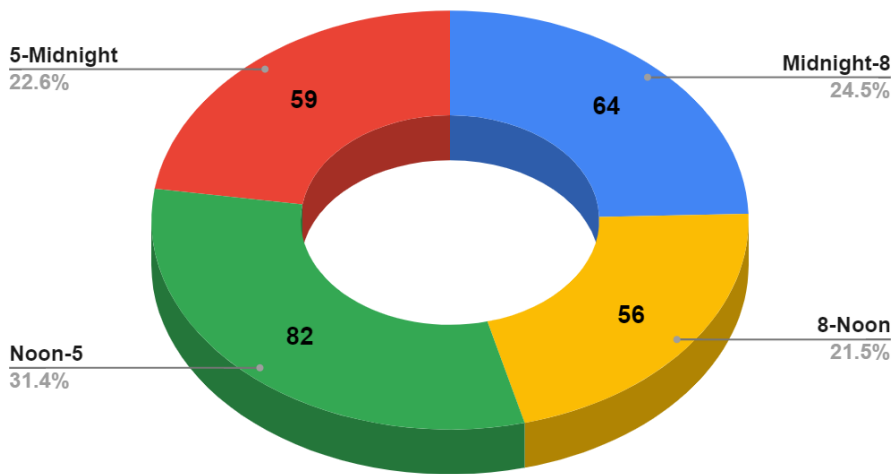
contacts related to COVID-19

Contact Stats

Call Time

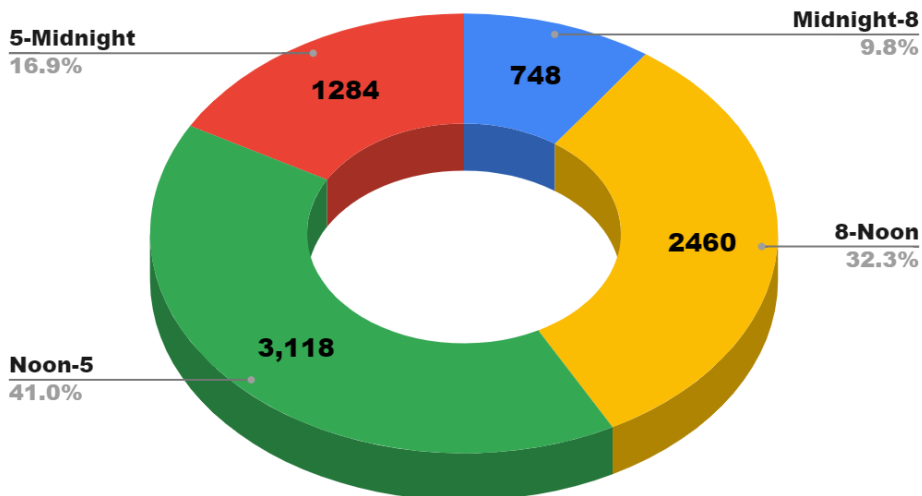
Chart describes the distribution of calls received during 4 different time periods:

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



Local

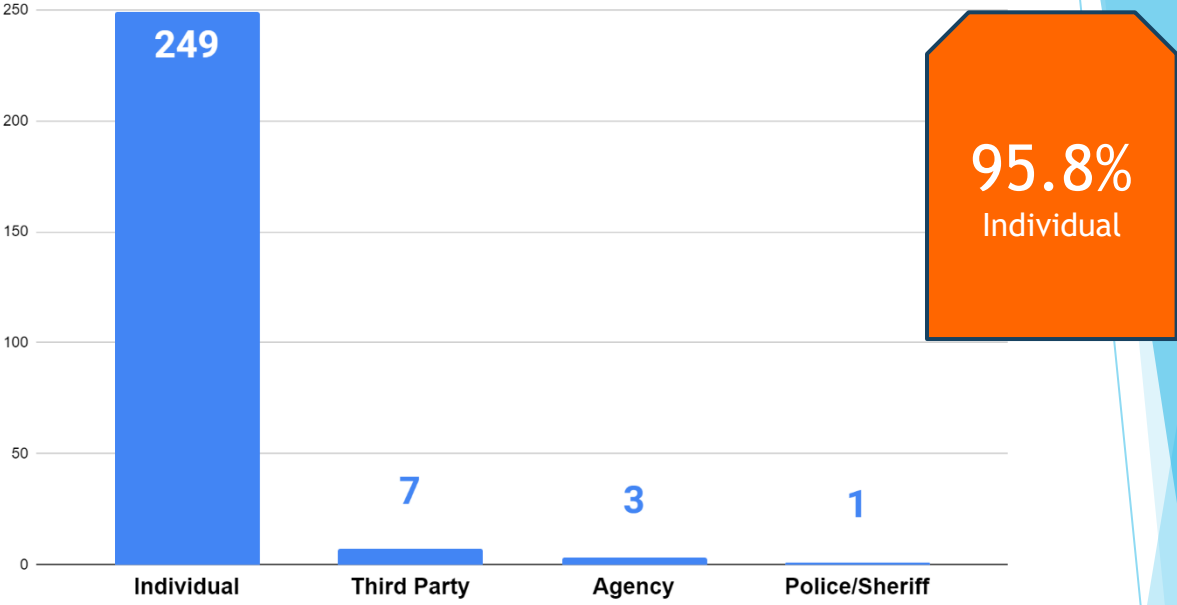
All of PATH 211



Contact Stats, Cont.

