

# From the Interim CEO

Hello everyone,

As we have already communicated to you, our CEO, Chris Workman, passed away on April 28, 2023. He cared very deeply about the future of PATH, the staff, and, most importantly, the communities that we serve. He talked about his vision for PATH until the very end of his life and will be missed by all of us.

Over the past quarter, we have made some exciting new additions to our executive team at PATH:

- Ryan Opalk (Assistant Director of Database Services). Ryan comes to PATH with database administration and team leadership experience and is working closely with Chris Baldwin to learn all aspects of running our Database Department. Ryan will regularly be copied on communications with Chris as part of that process.
- Dr. Adam Carter (Assistant Director of 988 Call Center Services). Adam brings previous experience as an assistant professor of counseling at Northern Illinois University and as the National Clinical Director with the National Alliance for Children's Grief. Though he is working with our Director of Call Center Services, Kevin Richardson, he is specifically responsible for 988 Call Center operations, not 211 services.
- Dr. Pedro Santana (Director of Homeless Services). Pedro brings a long history of executive leadership in business and academia, with a particular focus on non-profits. Like me, he is a transplant from the East Coast.

# From the Interim CEO, contd.

- Katherine Qian (Administrative Assistant). Katherine recently relocated to Central Illinois from Shanghai, China, where she gained valuable experience in call center administration and employee engagement. She will be assisting the entire Executive Team with a wide range of tasks.

We are also sad to inform you that Kevin Richardson, our Director of Call Center Services and PATH's longest-tenured employee, relocated to San Diego at the beginning of this month to accompany his wife as she makes a career-related move. However, Kevin will continue to work remotely and to be as available as ever, meaning no change in procedure with regard to you or any of our partner agencies.

Lastly, PATH has recently undertaken some new initiatives to improve employee engagement, especially with regards to diversity, equity, and inclusion. This is important not only to ensure that our staff are well represented and cared for, but also because well-trained and thriving staff provide better service to callers. DEI is a part of our overall strategy, and you will learn more about our intentional efforts to strengthen our organization through talent, culture, community, and investment over the next fiscal year.

We're always confident to see what the future brings and look forward to our continued partnership with you to provide 211 service to your area!

Warmest Regards,

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



# DeKalb County

## United Way 211 Report 2<sup>nd</sup> Quarter

April 1<sup>st</sup> - June 30<sup>th</sup>, 2023

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#### **Call Center**

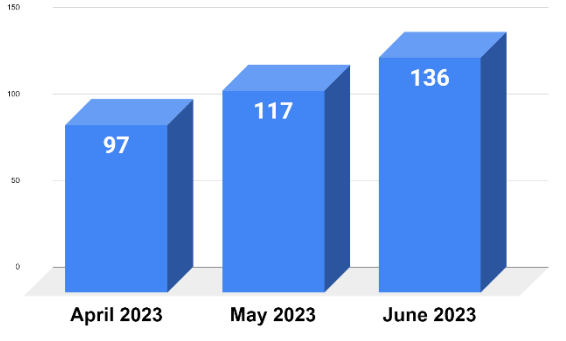
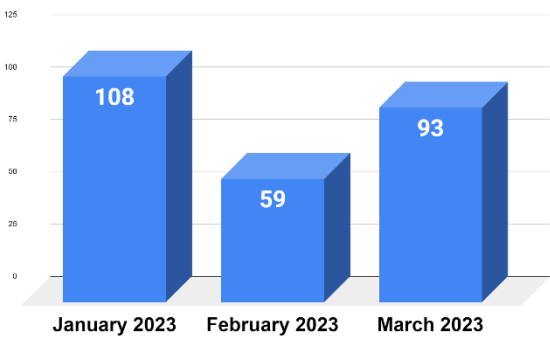
- ✓ InQueue and Handle Time
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- ✓ Abandons
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# Overview

Total 211 Contacts 

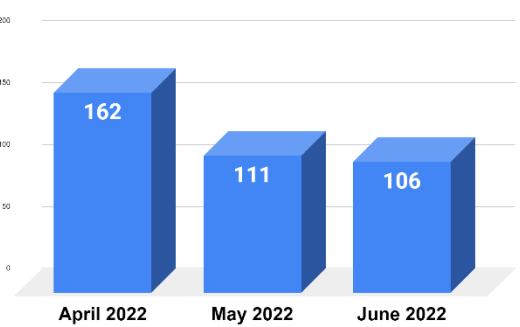
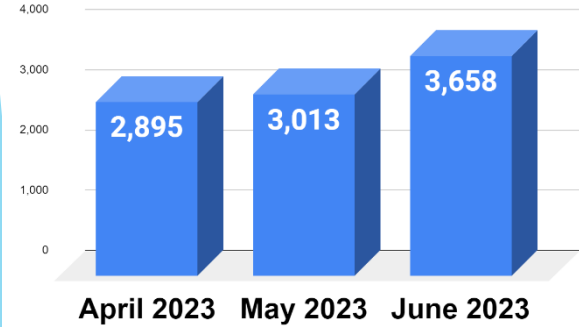


