Call Center News

In 2017 we added DeKalb, LaSalle, and Warren counties to our 2-1-1 roster. We now serve 40 counties in Illinois. We continued development of disaster protocols for counties served by 2-1-1.

Jennifer Nettleton, our program manager for 211/Crisis Services, moved with her husband to San Diego. She worked for PATH for over 15 years. She will be missed.

As a result, we named Susan Williams as our Call Center Operations Program Manager. Susan started at the agency in 1986 and has served as the Database Manager.

Our largest challenge in 2017 was pursuing technology and the funding for such
The We Are Building Lives program helped 15 veterans and their families into permanent housing.

Adult Protective Services

By the Numbers

<table>
<thead>
<tr>
<th>Year</th>
<th>APS Reports</th>
<th>VAR Reports</th>
<th>After Hrs Reports</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>318</td>
<td>65</td>
<td>2,300</td>
</tr>
<tr>
<td>2017</td>
<td>321</td>
<td>88</td>
<td>3,160</td>
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</tbody>
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Growth: 94%

35.4%

37.4%

Report suspected cases of adult abuse by calling our 24/7 confidential hotline at: 1-866-800-1409

For more information, visit: www.illinois.gov/aging

Adult Protective Services

A program provided by PATH, Inc.

PATH’s Board of Directors 2017

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81% of housing participants increased their income by 80% thus meeting the national goal established by HUD.

Increased income.

Over $49k Raised

NEWS FROM HOMELESS SERVICES

PATH was awarded a grant through the Illinois Department of Human Services Emergency Services Grant to provide Rapid Rehousing Services. The program works with individuals and families who are in homeless shelters or in need of funds to continue current housing. The underlying philosophy focuses on the human impact of living in shelters and the cost of such shelter. The program starts in late spring.

This winter had more people experiencing homelessness than ever before. The national rate of homelessness increased for 2016. This surge in numbers requires diligence in our outreach and Rapid Rehousing Programs in 2018.

We have 2 grants from HUD for providing services. Our numbers for 2017:

- Core Grant: 567 people served
- Supplemental Services Grant: 417 people served

We are the lead entity for the 11-county Central Illinois Continuum of Care. This association of providers of homeless services tackled veteran homelessness and met with success in 2017. The CICOC was able to petition HUD to be recognized as having ended veteran homelessness.

What is coordinated entry?

The Coordinated Entry System (CES) is referred to as the “match.com” of homeless services. CES streamlines the process of finding housing for those who are chronically homeless — with the goal of housing the most vulnerable people first.

Per the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care (CoC) Program interim rule, each CoC is required to implement a coordinated entry system that covers the geographic area of their CoC.

PATH is the lead entity for the Central Illinois Continuum of Care which consists of 11 counties.

What is a Continuum of Care?

The concept was introduced by HUD who funds communities that work together in meeting the needs of people without housing.

How Will Coordinated Entry Work?

There will be hubs located in McLean, Vermilion, and Kankakee counties. After-hours needs will be handled through 2-1-1. The intake focuses first on prevention/diversion, then intake and housing assessment, then housing placement.