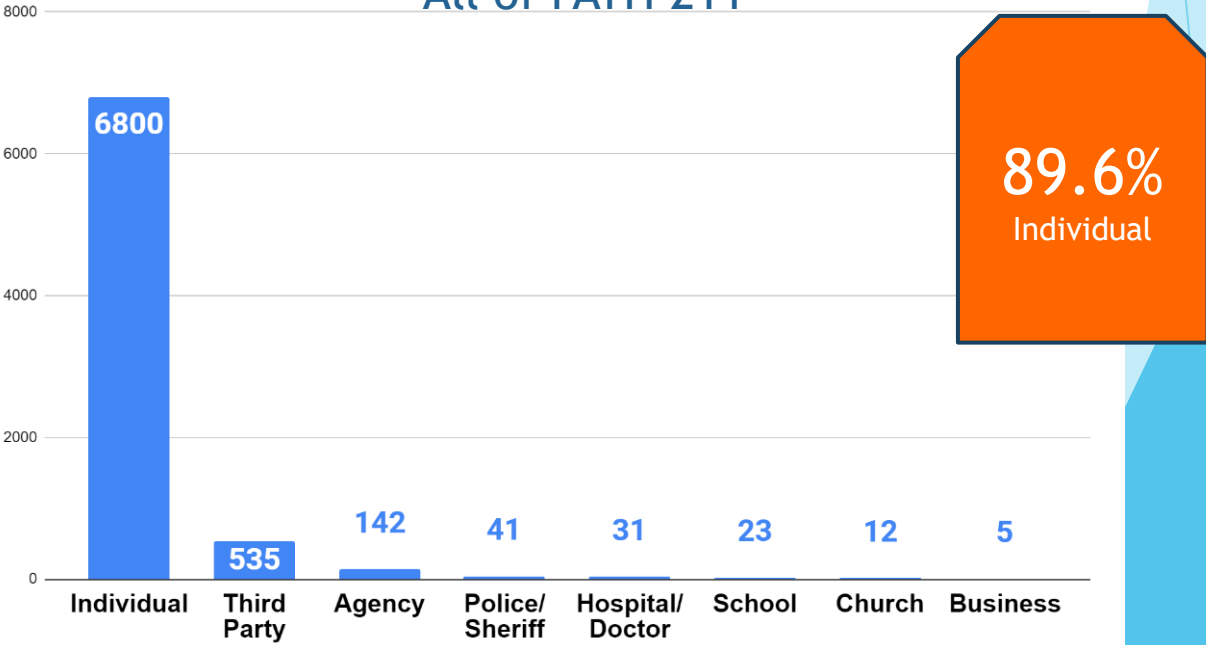
Contact Person Type

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



Local

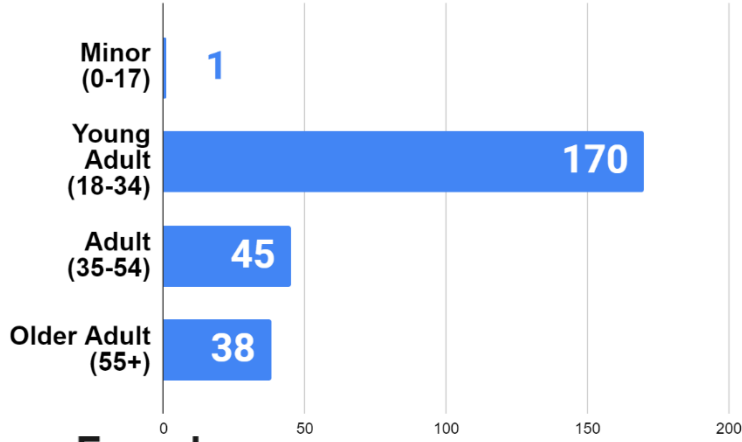
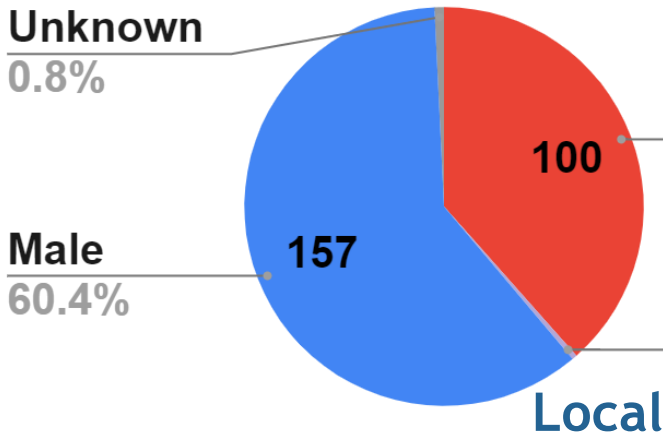
All of PATH 211