**260**  
Contacts  
DeKalb  
County

**350**  
Contacts  
DeKalb  
County

Last Quarter **This Quarter**

All of PATH 211 Last Year

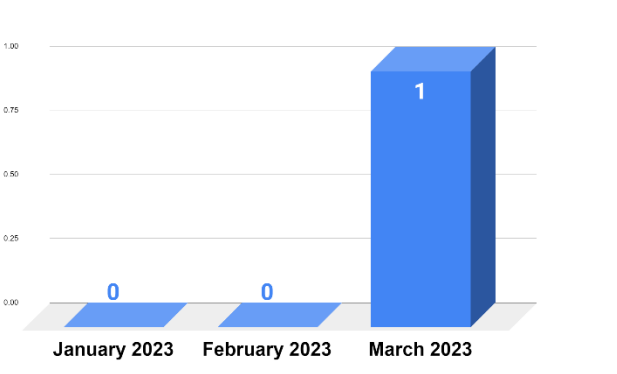


**9,566**  
Contacts  
PATH 211

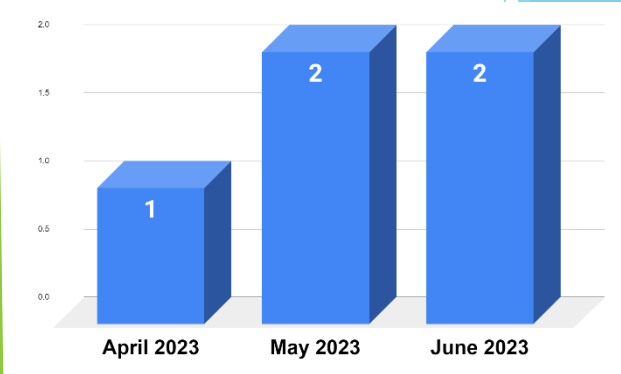
**379**  
Contacts  
DeKalb  
County

# Overview, Cont.

Total 211 Texts 



**1**  
Texts  
DeKalb  
County

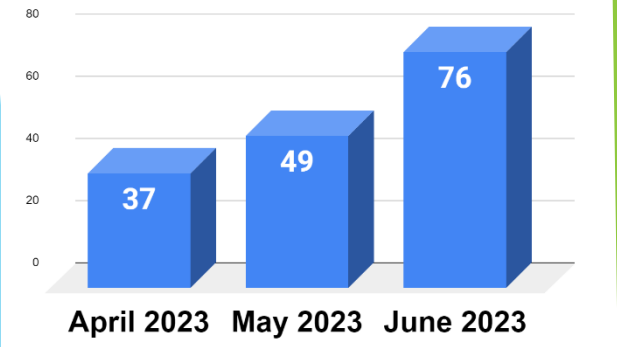


**5**  
Texts  
DeKalb  
County

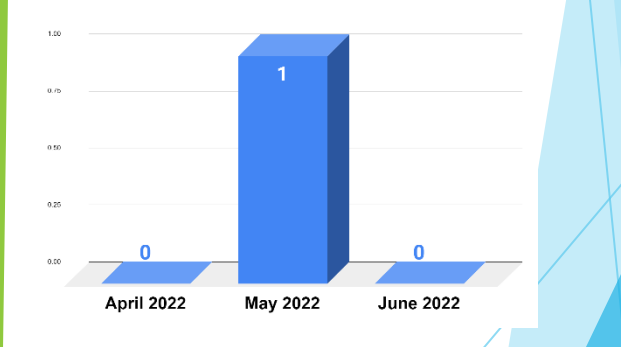
Last Quarter **This Quarter**

All of PATH 211

Last Year



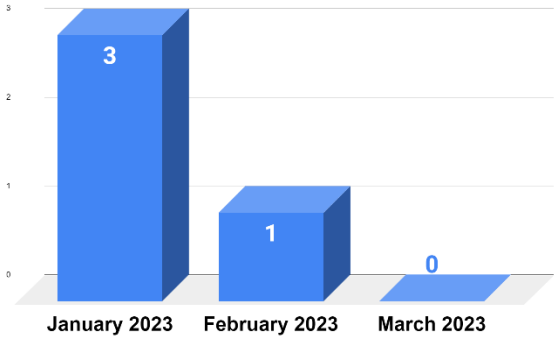
**162**  
Texts  
PATH 211



**1**  
Text  
DeKalb  
County

# Overview, Cont.

## Total Spanish 211 Calls

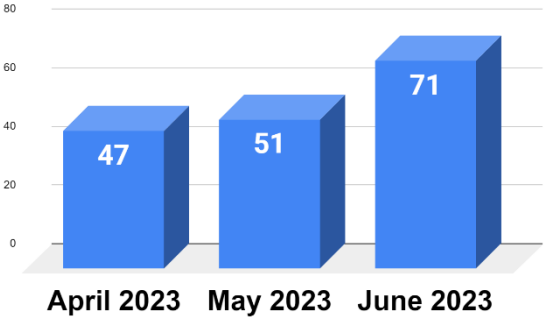


4  
Spanish Calls

0  
Spanish Calls

### Last Quarter This Quarter

### All of PATH 211 Last Year



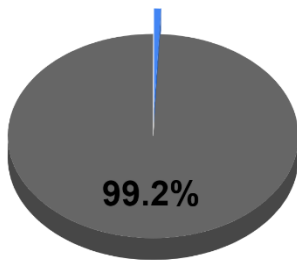
**Note:** Previous quarterly reports did not break this information down by month.

