

PATH's FY2019 Annual Report

PATH, Inc.

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Director's Note

The annual report reflects the complexities of PATH. Throughout the years, we worked to stay true to our mission: Providing Access to Help to improve and save lives. In FY2019, we maintained three departments of service: 211/Crisis Call Center, services for people experiencing homelessness, and Adult Protective Services, uncovering abuse of people with disabilities and older adults age 60 and over.

This is written in the time of the pandemic, which has had its effect on the bare-bones structure of this document. But indeed we are in our finest hour; connecting people with vital services.

Division Reports

211/Crisis

211 is an easy-to-remember number that connects people to the help they need. It is a free call and we cover 44 counties.

Outcomes from 2019

Objective 1:

Call center specialists are trained in national best practices to properly recognize and intervene in suicide situations, ensuring we meet the 90% figure that suicide call resolutions are positively correlated with the lethality assessed within those calls. During training, call center specialists learn via a multi-faceted approach: through monitoring calls from experienced volunteers, practicing their own role plays which simulate suicide calls, and reading the policies and procedures for intervention, safety assessment, and safety planning, as outlined by NSPL and AAS.

Training also includes learning how to use our database in conjunction with crisis assessment. Through exercises and monitoring of experienced volunteers, new trainees learn how to provide appropriate behavioral health linkages, ensuring we meet the mark of providing at least 4,000 linkages each calendar year. The Database Manager ensures that information is up-to-date on policies for all organizations so that the person answering the call can connect to appropriate referrals.

Our strategy to make certain we meet national standards for abandoned call rates, wait times, and service levels is two-fold: we need to sufficiently staff the call center (see objective 2 below), and we need to properly utilize technology. Currently, we use a cloud-based automated call

distributor (ACD) in our call center. Through this system, we can **easily run reports to monitor** abandon rates, and we view in real-time how many people are calling in addition to caller wait times and service level. We look to see where our highest call volumes are during the day, on average, and staff accordingly. During business hours, we also have staff backing up volunteers from their offices—our call system can be accessed from anywhere with an internet connection, safeguarding what would otherwise be missed (abandoned) calls.

All strategies are supported through PATH's professional staff, who provide 24/7 back-up and support to the crisis call center specialists.

Objective 2: Our goal is to train a minimum of 70 new volunteers each calendar year, and when those individuals begin training, we will retain 80% of them through the completion of their training. This ensures sufficient staffing to handle our call volume. Strategies include transparency about the expectations of training/volunteering when new applicants enter the program, recruitment efforts year-round (including relations with the local universities, hospitals, religious organizations, agencies, and businesses in the area), and maintaining a training curriculum that is engaging, challenging, and rewarding for participants. Additionally, PATH's professional staff provides 24/7 back-up and support to the volunteer call center specialists.

These general objectives'/goals' progress are measured by the outcomes. See the questions below for progress/performance indicators.

Outcome 1.2: Staff runs quarterly reports through ReferNet (our database software) to count behavioral health linkages.

Outcome 1.3: Staff runs quarterly reports through inContact (our cloud-based call system) to measure call center statistics.

Outcome 2.1: Staff calculates the retention rate by dividing the number of trainees a class finishes with by the total amount of trainees that class began with. This will yield a decimal amount that we convert to a retention percentage.

Outcome 2.2: Staff counts how many new volunteers each of the three training classes yield per calendar year.

Outcome 1.1: Staff review suicide call logs quarterly or as needed to ensure the 90% figure.

FINAL OUTCOMES

Objective1

Prevent suicide.

Outcome1

90% of suicide calls will positively correlate with the level of lethality recorded with the call resolution.

Actual: 94.9% positively correlated.

Objective2

Connecting callers with behavioral health issues to appropriate resources or provide support.

Outcome2

4,000 linkages to appropriate crisis services.

Actual: 3,848 linkages.

Objective3

Availability of the service will meet national standards.

Outcome3

Abandoned call rates below 9%; Average wait time for caller less than 40 seconds; 80% of calls answered within 90 seconds.

Actual abandoned call rates: 14.6%.

Actual average wait time for a caller: 48 seconds.

Actual percentage of calls answered within 90 seconds: 77.5%.