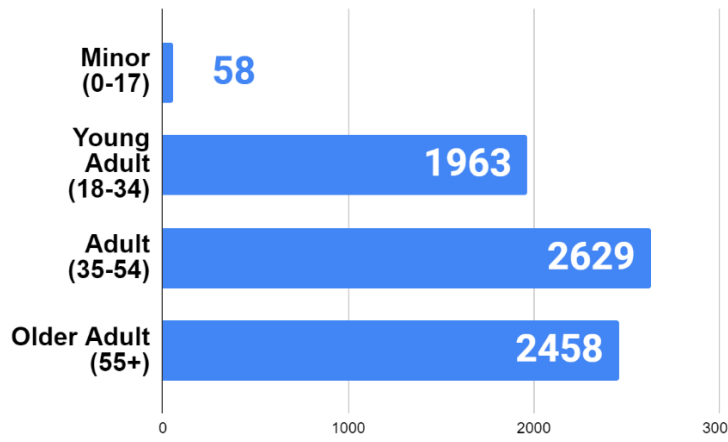
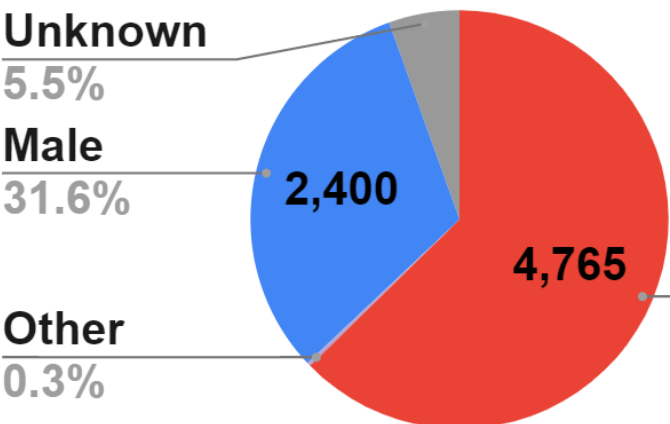
Contact Stats, Cont.

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

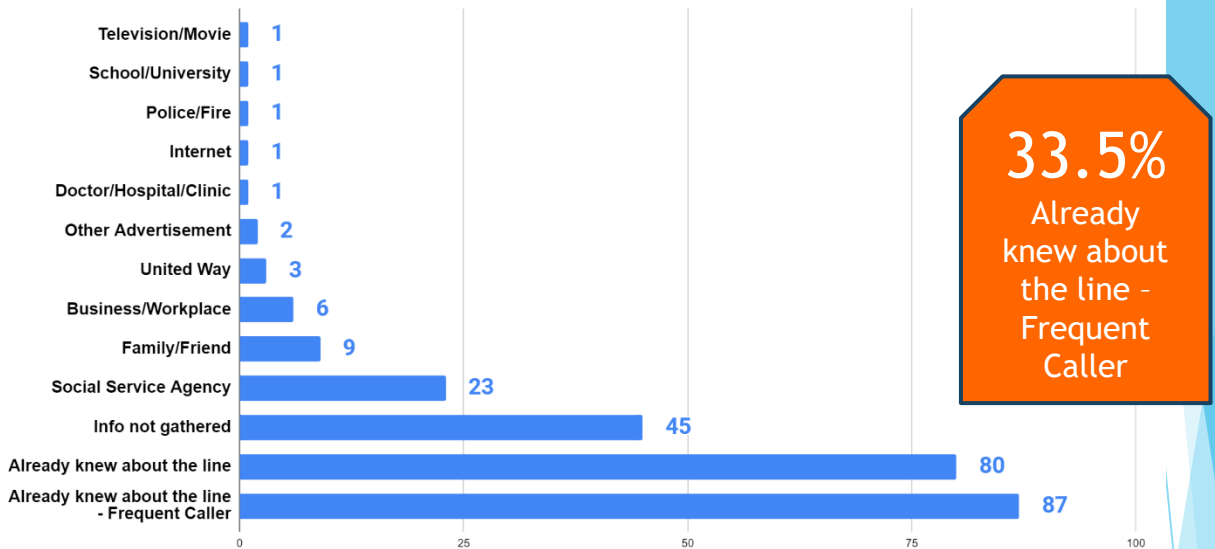


Contact Stats, Cont.