169  
Spanish Calls

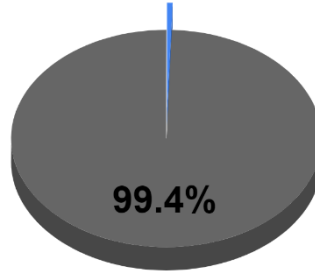
0  
Spanish Calls

# Overview, Cont.

## COVID-19 Contacts



● COVID-19 ● Not-COVID-19

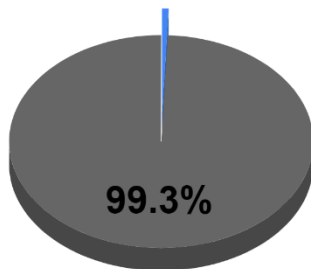


● COVID-19 ● Not-COVID-19

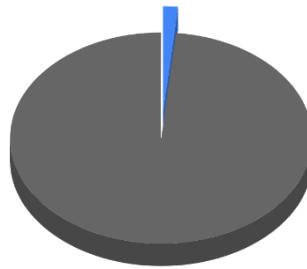


Last Quarter This Quarter

All of PATH 211 Last Year



● COVID-19 ● Not-COVID-19



● COVID-19 ● Not-COVID-19

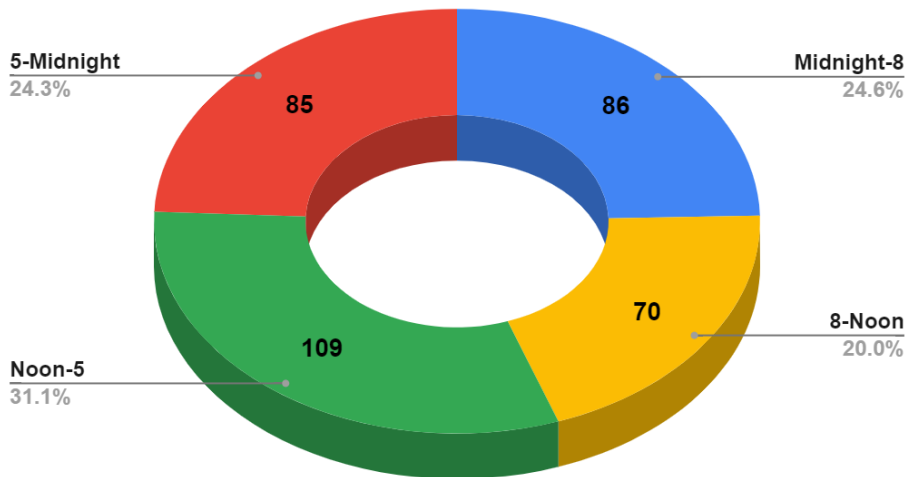


# Contact Stats

## Call Time

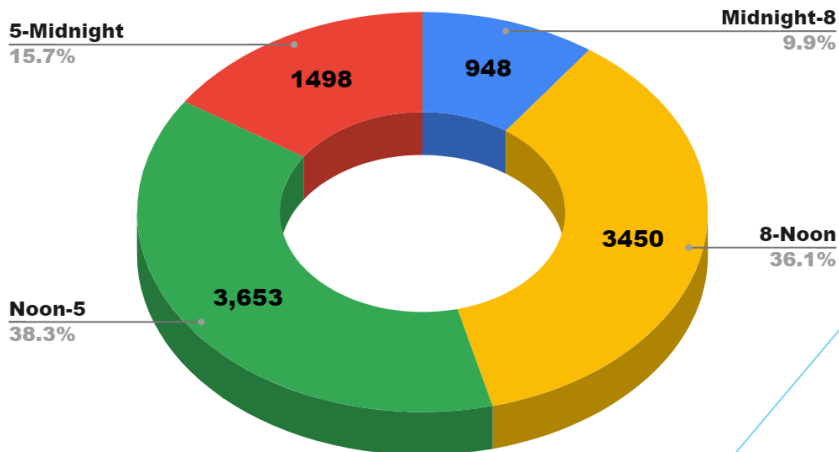
Chart describes the distribution of calls received during 4 different time periods:

