Call Center Statistics
This report follows the format of the National Alliance of Information and Referral Systems and we report these numbers nationally once a year. The actual number of calls reflect only those calls where a call record was opened. Our software package. The actual number of calls are much higher, but come in so rapidly they are not documented.

### AIRS Problem Needs

<table>
<thead>
<tr>
<th>AIRS Problem Needs</th>
<th>01/01/2014 To 12/31/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>14,224</td>
<td>25.856%</td>
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<tr>
<td>12,403</td>
<td>22.546%</td>
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<tr>
<td>7,330</td>
<td>13.324%</td>
</tr>
<tr>
<td>7,105</td>
<td>12.915%</td>
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<tr>
<td>6,719</td>
<td>12.213%</td>
</tr>
<tr>
<td>3,659</td>
<td>6.651%</td>
</tr>
<tr>
<td>1,920</td>
<td>3.49%</td>
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<tr>
<td>1,776</td>
<td>3.228%</td>
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<tr>
<td>1,458</td>
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<tr>
<td>1,209</td>
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<tr>
<td>928</td>
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<tr>
<td>780</td>
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<tr>
<td>338</td>
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<td>186</td>
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<tr>
<td>172</td>
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<tr>
<td>55</td>
<td>0.004%</td>
</tr>
<tr>
<td>48</td>
<td>0.087%</td>
</tr>
</tbody>
</table>

Total Contacts in Date Range: 55,013

**62,047 TOTAL AIRS Problem Needs**

### Adult Protective Services Annual Report 2014

In July 2013, Adult Protective Services (APS) was expanded to include abused adults with disabilities. The graph depicted below shows an increase in the number of reports from 2013-2014. The total number of reports had a rate increase of 17.7%. The rate of increase for individuals under age 60 was 88.9%.

### Highlights from 2014:

- The APS program received a rate increase statewide. This meant more income for the APS program. The rate increase is as follows:
  - Investigations increased from $428 to $490, which is a 14.5% increase.
  - Standard services increased from $358 to $614, which is a 74.1% increase.
  - Follow-up cases increased from $92 per month to $109, which is an 18.5% increase.
- The annual survey conducted by Susan Real from the East Central Illinois Area Agency on Aging was conducted in June 2014. This was a two day survey and the results being reviewed are not revealed to the APS program until the morning of the review. The APS program received a 96.95%.
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### 2014 PREPARING FOR THE FUTURE:

Looking Ahead to Changes in Funding

**PATH, Inc.**

**Providing Access to Help**

- The 2014 Election year brought great uncertainty to most non-profit agencies in the state of Illinois. We have a new governor and the tax increase was dropped back to the level of 3.5%. In preparation for a worst case scenario we did look at all of our programs, especially those reliant on General Revenue Funds and/or underperforming services.
- As a result, PATH dropped the Money Management Program and a subset of that program serving as Representative Payees for clients in need regardless of age.
- We reached out to the YWCA to see if they had an interest in taking on the Money Management program. They already provide essential services for people age 60 and (see page 2)

### 2014 POMP SURVEY HIGHLIGHTS

Senior Outreach Program Results

- PATH had a 41% response rate to our annual POMP Survey which solicits information on those we served and our effectiveness.
- Results from Older Adults Surveyed
  - 88.4% High school education level
  - 99.2% Caucasian
  - 74.1% Income less than $20,000
  - 33.3% had not used PATH Senior Services before
  - 100% called PATH’s Senior Services first for help
  - 94.6% could understand information and assistance provided and it helped resolve an issue
  - 94.7% of participants were satisfied with how call or visit was handled
  - 95.6% received information they were looking for
- Results from Caregivers Surveyed
  - 70.5% work full-time
  - 100% Caucasian
  - 100% have received education above High School
  - 90% earn over $40,000 annually
- 27.3% spouse; 8.7% friend or neighbor
- 50% earn over $40,000/yr.
- 100% have received education above High School
- 100% call PATH’s Senior Services first for help
- 94% of participants were satisfied with how call or visit was handled
- 95% received information they were looking for

- Executive Director Karen Zangerle was given the Florence Fifer Bohrer Award from the McLean County League of Women Voters at their annual meeting this fall.
- Since February 2014, PATH has been heavily involved in the process of building a stronger system of care of people suffering from mental illness. PATH was awarded a grant to provide clinical follow-up to people who were served by the Crisis Team. We are able to do a screening for possible resources the caller needs. We can follow a person for five follow-up calls. Through follow up, we try to reduce recidivism and adverse events following the first point of contact.
- 16 counties now receiving 2-1-1 services.