Referral Source

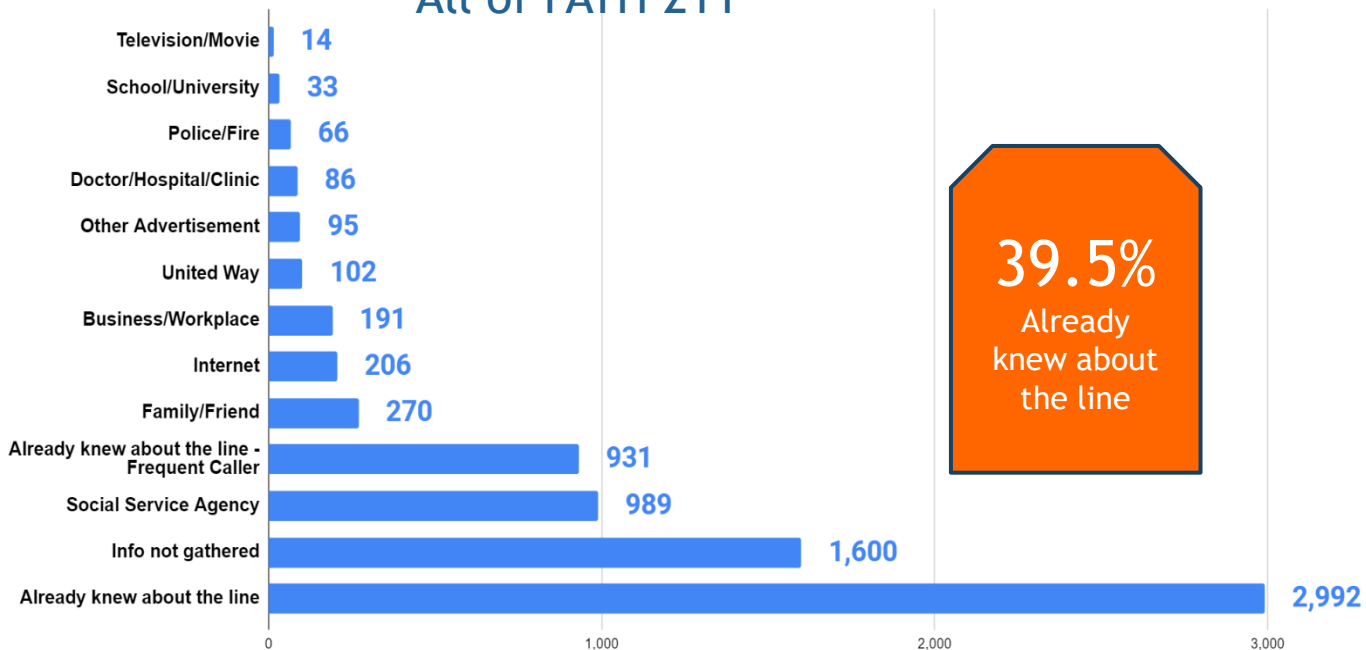
Referral source refers to how the caller found out about 211 services.

Note: This report includes new categories, altering the data distribution compared to last quarter's report.



Local

All of PATH 211



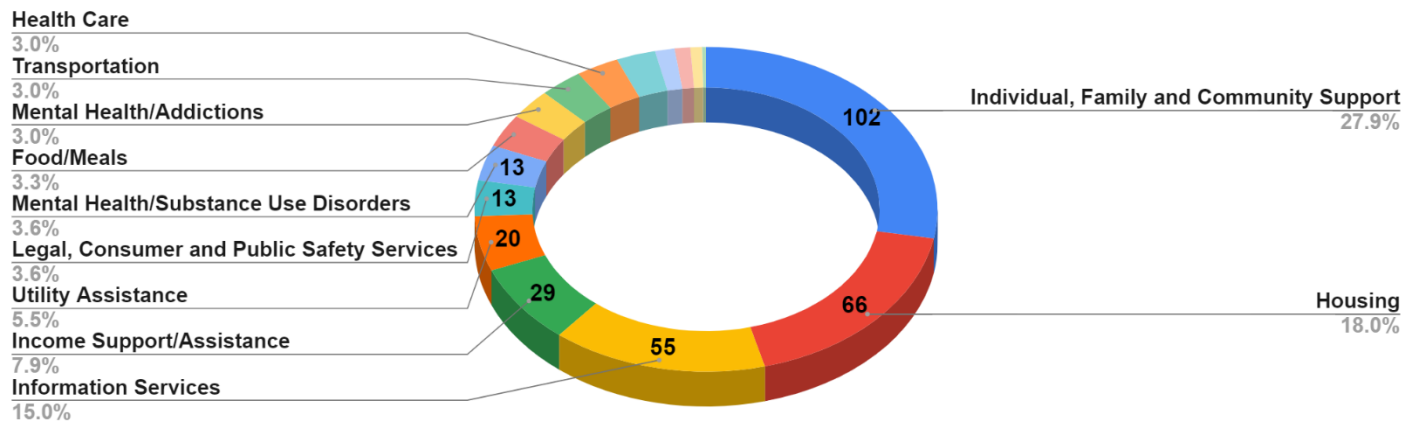
Contact Needs

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.

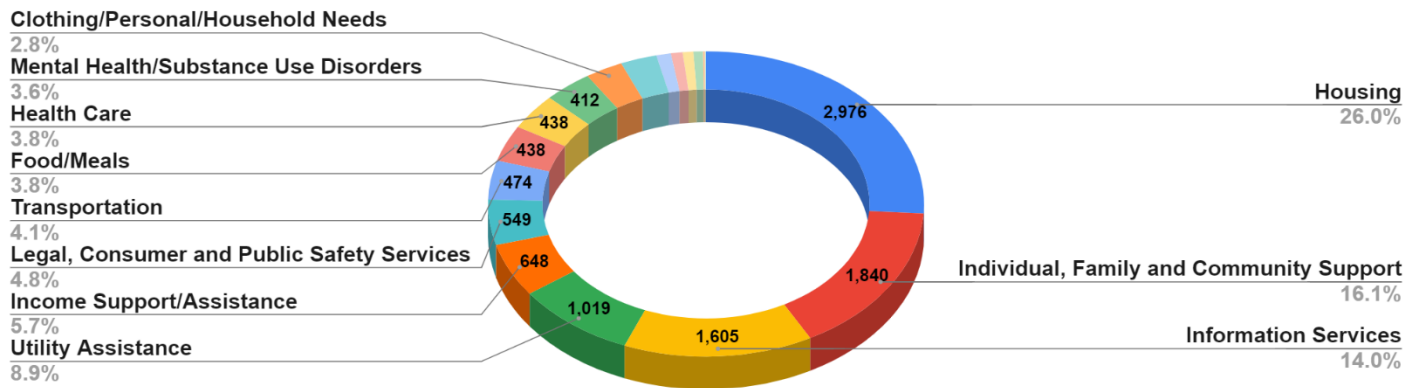
- AIRS= The Alliance of Information and Referral Systems. ([AIRS home page](#))
- AIRS Problem Needs = List of national categories for I&R problem/needs is a means to organize the incredibly wide range of inquiries handled by I&R services and to provide for the consistent and credible reporting of community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

Note: DeKalb County had 260 total 211 contacts and all of PATH had 8,413 total 211 contacts.