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



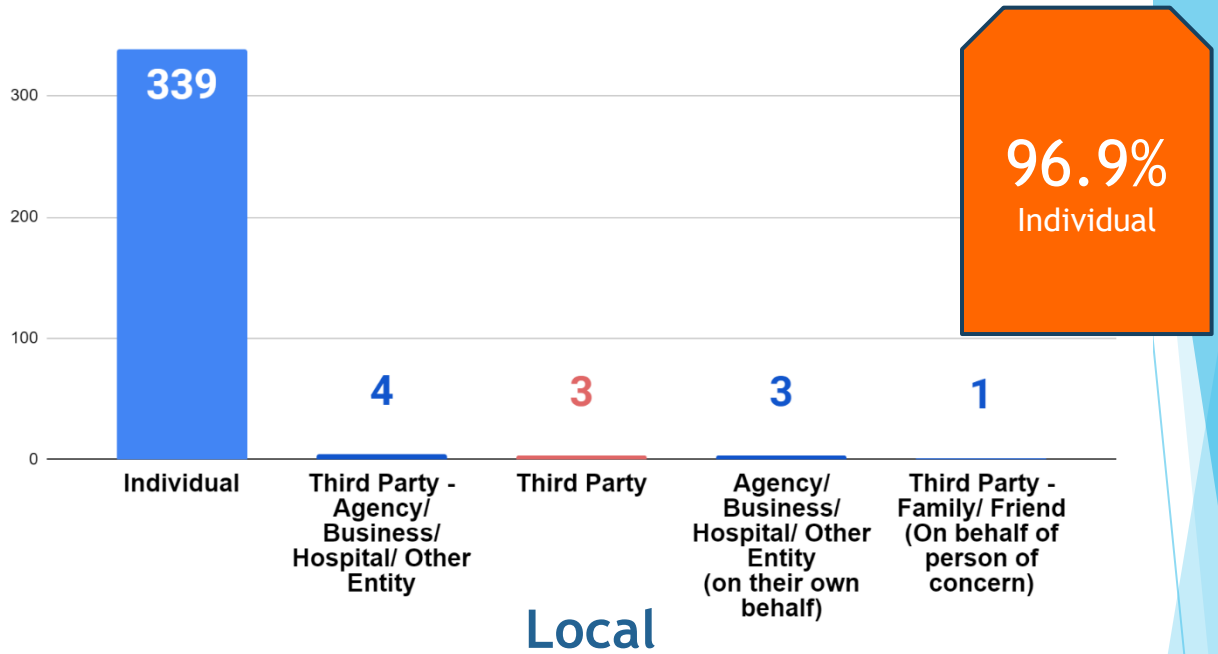


# Contact Stats, Cont.

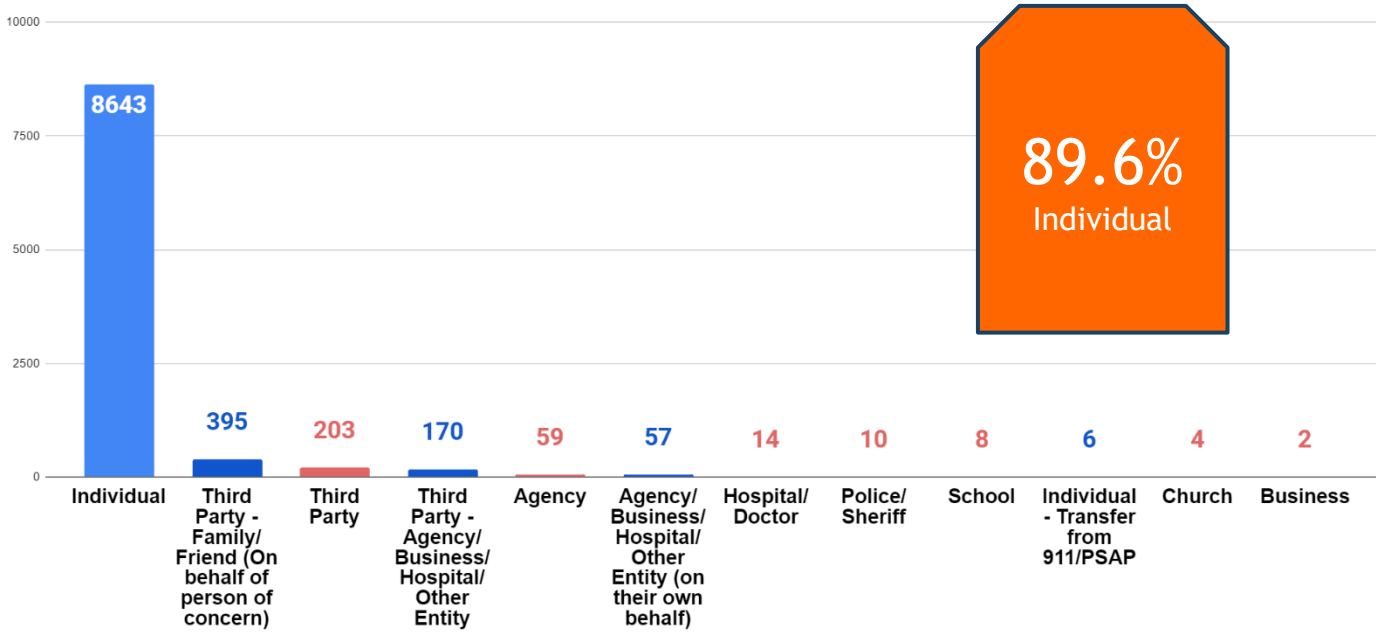
## Contact Person Type

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

**Note:** We have improved our report categories. This quarter shows data gathered using both the old (red) and the new (dark blue) categories. The “Individual” category remains unchanged. Next quarter’s report will only use the new categories.



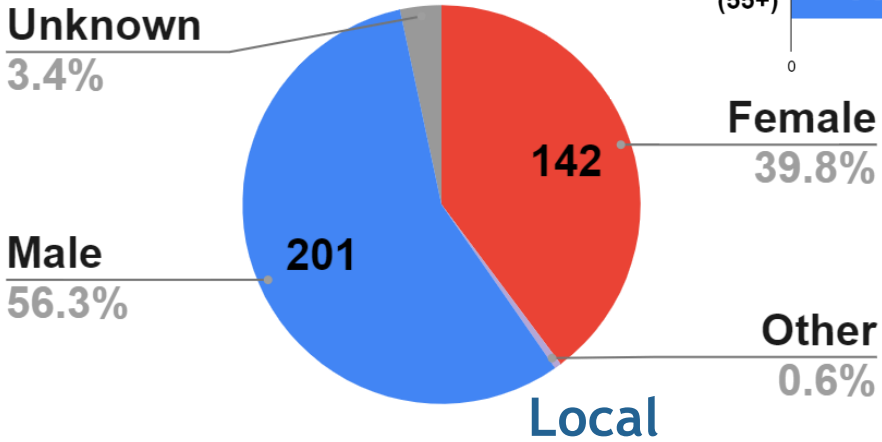
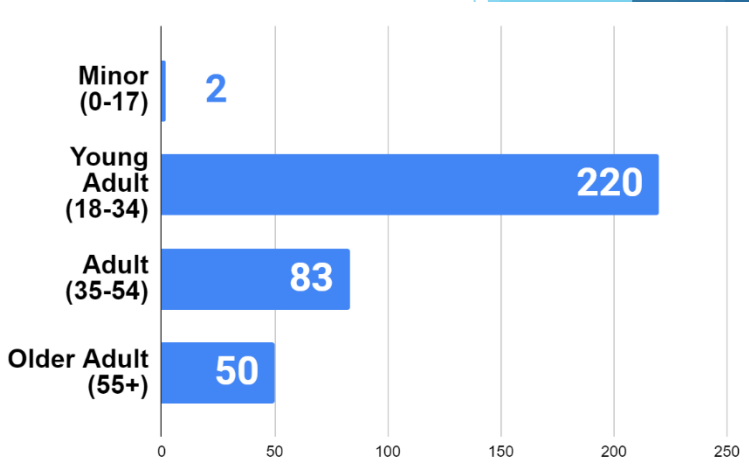
### All of PATH 211



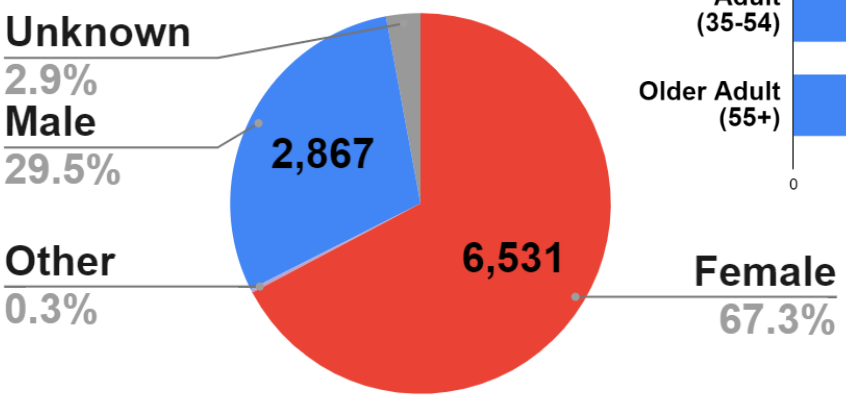
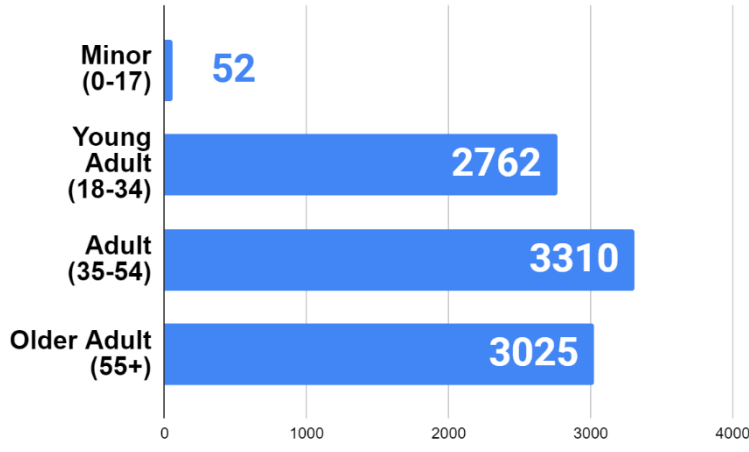
# Contact Stats, Cont.