2019 Mental Health Numbers

11074	27.658%	McLean		
		2708	24.454%	Support Only
		497	4.488%	Outreach Programs
		495	4.47%	Mental Illness
		298	2.691%	Suicide
		280	2.528%	Crisis Intervention
		194	1.752%	General Counseling Services
		71	0.641%	Support Groups
		67	0.605%	Relationship Issues

65	0.587%	Domestic Violence Shelters
41	0.37%	Adolescent/Youth Counseling
38	0.343%	Support Group
37	0.334%	Domestic Violence Hotlines
37	0.334%	Substance Use Disorder Treatment Programs
35	0.316%	Sexual Assault
35	0.316%	Sexual Assault Hotlines
34	0.307%	Sexual Assault Counseling
31	0.28%	Crisis Nurseries/Child Care
26	0.235%	Domestic Violence
23	0.208%	Case/Care Management
21	0.19%	Community Mental Health Agencies
19	0.172%	Detoxification
19	0.172%	General Psychiatry
18	0.163%	Counseling Referrals
14	0.126%	Substance Abuse
11	0.099%	Crisis Residential Treatment
11	0.099%	Protective/Restraining Orders
11	0.099%	Suicide Counseling
10	0.09%	Addiction (other than alcohol & drugs)
10	0.09%	Psychiatric Disorder Counseling
10	0.09%	Psychiatric Inpatient Units
9	0.081%	Ex-Offender Reentry Programs
9	0.081%	Family Preservation Programs
9	0.081%	Runaway/Homeless Youth Counseling
8	0.072%	Domestic Violence Intervention Programs
8	0.072%	Family Counseling
7	0.063%	Caregiver Counseling
7	0.063%	Child Abuse Reporting/Emergency Response
7	0.063%	Child Abuse/Protection Services
7	0.063%	Crisis Intervention Hotlines/Helplines
7	0.063%	Ex-Offender Employment Programs
6	0.054%	Adult Day Programs
6	0.054%	Recovery Homes/Halfway Houses
6	0.054%	Runaway/Youth Shelters
5	0.045%	911 Services
5	0.045%	Anger Management
5	0.045%	Sexual Assault Prevention
5	0.045%	Suicide Prevention Hotlines
4	0.036%	Adult Residential Treatment Facilities
4	0.036%	Child and Adolescent Psychiatry
4	0.036%	Death/Dying
4	0.036%	Psychiatric Day Treatment

3	0.027%	Adult Day Services
3	0.027%	Child Abuse Hotlines
3	0.027%	Family Maintenance/Reunification
3	0.027%	Psychiatric Hospitals
2	0.018%	Activities of Daily Living Assessment
2	0.018%	Crime Victim Support
2	0.018%	Dementia Management
2	0.018%	Early Intervention for Mental Illness
2	0.018%	Individual, Family & Community Support
2	0.018%	Mental Health Drop In Centers
2	0.018%	Opioid Detoxification
2	0.018%	Street Outreach Programs
2	0.018%	Substance Use Disorder Hotlines
2	0.018%	Transgender Hormone Therapy
1	0.009%	Crisis nursery
1	0.009%	Dementia Evaluation
1	0.009%	Domestic Violence Shelter
1	0.009%	Family Violence Prevention
1	0.009%	General Mental Health Screening
1	0.009%	Juvenile Detention Facilities
1	0.009%	Mental Health Information/Education
1	0.009%	Psychiatric Rehabilitation
1	0.009%	Psychological Assessment
1	0.009%	Substance Use Disorder Counseling

5340 TOTAL Referred, Unmet, Reason for Contact, OOD, Site Reasons (All requests)

11074 TOTAL Search Option - County

PATH's

2-1-1/Crisis

Annual Quality Control Report

Calendar Year: 2019

Prepared by: Susan Williams

Activity	Actual	Target	Percentage of Target
Call Log Reviews – test score	91%	90%	100%+
- # reviewed	112	144	77%
Phone Room Monitoring - score	91%	90%	100%+
# reviewed	92	144	64%
Bi-Annual Testing – score		90%	
In-Services	559 out of 478 Expected	40 per month	100%+
% of Follow-Up Calls Completed	3809 Scheduled 3807 Performed	90%	100%