Local

All of PATH 211



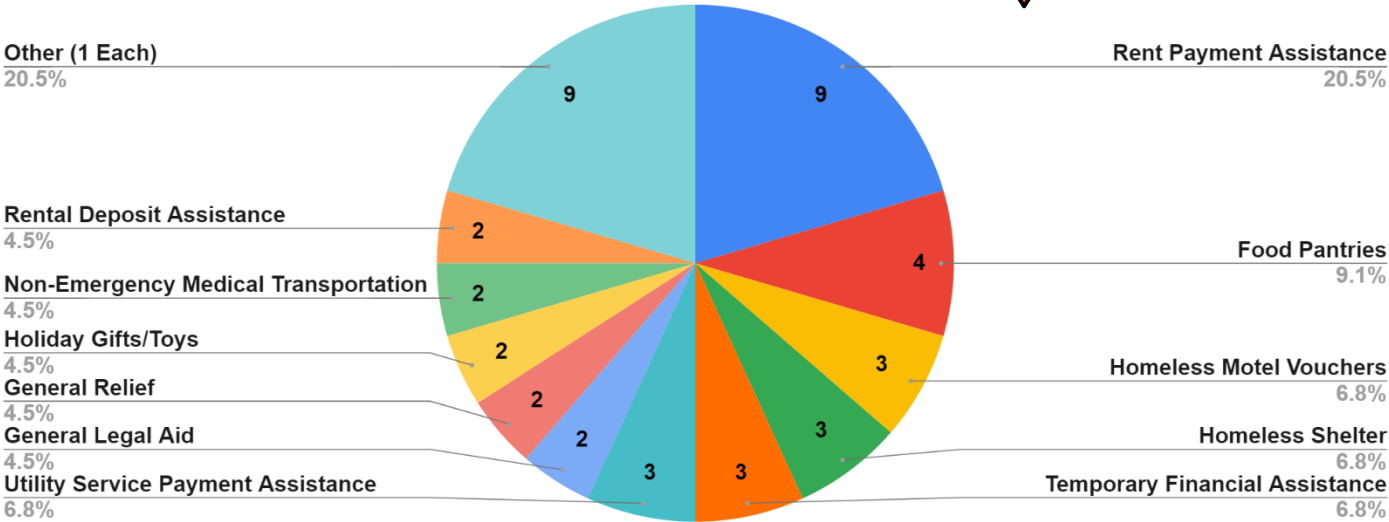
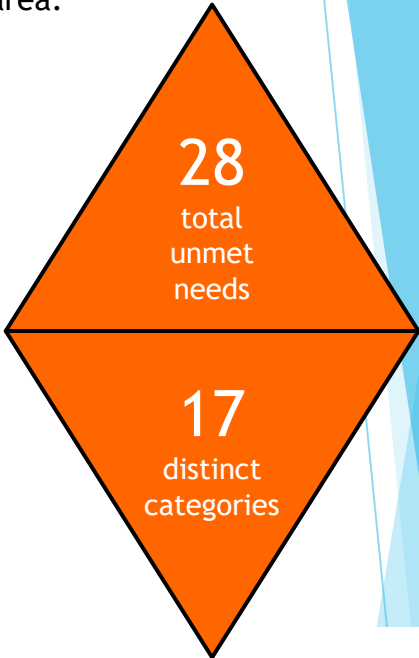
Contact Needs, Cont.

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.

28 total unmet needs were recorded in DeKalb County across 17 distinct categories. Refer to the "Raw Data" link at the end of the report for the complete list.