## 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

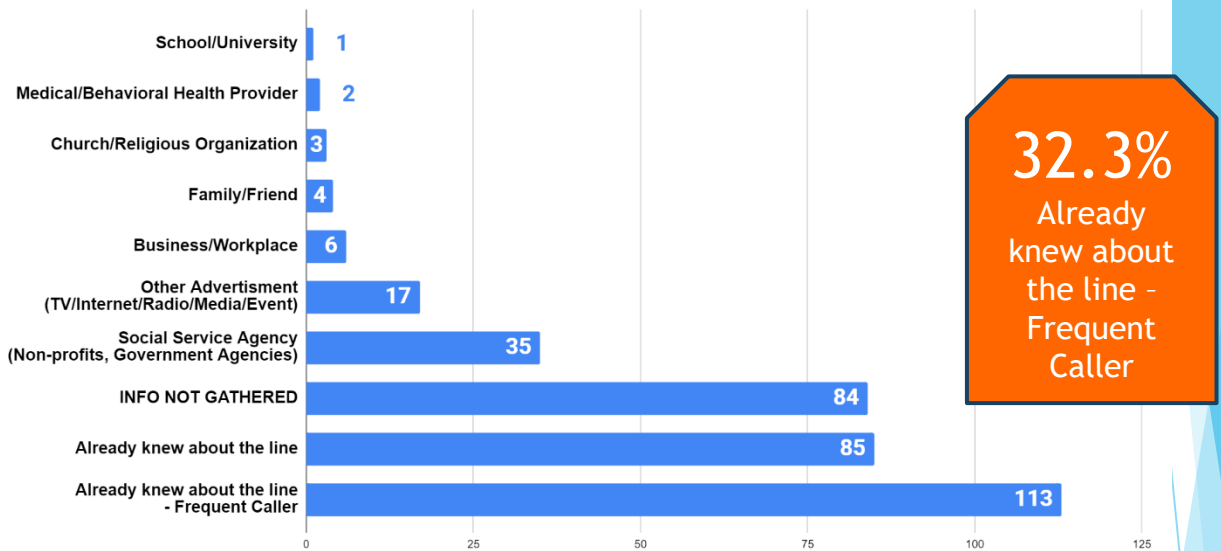


# Contact Stats, Cont.

## Referral Source

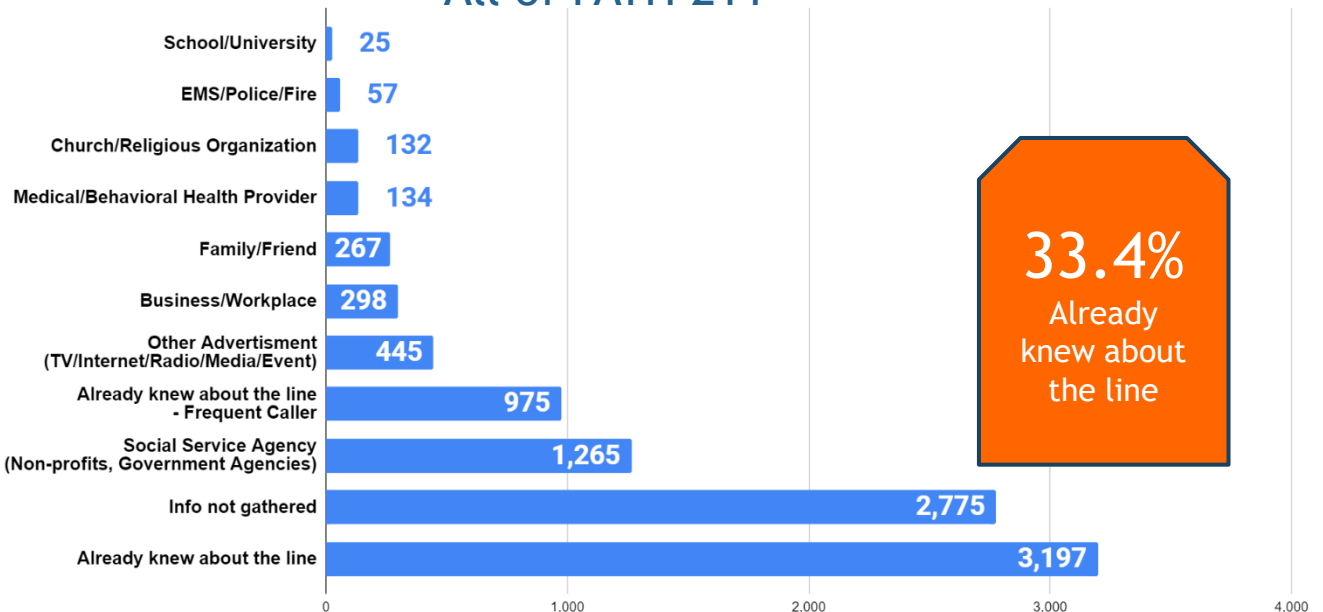
Referral source refers to how the caller found out about 211 services.