### HIGHLIGHTS OF 2014

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Continued from Page 1

have a reputation for excellence. Both Dontie Latson and Vicki High-tower at the YWCA did indeed take on the program, ensuring that vulnerable elderly have access to fiscal support in order to maintain their independence.

The Representative Payee program is in the process of spinning off into a new, non-profit entity that will accept people into this program.

As we enter 2015, we are reliant on General Revenue funds for two vital services: Adult Protective Services and Senior Service outreach programs. We hope that the urgent need for these services will help us through a year where there will be many changes.

We do seek to increase 2-1-1 counties as another way to help PATH continue to grow. Fundraising will be more important than ever. Last year, Chefs for PATH brought in over $51,000. We hope the excitement continues for this event as we bring the finest chefs to compete. Sysco Foods makes it possible along with Certified Angus Beef, Fresh Market and many other fine sponsors.

As I celebrate my 30th anniversary at PATH in 2015, I hope the year continues to bring the finest chefs to the event as we bring the finest chefs to compete. Sysco Foods makes it possible along with Certified Angus Beef, Fresh Market and many other fine sponsors.

I. Database Operations

1. 100% of the Refer database was formally updated for 2014.
2. PATH added 23 new counties for 2-1-1 services. We are providing 2-1-1 services to 36 counties.
3. We are currently working on Knox County. Logan County is next on the list.
4. Three database specialists make up our database division. Two database specialists work on formal updates and inputting new information. The database manager oversees all database activities as well as database maintenance issues.
5. All three database staff are involved in presenting PATH’s Community Resource Seminars.
6. Revenue from directories was down for 2014, though income from Resource Seminars was up.
7. Requirements necessary for AIRS reaccreditation were completed on the database throughout the year, i.e., customizing the taxonomy, enhancing PATH’s Style Guide, and performing other database quality issues as recommended by AIRS.

II. Changing Lives for People Experiencing Homelessness

PATH served people through two multi-agency homeless services grants from HUD:

- Core Services Grant: 1,068 adults served
- Supplimental Services Grant: 545 adults served

PATH assisted 40 people to be housed within 60 days of becoming homeless.

We Are Building Lives program assisted 43 Veterans and their families.

We were just short of the goal of 80% as 79% of people moved into permanent housing did so in less than 12 months.

96% of transitional housing clients increased their income and/or benefits during their time in the program.

Karen Zangerle
Executive Director

III. Telemetrics

Measuring our effectiveness is important to the standards we use to provide the best possible response to callers in need.

PATH Continues to meet the AIRS metric standards

- 211 calls were answered in an average of 2 seconds.
- The average time before abandonment was 12 seconds.
- On quarterly reports, the average abandonment rate stayed at or below 9% three out of four quarters. January to March was 1.2%, April to June was 7%, July to September was 12%, and October to December was right at 9%.

IV. Meeting the Growing Need of Older Adults & Persons with Disabilities

Service FY 2012 FY 2013 FY 2014 %

Caregiver 269 284 331 +18.7%
SIS/CPOE 1,921 2,360 2,418 +20.6%
Counseling 31 36 47 +34.0%
Disabled Under 60 0 289 439 +34.2%

All services with the exception of Counseling are provided in DeWitt, Livingston & McLean counties. Counseling services are only in McLean and Livingston counties.

V. Senior Health Insurance Program (SHIP)

The mission of SHIP is to provide education about Medicare, Medicare supplement, Medicare health plans, Medicare Prescription Drug coverage and long-term care insurance. Since 2011, PATH became a SHIP site for DeWitt, Livingston and McLean counties. All SIS/CPOE staff and volunteers are certified SHIP counselors and provide accurate and objective counseling, assistance and advocacy regarding Medicare-related issues and products to person who qualify for Medicare. We would like to acknowledge and thank Terry Platter, Jackie Newman and Dale Nunemaker for volunteering in 2014 to help support SIS/CPOE staff and provide Medicare related counseling.

VI. Staff Changes

In 2014 PATH Senior Services saw a number of staff changes. Those who left for other opportunities were Carolyn Casteel and Elizabeth Morgan. We welcomed back Angie Baker part-time in Senior Outreach for McLean County. Rebecca Wheat was hired for DeWitt County Outreach and Ashley Phillips for the In Home Counseling and Self-Neglect Program.