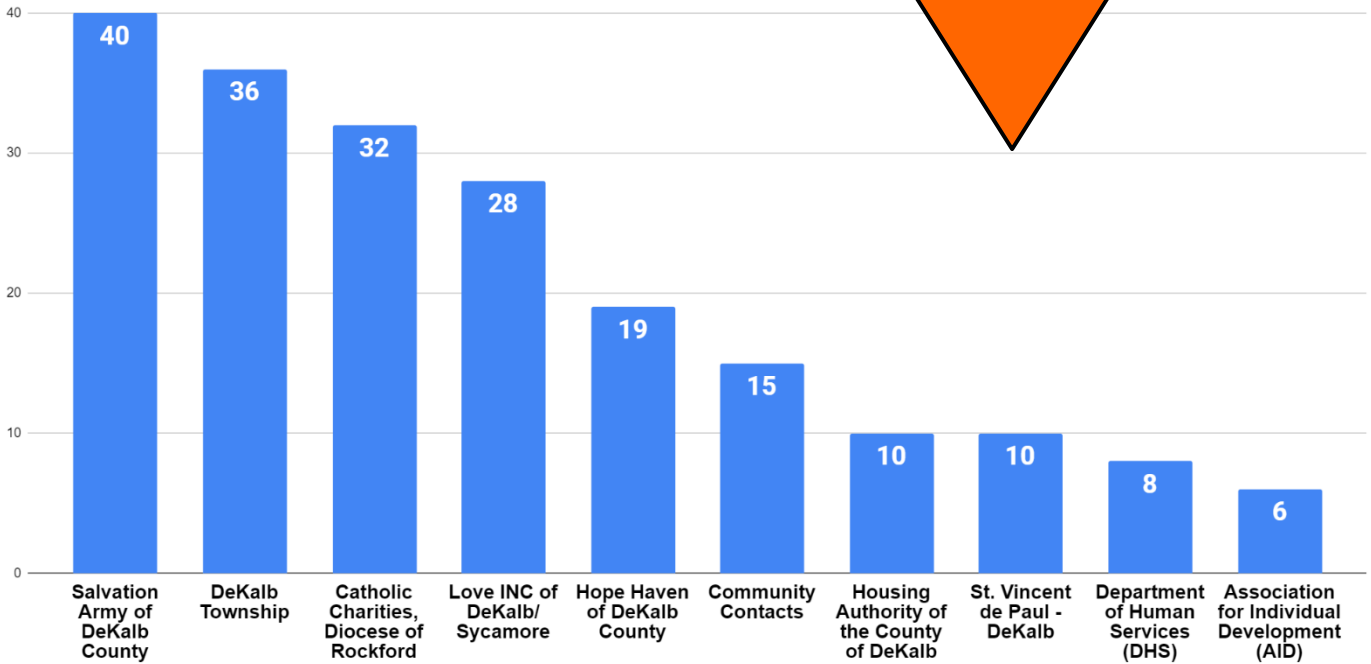
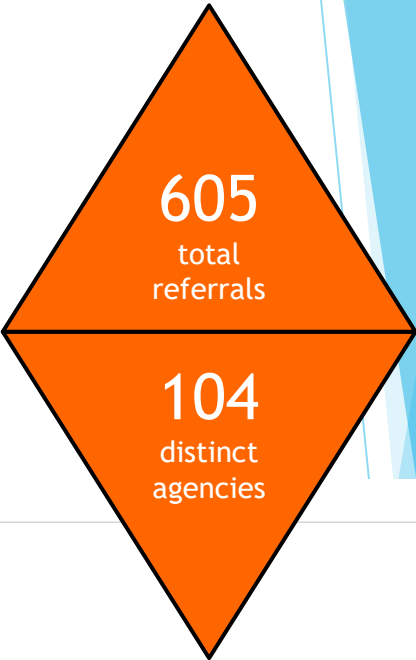


Contact Needs, Cont.

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.

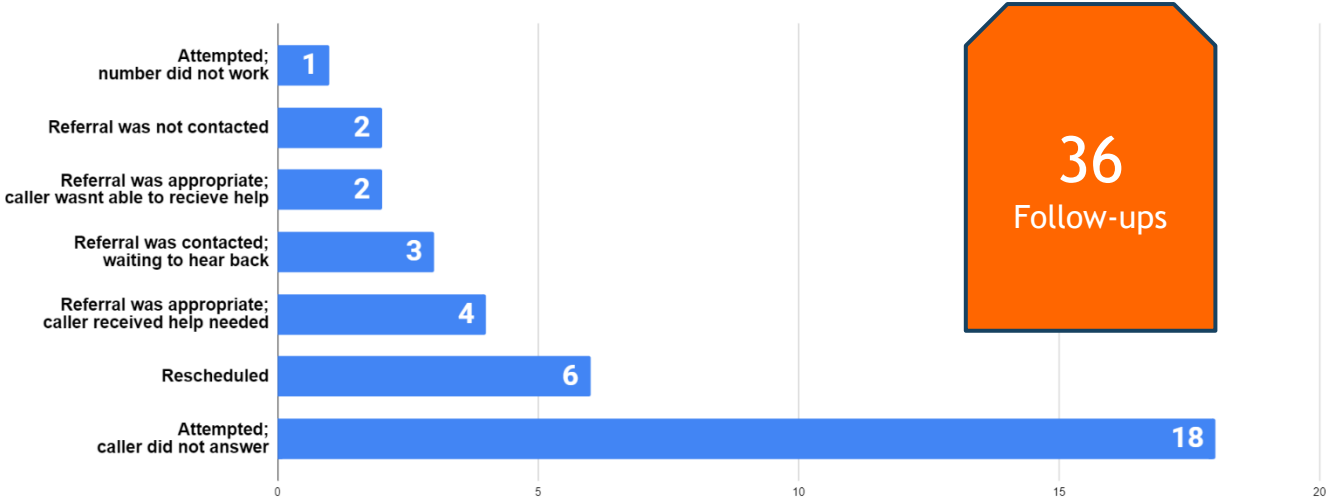
605 total referrals were made in DeKalb County across 104 distinct agencies.



Contact Needs, Cont.