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



## Local

## All of PATH 211



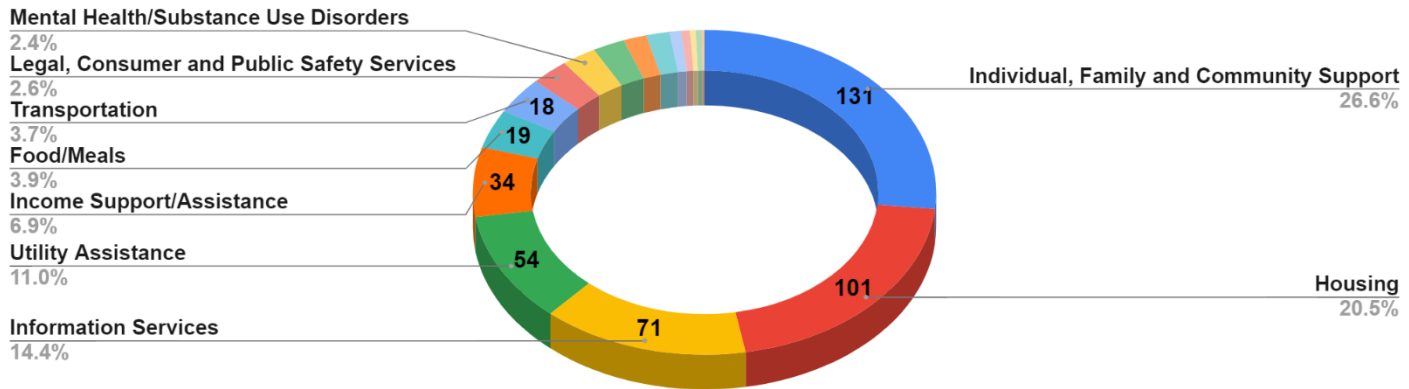
# Contact Needs

## 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.

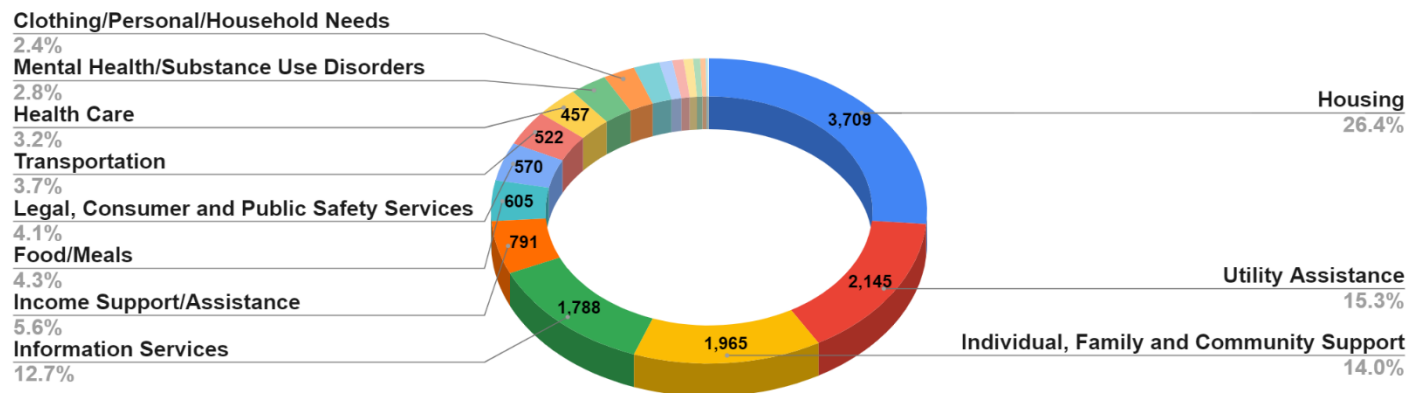
- AIRS= The Alliance of Information and Referral Systems. ([AIRS home page](#))
- AIRS Problem Needs = List of national categories for I&R problem/needs is a means to organize the incredibly wide range of inquiries handled by I&R services and to provide for the consistent and credible reporting of community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

**Note:** DeKalb County had 492 total 211 contacts and all of PATH had 43,004 total 211 contacts.



## Local

## All of PATH 211



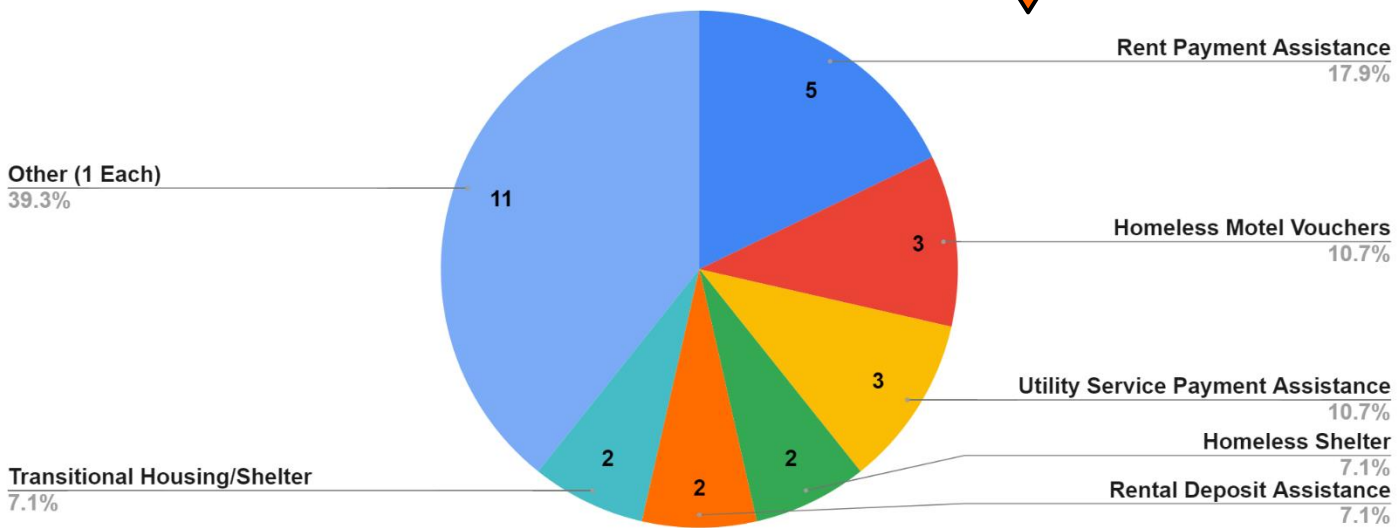
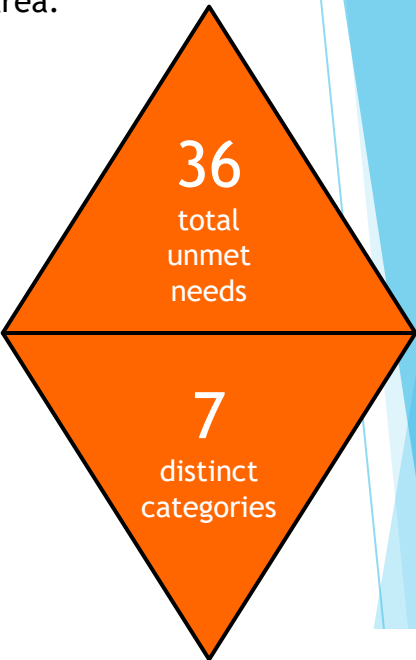
# Contact Needs, Cont.

