

Total Contacts in Date Range: 53,822

12,907	23.981%	Not Recorded
12,517	23.256%	Individual, Family and Community Support
8,132	15.109%	Mental Health/Addictions
6,857	12.74%	Information Services
5,608	10.42%	Housing
3,896	7.239%	Housing/Utilities
3,563	6.62%	Utility Assistance
1,893	3.517%	Legal, Consumer and Public Safety Services
1,828	3.396%	Health Care
1,516	2.817%	Food/Meals
1,374	2.553%	Income Support/Assistance
1,155	2.146%	Transportation
		Clothing/Personal/Household
1,019	1.893%	Needs
470	0.873%	Volunteers/Donations
334	0.621%	Employment
330	0.613%	Other Government/Economic Services
221	0.411%	Disaster Services
165	0.307%	Education
48	0.089%	Arts, Culture and Recreation

63,834 TOTAL AIRS Problem Needs

Call Center Statistics

This report is turned in annually by centers such as ours to the National Alliance of Information and Referral Systems. This is not the complete list.

“Not recorded” means that no referral was giving.



Adult Protective Services Report

The purpose of the APS program is to respond and investigate alleged abuse, neglect and/or exploitation of persons age 60 and over and 18-59 with a disability living in the community. In addition, a second purpose of the APS program is to link eligible adults to programs and services that allow them to remain independent in their homes. The program saw minimal increases from 2014-2015. PATH’s APS program investigated 303 cases in 2015. Of those 303 cases, 69 were those 18-59 with disabilities. The APS hotline generated 2,451 reports in 2015. This number only depicts reports generated and not the number of calls the APS line receives.



Self-neglect was a victim to the state’s budget impasse in 2015. The self-neglect program did not get implemented state wide as it was expected too, but the Illinois Department on Aging is anticipating this to take place in the next fiscal year.

The APS program had their annual review conducted by Amanda Hyde from the East Central Illinois Area Agency on Aging. The program received a 98.86% for the year 2015. The staff includes Jessica Carmany, APS program manager, a 7 year veteran at PATH. There were four caseworkers for part of 2015. Dave Olivero, a caseworker and back-up supervisor, has been with the agency four years. Jenny Roberts, a caseworker and back-up supervisor, has been with the agency for three years. Jennifer Slater, who is now no longer with the agency, was with the agency for two years; and lastly Devan Forney, a caseworker, who was hired in August of 2015 and primarily, serves Livingston County. Ashley Phillips is used as a back-up caseworker.

ANNUAL REPORT FY2015

PATH, Inc.

PROVIDING ACCESS TO HELP

	02	HOMELESSNESS REDUCED
	02	SENIOR INSURANCE HELP
	04	PROTECTIVE SERVICES



2015 Steep Challenges

HIGHLIGHTS OF **2015**

MEET THE STAFF

The financial picture for PATH, particularly in the last six months of 2015, has been fraught with uncertainty as a result of a slow-down in state funding. Never in the history of Illinois, has the state gone so long without a signed budget.

Through staffing changes, economy, and a larger line of credit, we have managed. Just. We would not still be in business without the dedication and patience of our staff and volunteers.

Positive spotlights in the year: a successful Chefs for PATH fundraiser—over \$51,000 was raised. It was a magical night.

The 2020 Strategic Plan was completed and everyone had input on the final product.

Karen Zangerle, Executive Director
 Kathryn Johnson, Assistant Director
 Todd Hess, Finance Director
 Cathy Beck, Executive Assistant
 Jennifer Nettleton, Program Manager, I&R/Crisis/2-1-1
 Susan Williams, Program Manager, Database
 Lori Kimbrough, Program Manager, Homeless Outreach
 Jessica Carmany, Program Manager, Adult Protective Svcs.
 William McDonald, Phonerom Supervisor
 Tessa Maurer, Phonerom Supervisor/Database
 Bella Ramirez, Phonerom Specialist
 Kevin Richardson, Training Coordinator
 Amanda Padgitt, Database Specialist
 Kiowna Brown, Homeless Outreach Worker
 Jordan Collins, Homeless Outreach Worker
 Bruce Boeck, Mental Health Follow-Up Coordinator
 Angie Baker, Senior Outreach Specialist (McLean Co.)
 Shelley Hunt, Senior Outreach Specialist (McLean Co.)
 Rebecca Wheat, Senior Outreach Specialist (DeWitt Co.)
 Debbie Verdun, Senior Outreach Specialist (Livingston Co.)
 Donna Nelson, Senior Benefits Assistant (Livingston Co.)
 Ashley Phillips, Senior Counselor/APS Caseworker
 Jenny Roberts, Adult Protective Services Caseworker
 Dave Olivero, Adult Protective Services Caseworker
 Devan Forney, Adult Protective Services Caseworker

❖PATH was recertified by AIRS for another 5 years. Jennifer Nettleton provided the leadership for this extensive process. The site examiners finished early as a result of our “outstanding organization.”

❖35 counties now receiving 2-1-1 services.

❖PATH received a grant to provide services for the Women’s Health Line, a part of the Illinois Department of Public Health. This service helps put women in touch with the services they need to response to cervical and breast cancer.

❖HUD awarded a grant to PATH for a planning coordinator for the Central Illinois Continuum of Care.