Follow-Ups ↶

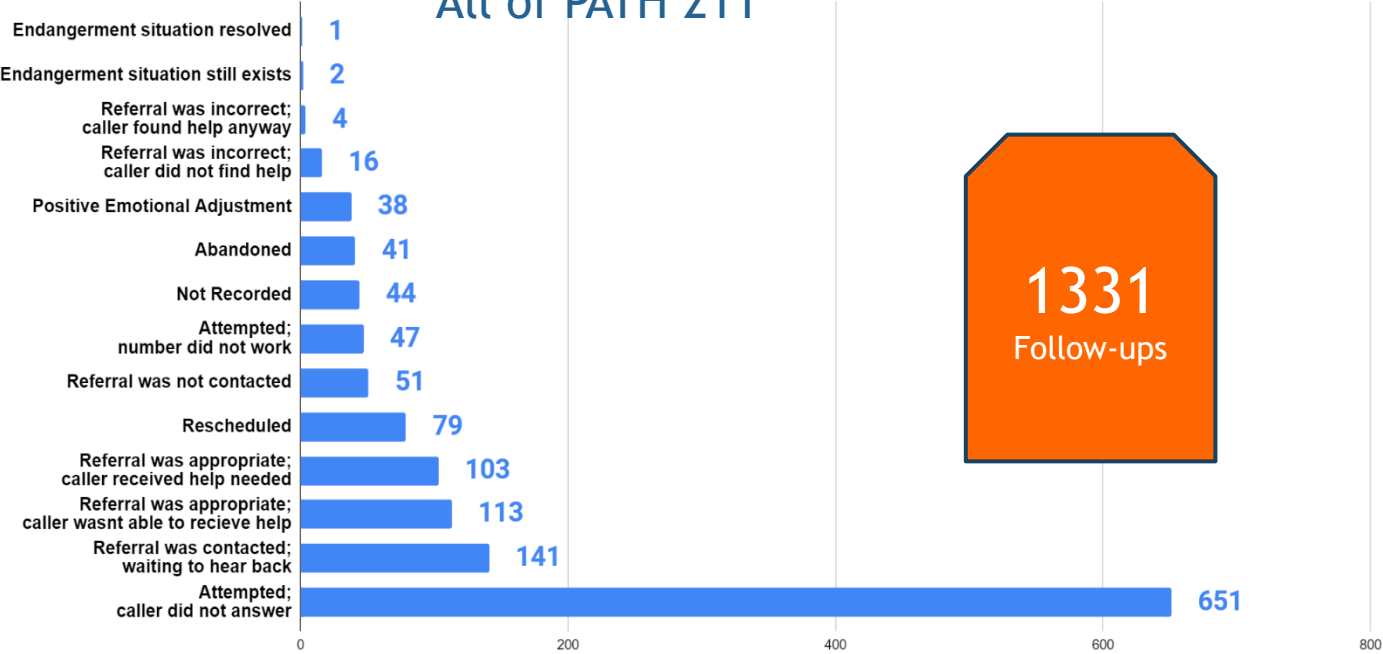
Note: PATH performed follow-up calls for a portion of the calls received. This chart breaks down the result of each follow-up attempt.



36
Follow-ups

Local

All of PATH 211



1331
Follow-ups

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

0:21
Last Quarter

0:18
Average InQueue Time

9:12
Last Quarter

8:55
Average Handle Time

Spanish

0:14
Average InQueue Time

0:15
Last Quarter

8:47
Average Handle Time

7:52
Last Quarter

Service Level

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

English

94.55%
Last Quarter

95.96%
Service Level

Spanish

97.79%
Service Level

96.00%
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

513
Last Quarter

380
Abandons

78
Abandons

110
Last Quarter

1:19
Last Quarter

0:45
Average Abandon Time

0:09
Average Abandon Time

0:16
Last Quarter

4.62%
Last Quarter

3.72%
Abandon Rate

12.60%
Abandon Rate

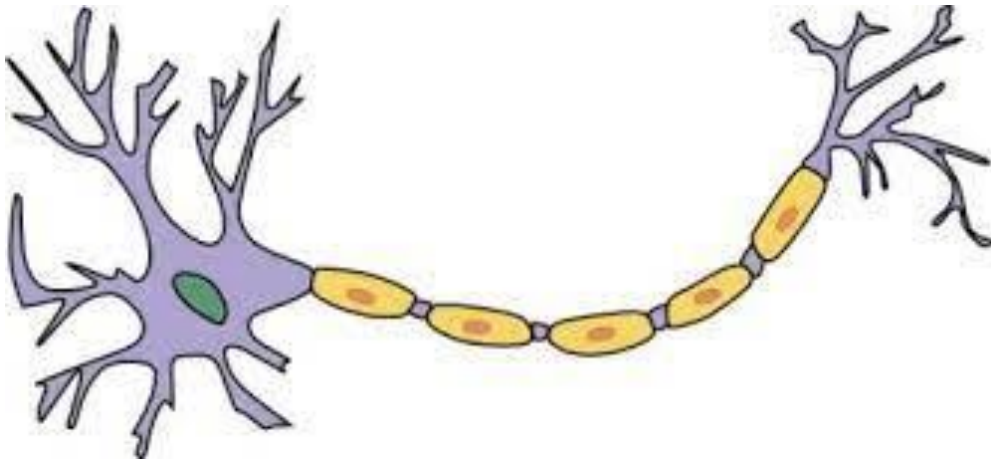
18.30%
Last Quarter

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



The caller had recently been diagnosed with a nerve disorder with an estimated recovery time of 4-6 months. Her job will hold her position for her for 12 weeks but without pay. She had been told by Unemployment that there was nothing they could do, and they suggested she call us. We were able to provide some resources for rent and utility assistance and scheduled a follow-up call to discuss additional possibilities for financial support. The caller expressed feeling overwhelmed, in part due to struggling with speech due to partial facial paralysis, but we were able to reassure her that we are always available for emotional support as well as for resource referrals.