## 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.

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

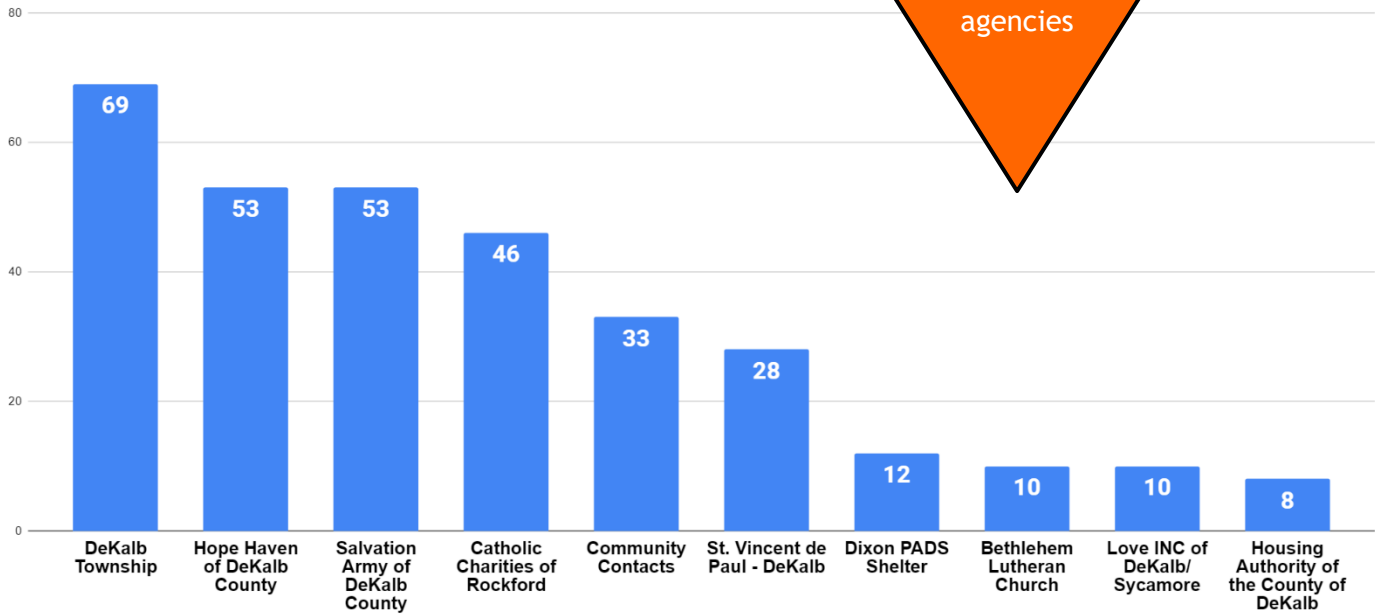
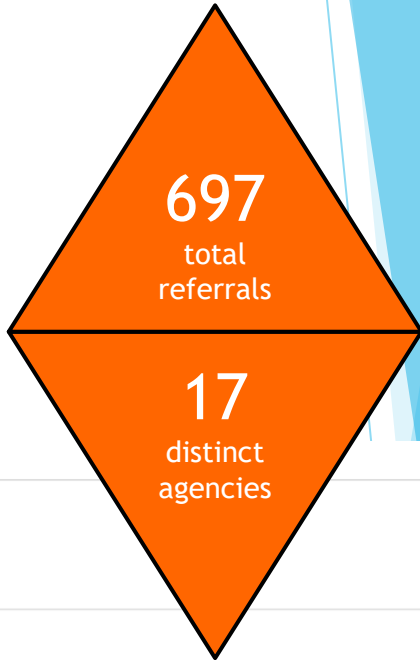


# Contact Needs, Cont.

## 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.

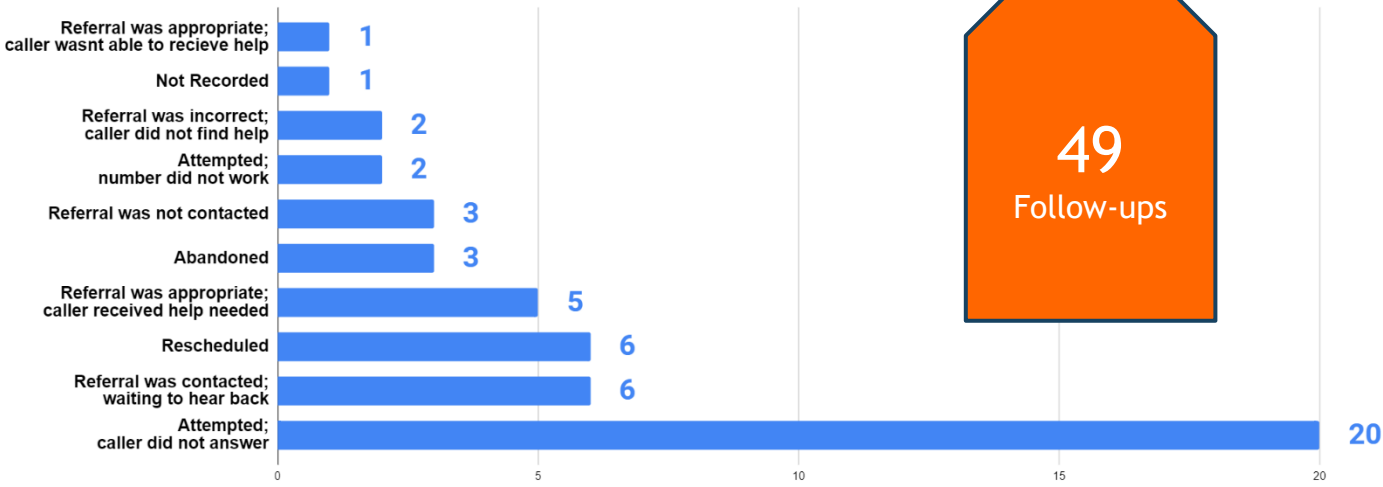
697 total referrals were made in DeKalb County across 17 distinct agencies.



