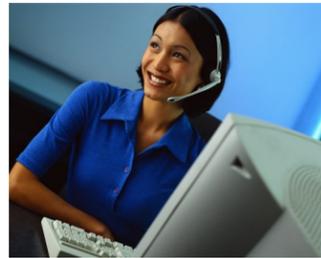


2-1-1 Report

It was a busy year for 2-1-1. We now serve 42 counties. Our newest area is Kane County. Melinda Kintz from United Way in Batavia used her energy, enthusiasm, and ability to pull together people throughout the county has been an inspiration to all of us at PATH. Kane County has a population of 500,000.



Illinois remains one of the few states without more than 50% of the population having access to 211 services. United Ways are the primary funders of 211.

PATH will add counties in the future but only if there are adequate funds and personnel to support the effort. PATH is committed to the statewide goal.

2-1-1 Telemetrics

Abandoned Call Rate: 22%

Callers who are waiting to talk to an operator but hang-up.

Avg. In Queue Time: 1.03 minutes

Callers who choose to wait for next the available operator.

Avg. Abandon Time: 1:13 minutes

Outcomes

Follow-up status is documented with at least 80% of all callers. 86.8%

Suicide calls are accurately assessed through nationally approved format. No lives lost.

Test, monitor, and call records reviewed for 90% of operators. Actual: 100%

6 in-service hours per year. Actual: 664



Annual Report

PROVIDING ACCESS TO HELP

2018

IRS Standard Types of Calls

Number of 211 Calls	Category
9923	Information Services
9891	Individual, Family and Community Support
7193	Housing
4344	Mental Health/Addictions
3455	Utility Assistance
2159	No referral given
1336	Health Care
1271	Food/Meals
1222	Transportation
1180	Legal Services
1163	Income Support/Assistance
978	Clothing/Personal/Household needs
243	Employment
232	Volunteers/Donations
202	Disaster Services
176	Other Government/Economic Services
81	Education
29	Arts, Culture and Recreation
45,078	Total

Year in Review

The year 2018 watched as PATH rolled out a new phone system. Our former system had been in place since 1990 but updated throughout the years. The IWATSU phones finally went obsolete and we decided to take a step into the future by moving our business to the “cloud”. Instead of phones, our call center has computers, monitors, and headphones. The system adds new features and offers callers options if a hotline worker is not available. We are receiving much better statistics regarding telemetrics, such as abandoned call count, length of time to answer, etc. This helps monitor staffing needs and compares our numbers to national standards.



The office side of PATH including administration, homeless services, and Adult Protective Services operates on a different phone system. The changing of phone numbers has been a challenging process but the bottom line is still—if you need help, dial 211.

Our 5K run in September was a beautiful day at Destihl’s Brewery. Funds raised will be used towards Adult Protective Services. We celebrated our 10th Annual Chefs for PATH starting with a champagne toast to continued future success.

PATH services—24/7 hotline, 2-1-1 services for 42 counties, community resource training seminars, printed resource directories, on-line searchable database of health and human services, National Suicide Prevention Lifeline network, answering services, homeless outreach, planning coordinator for Central Illinois Continuum of Care, adult protective services, chefs for path fundraiser, 5K Run at Destihl Brewery, crisis volunteer training three times a year, community outreach, recruitment of volunteers, 90 trained volunteers

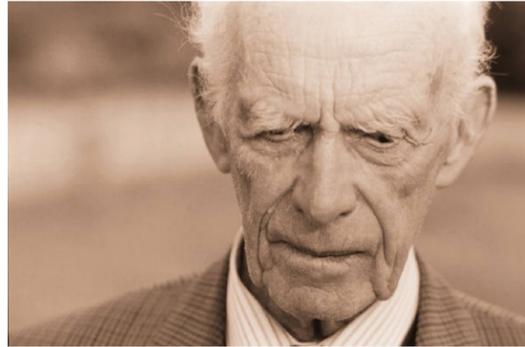
APS Intake for State of Illinois

PATH has the state contract to provide after-hours services for the entire state of Illinois. As of April 2018 the phone room went to a new phone system called InContact. Through this system we have been able to monitor how many APS calls we get as well as the percentage of calls that were answered within 90 sec.

Grant renews for another 5 Years

STATE OF ILLINOIS REPORTING HOTLINE:

866.800.1409



Adult Protective Services

The purpose of the APS program is to respond to and investigate alleged abuse, neglect, and/or exploitation (ANE) of persons age 60 and over and those 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.

Adult Protective Services By the Numbers

VAR Reports are calls regarding individuals who are classified as a case of self-neglect.

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

	2017	2018	Growth
APS Reports	321	361	12.5%
VAR Reports	88	63	-26.0% decrease
After Hrs Reports	3,160	3,193	1.04%

After Hours Calls handled: 7,344

Service level for all handled calls- 96.27% (calls that were answered within 90 seconds)

Average time in queue- 27 seconds (time they waited until the call was answered by a human voice)

2018 was the year of many staff changes. Jessica Carmany left the program as of Feb 2018 to pursue other career opportunities after 9 years at PATH. Kathryn Johnson was promoted to APS supervisor and Melissa Primmer was hired in May 2018. As of December 2018, there were 4 APS staff members, Kathryn Johnson, Dave Olivero, Melissa Primmer, and Gabriella Har-nish.

There are seven after-hours intake workers who answer the APS hotline.

Looking for Home

PATH's services for people experiencing homelessness increased in 2018. In line with national goals with HUD, the Coordinated Point of Entry helps place people who may be in need of housing across the 11-county Continuum of Care. The goal is to ensure people are being placed into housing that meets their individual needs.

One of those housing types is being delivered through PATH—The Rapid ReHousing Program. The name is a bit of misnomer because people come in expecting immediate assistance with their rent but the program does not work that way. A certain number of individuals and



families have an in-depth screening with the RRH Coordinator. The Coordinator assesses the clients ability to sustain themselves in housing, following HUD guidelines. If approved, the Coordinator will

work on a 3 month plan (can be extended) and there is money for rent, utilities, and other items that make up a home. The program's purpose is to do away with barriers to housing. People can be accepted who are mentally ill and not receiving treatment. They cannot be turned away because of a past criminal record, and income is not required although that will be part of the plan. HUD intends to support programs with low barriers to housing.

Program Outcomes

Outcome: Find permanent housing for at least 80% of clients within 12 months.

Results: 187 clients who were verified as Category 1 HUD Homeless were removed from the prioritization list in 2018.

72% of these clients exited to housing locations.

22% of clients could not be located after three separate follow-up attempts.

6% of clients relocated to an area outside of the CICoC or entered an institution.

Outcome: 44% of persons placed into housing (ES, TH, SH, or PSH) as a result of the street outreach program during the operating year.

Results: 29% of the clients added to the prioritization list by PATH's outreach team were placed into permanent housing locations.

35% of the clients located temporary housing solutions.

The other 36% were either institutionalized, relocated outside of our service area, or could not be located after three follow-up attempts.