Story 2

The caller mentioned that she had recently seen her primary care physician and was starting new psychiatric medication. She wanted to supplement the medication with some form of counseling, so our operator was able to provide her with several options in their area, including both individual and group counseling, as well as some options related to specific struggles she shared. During a follow-up call a few days later, she mentioned how thankful she was for the help finding those resources and that she would have been lost without the support of the initial operator.

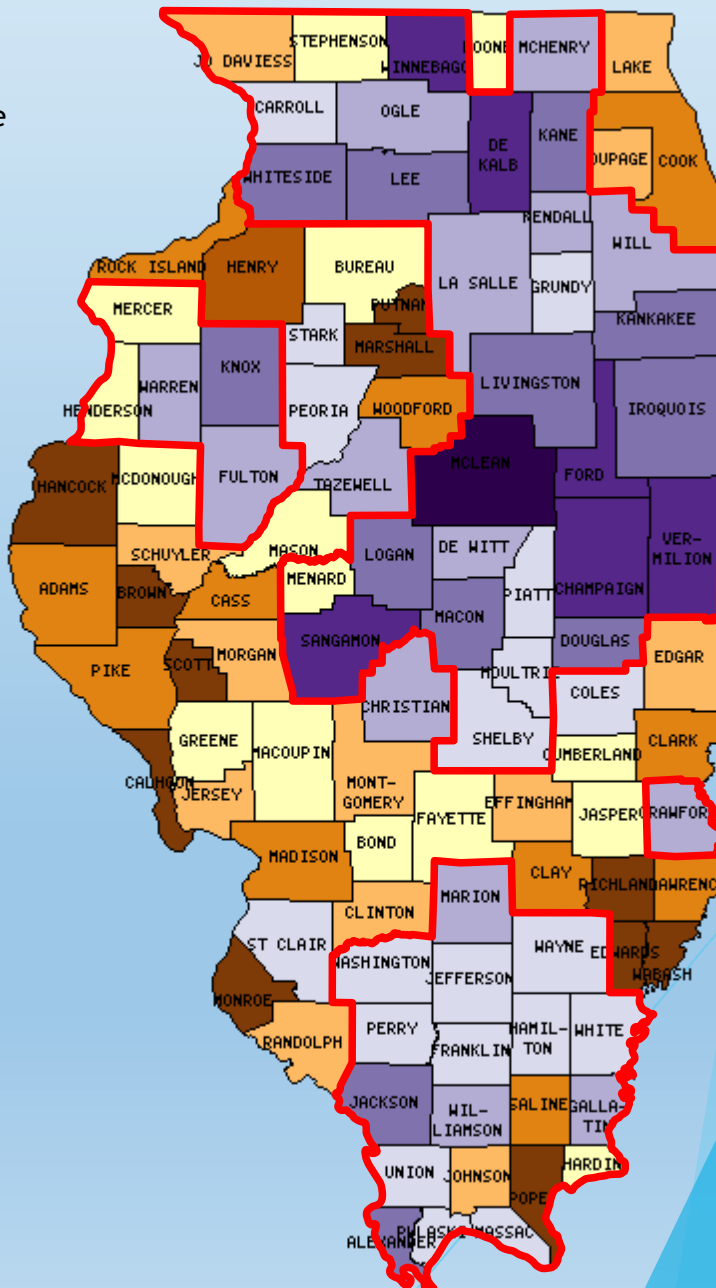












Call Center, Cont.

Call Density

This map reflects call 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.

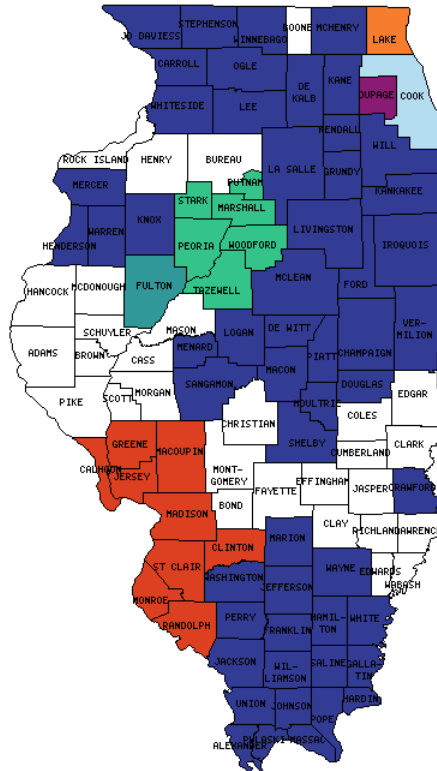
Note: The legend indicates "Calls per Population per Year". That is, if Q1 data were constant for a whole year, the top category would receive at least one call for every 50 inhabitants that year.



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/>

AIRS

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

Raw Data

- https://docs.google.com/spreadsheets/d/1jPdr_0aAE_IZ1spc_tzqke1ddLthSKYM3FTfn8B00m8/edit?usp=sharing

Submitted by:

Chris Baldwin

Director of Database Services

cbaldwin@pathcrisis.org

309-834-0590