# Contact Needs, Cont.

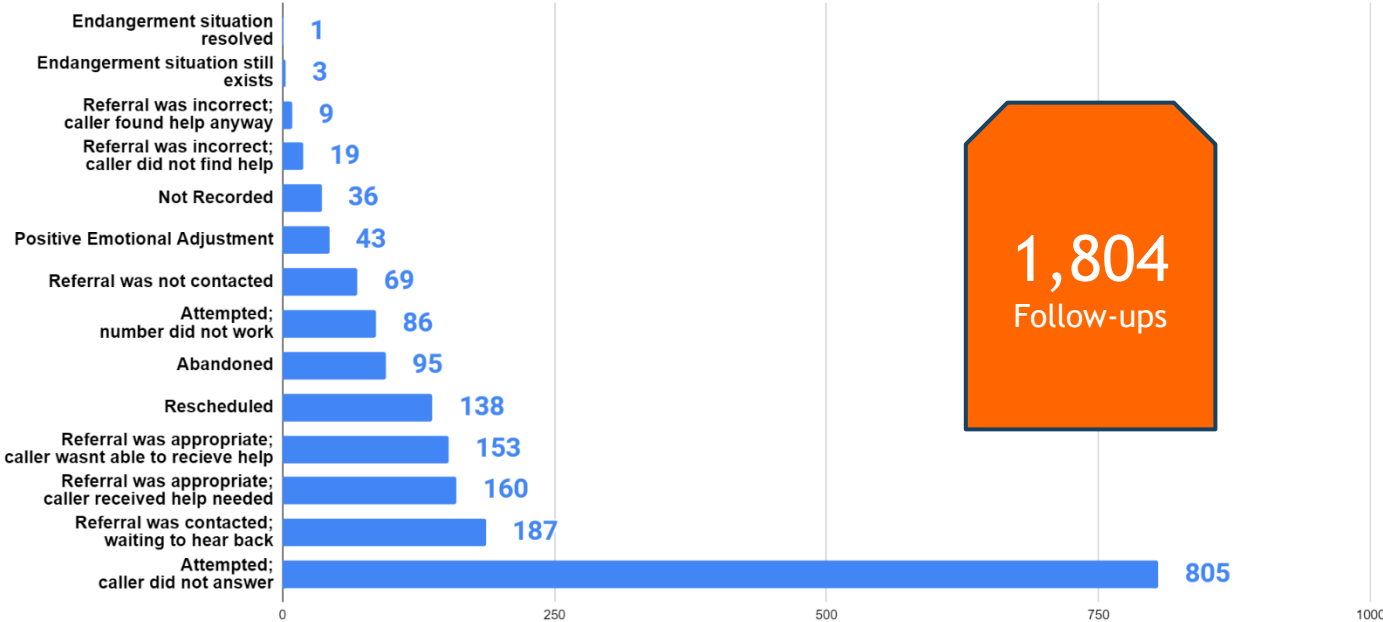
## Follow-Ups ↶

**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

0:15  
Average InQueue Time

8:55  
Last Quarter

8:53  
Average Handle Time

### Spanish

0:16  
Average InQueue Time

0:14  
Last Quarter

9:22  
Average Handle Time

8:47  
Last Quarter

## Service Level

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

### English

95.96%  
Last Quarter

96.90%  
Service Level

### Spanish

96.71%  
Service Level

97.79%  
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

380  
Last Quarter

413  
Abandons

61  
Abandons

78  
Last Quarter

0:45  
Last Quarter

0:46  
Average Abandon Time

0:16  
Average Abandon Time

0:09  
Last Quarter

3.72%  
Last Quarter

3.41%  
Abandon Rate

11.25%  
Abandon Rate

12.60%  
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 requesting assistance applying for an extension on her taxes. She is the legal guardian of twin boys and receives SNAP but was unsure how to maximize tax-related assistance for childcare. We referred her to a pro-bono tax-accountant, but she was also generally lonely and thankful to have someone with whom she could discuss the struggles of raising two young boys on her own with limited income.

This was not her first call to 211. She spoke highly of previous experiences with the crisis line and mentioned having several friends who regularly sought referrals through 211. She expressed gratitude both for the referral and for the volunteers in general. In her social circle, 211 volunteers have a shining reputation for being welcoming, judgment-free, and helpful.

## Story 2

Caller recently lost access to her therapist due to missing too many appointments. She has been dealing with conflict with her boyfriend but doesn't have many other friends to talk to after having dropped out of high school for medical reasons. Even though she likes her boyfriend, she was upset about him cheating on her and retaliated against him in a similar manner. She also feels like he is too controlling with regards to her alcohol or marijuana intake, though he has been putting more effort into the relationship recently.

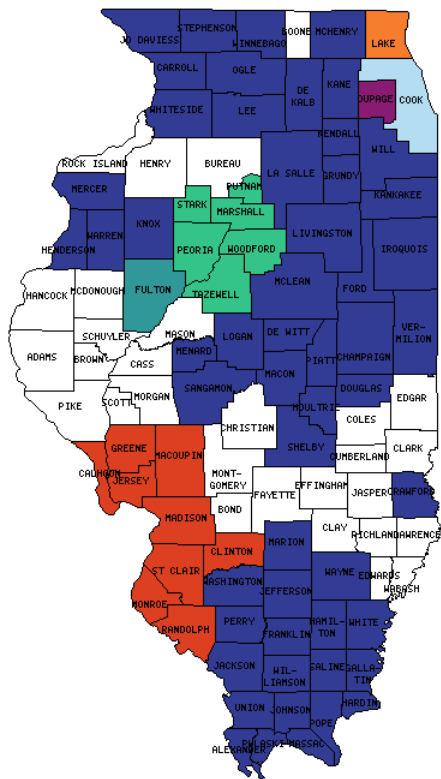
Throughout the conversation, our operator discussed the importance of self-care, both physically and emotionally. Even though the caller's mom is supportive, the caller said she felt better after talking with our operator.





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/1ZC3GQJr5KWXwB-i2t5r1ZMGWfrfEWKU6FCBR7-3CyF0/edit#gid=632859012>

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309-834-0590



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