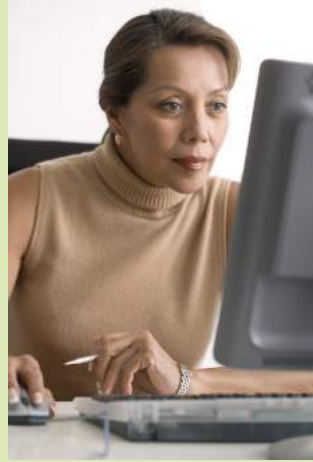
Part of our plan is to move PATH towards new technology, such as e-learning. We do utilize Relias, a large nationwide service, for web-based inservice trainings. We want to expand e-learning for the crisis line workers, bringing our strong program into the 21st Century.

Self-Neglect services were to begin this year, but we were informed that money for these services won't be seen until the 2017 state budget. We were able to secure funds that increased our capacity to serve those with special needs.

In October 2015, I celebrated 30 years as a staff person at PATH. I was hired to start the first senior services program in October 1985 and moved up from there, serving as director since June 2005. It has been an interesting career, filled with people, community issues, and thousands of wonderful people who volunteered their time to make the whole agency work.

Thank you to the staff and board for marking this special day for me.

Karen Zangerle
Executive Director



Database Operations

- ❖ 100% of the Refer database was formally updated for 2015.
- ❖ We are providing 2-1-1 services to 35 counties.
- ❖ All database staff are involved in presenting PATH's Community Resource Seminars.
- ❖ Six seminars were offered in 2015.

Changing Lives for People Experiencing Homelessness

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

Ending Veteran Homelessness: We are reaching a functional zero for this population and hope to be able to officially end Veteran homeless in our area.

Core Services Grant - 1,077 adults served

Supplemental Services Grant - 595 adults served

PATH assisted 56 people to be housed within 60 days of becoming homeless.

We Are Building Lives program assisted 18 Veterans and their families with \$10,000.

We were just short of the goal of 80% as 77% of people that 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.

Fundraising



Chefs for PATH, held in April, was the best one yet. Chef Stu Hummel from Epiphany Farms was the winner; Chef Richard Lozada from Westminster Village was a close runner-up. Our thanks to all the chefs who gave of their time and talents to raise funds for PATH's many programs.

We generally run one small mail campaign for donations each year. In 2015, PATH increased donations by 28%. Thank you to everyone who generously donated to PATH.



MEETING THE GROWING NEED OF OLDER ADULTS & PERSONS WITH DISABILITIES

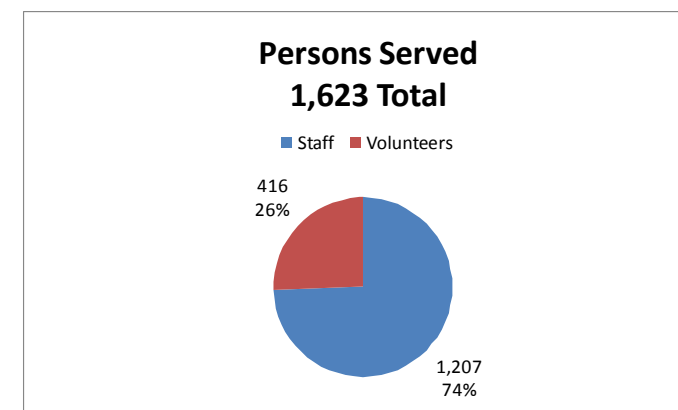
SERVICE	FY 2013	FY 2014	FY2015
Caregiver	284	331	296
SIS/CPoE	2,649	2,857	3,110
Counseling	36	47	56
Disabled Under 60	289	439	433

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

Senior Health Insurance Program (SHIP) Provided Cost-Saving Insurance Counseling

From January 1, 2015 – December 31, 2015, PATH Senior Outreach staff and 9 SHIP volunteers counseled 1,623 individuals on Medicare and/or Medicaid with 1,374.95 hours of service. The total number of hours SHIP volunteers provided was 486.42. Placing a value of \$10.00 per hour, our SHIP volunteers contributed \$4,864.20 of in-kind service. Thank you Tarry Plattner, Dale Nunemaker, Ellen MacCannell Morgan, Ralph Morgan, Paul Minear, Marina Welch, Denise Williams, Jim Keegan and Vicky Chickering.

In addition, staff and volunteers provided 38 public and media events reaching 793 low income individuals who may qualify for additional financial assistance through federally funded programs



Aging/Disability Service Trends 2015 White House Conference on Aging

- ◇ Utilize technology the support older Americans.
- ◇ Make it easier to age in place.
- ◇ Support elder caregiving.
- ◇ Support lifelong learning and engagement.
- ◇ Help older Americans stay healthy.

For more information, go to <https://www.whitehouse.gov/the-press-office/2015/07/13/fact-sheet-white-house-conference-aging>

7 CALL CENTER FACTS

1. HAD THE LARGEST CLASS EVER OF 40 NEW TRAINEES

2. 94% OF VOLUNEERS WERE MONITORED AND TESTED

3. 546.5 INSERVICE CREDITS WERE EARNED (GOAL 505)

4. 89% OF CALLS HAD A FOLLOW-UP STATUS RECORDED

5. 99.9% OF FOLLOW-UP CALLS WERE COMPLETED IN 2015

6. PATH DOCUMENTED 55,013 CALLS IN REFER

7. THERE WAS AN INCREASE OF 22% IN SUICIDE CALLS

2015 PATH's Board of Directors

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John Enlund, President
Diane Zosky, Vice President
Jerry Caldwell, Treasurer
Bess Desch, Secretary

Members

Mark Benson
Debra Block
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Lynn Cahill-Masching
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