Adult Protective Services

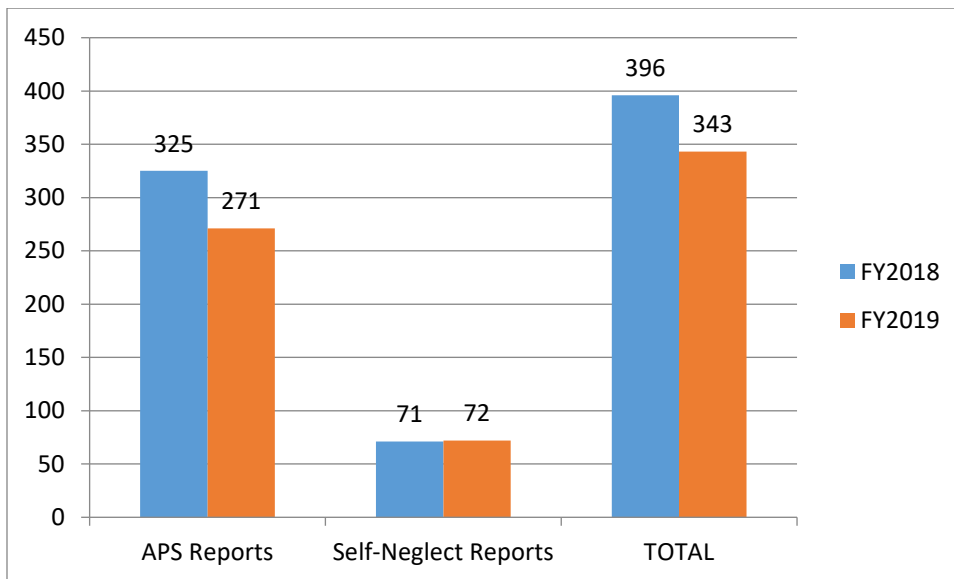
Report Data for two years.

Years/Reports	FY 2018	FY 2019
APS Reports	325	271
Self-Neglect	71	72
Total	396	343
After Hours	3,361	2,948

PATH provides after-hours intakes for the Illinois Department on Aging’s statewide 800 number, including weekends and holidays.

After-hours reports are up 11% from the same period last year.

In January 2019, new legislation passed that allows APS to investigate financial exploitation in licensed long-term care facilities if the exploitation included a family member, caretaker, or another person who has a continued relationship with the alleged victim and is not an employee of the facility. Before, The Long-Term Care Ombudsman handled these cases. Due to limitations of the Ombudsman program to investigate these types of cases, legislators amended the Adult Protective Services Act to allow APS providers jurisdiction to investigate in licensed facilities.



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Homeless Services

Summary Report for IL-512 - Bloomington/Central Illinois CoC

	Universe (Persons)			Average LOT Homeless (bed nights)				Median LOT Homeless (bed nights)			
	Submitted FY 2017	Revised FY 2017	FY 2018	Submitted FY 2017	Revised FY 2017	FY 2018	Difference	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
1.1 Persons in ES and SH	969	969	980	78	78	83	5	44	44	44	0
1.2 Persons in ES, SH, and TH	1062	1062	1069	107	107	100	-7	52	52	49	-3

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	Revised FY 2017	FY 2018	Revised FY 2017	FY 2018	% of Returns	Revised FY 2017	FY 2018	% of Returns	Revised FY 2017	FY 2018	% of Returns	FY 2018	% of Returns
Exit was from SO	42	42	7	7	17%	1	1	2%	2	3	7%	11	26%
Exit was from ES	188	170	13	12	7%	15	15	9%	5	8	5%	35	21%
Exit was from TH	33	30	0	0	0%	0	0	0%	1	1	3%	1	3%
Exit was from SH	39	39	0	0	0%	0	0	0%	1	1	3%	1	3%
Exit was from PH	7	11	0	0	0%	1	1	9%	0	0	0%	1	9%
TOTAL Returns to Homelessness	309	292	20	19	7%	17	17	6%	9	13	4%	49	17%

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1.1 Persons in ES, SH, and PH (prior to "housing move in")	972	972	974	131	131	143	12	63	63	66	3
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	1078	1078	1062	167	167	161	-6	73	73	78	5

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Unduplicated Total sheltered homeless persons	1085	1085	1086	1
Emergency Shelter Total	935	935	994	59
Safe Haven Total	44	44	0	-44
Transitional Housing Total	121	121	109	-12

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	440	440	45	-395
Number of adults with increased earned income	192	192	4	-188
Percentage of adults who increased earned income	44%	44%	9%	-35%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2017	Revised FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	440	440	45	-395
Number of adults with increased non-employment cash income	209	209	1	-208
Percentage of adults who increased non-employment cash income	48%	48%	2%	-46%