

# 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 in Refer, our software package. The actual number of calls are much higher, but come in so rapidly they are not documented.

## AIRS Problem Needs

01/01/2014 To 12/31/2014

Total Contacts in Date Range: 55,013

14,224	25.856%	No Referral Made
12,403	22.546%	Individual, Family and Community Support
7,330	13.324%	Mental Health/Addictions
7,105	12.915%	Housing
6,719	12.213%	Information Services
3,659	6.651%	Utility Assistance
1,920	3.49%	Health Care
1,776	3.228%	Legal, Consumer and Public Safety Services
1,458	2.65%	Food/Meals
1,209	2.198%	Transportation
1,160	2.109%	Income Support/Assistance
928	1.687%	Clothing/Personal/Household Needs
780	1.418%	Housing/Utilities
340	0.618%	Volunteers/Donations
338	0.614%	Employment
289	0.525%	Other Government/Economic Services
186	0.338%	Disaster Services
172	0.313%	Education
55	0.004%	Legal, Consumer and Public Safety
48	0.087%	Arts, Culture and Recreation

62,047 TOTAL AIRS Problem Needs

## ANNUAL REPORT FY2014

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# PATH, Inc.

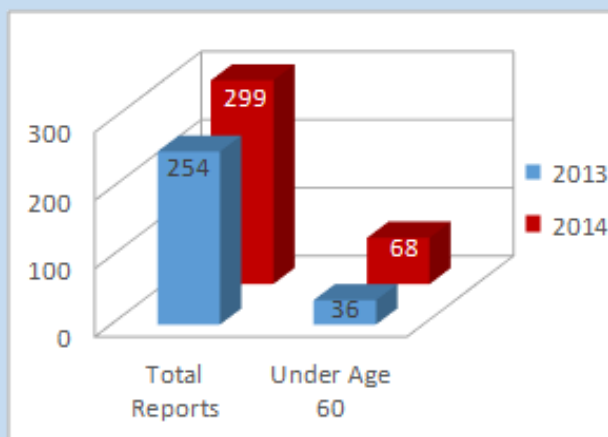
PROVIDING ACCESS TO HELP

## 2014 PREPARING FOR THE FUTURE: Looking Ahead to Changes in Funding

## HIGHLIGHTS OF 2014

## 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.
  - \* Substantiated cases of abuse increased from \$538 to \$614, which is a 14.1% increase.
  - \* Follow-up cases increased from \$92 per month to \$109, which is an 18.5% increase.

The annual review conducted by Susan Real from the East Central Illinois Area Agency on Aging was conducted in June, 2014. This was a two day review and the cases being reviewed are not revealed to the APS program until the morning of the review. The APS program received a 96.95%.

The APS afterhours hotline generated 2,440 reports in 2014. These are the calls that directly come in on the APS line and generate APS or self-neglect reports.

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

- 68.4% High school education level
- 98.2% 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
- 98.2% 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
- 96.5% received information they were looking for

#### Results from Caregivers Surveyed

- 45.5% work full-time
- 100% Caucasian
- 100% have received education above High School
- 50% earn over \$40,000/yr.
- 27.3% spouse; 64% adult child; 8.7% friend or neighbor
- 100% thought Caregiver Advisory Services (CAS) helped them be a better caregiver
- 91% thought CAS connected caregiver to needed services and resources
- 91% thought CAS helped them provide care longer
- 100% would recommend PATH Senior Services to others
- 82% rated CAS excellent or very good.



◆ Executive Director Karen Zangerle was given the Florence Fifer Bohrer Award from the McLean County League of Women Voters at their annual meeting this past 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.

◆ 36 counties now receiving 2-1-1 services.



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

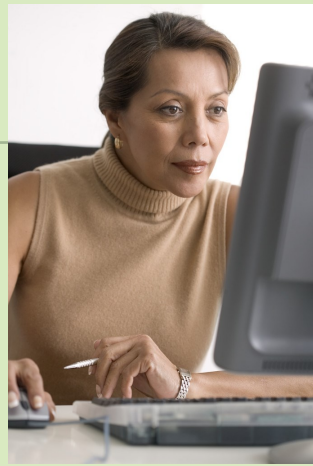
The Representative Payee program is in the process of spinning off into a new, non-profit entity that will accept people into this program.

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. Fund-raising 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 this 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 will reflect our ever-changing landscape and our continued success.

Karen Zangerle  
Executive Director



## Database Operations

- ❖ 100% of the Refer database was formally updated for 2014.
- ❖ PATH added 23 new counties for 2-1-1 services. We are providing 2-1-1 services to 36 counties.
- ❖ We are currently working on Knox County. Logan County is next on the list.
- ❖ 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.

- ❖ All three database staff are involved in presenting PATH's Community Resource Seminars.
- ❖ Revenue from directories was down for 2014, though income from Resource Seminars was up.
- ❖ 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.

## 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

Supplemental Services Grant- 545 adults served

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

We Are Building Lives program assisted 15 Veterans and their families.

We were just short of the goal of 80% as 79% 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.



## 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%.



## 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.

## 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 Tarry Plattner, Jackie Newman and Dale Nunemaker for volunteering in 2014 to help support SIS/CPoE staff and provide Medicare related counseling.



## 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.

## 7 CALL CENTER FACTS

1. 94 VOLUNTEERS STARTING TRAINING IN 2014
2. 64 VOLUNTEERS SUCCESSFULLY FINISHED!
3. 526 INSERVICE HOURS WERE COMPLETED
4. 88% OF CALLS HAD A FOLLOW-UP STATUS RECORDED
5. 99.8% OF FOLLOW-UP CALLS WERE COMPLETED IN 2014
6. PATH DOCUMENTED 55,013 CALLS IN REFER
7. RENT/UTILITY ASSISTANCE WERE THE TOP 2 CALL REASONS

In 2014 PATH submitted the required package for renewal of the Alliance of Information and Referral Systems (AIRS) certification. PATH is the only certified center in the state of Illinois. Our initial certification was in 2010 and lasted for five years.

AIRS certification requires us to compare our operating procedures across all domains, e.g. database, training, administration. An on-site review will happen in early spring.

Jennifer Nettleton, Program Manager for Crisis/2-1-1 services, had the lead position on this recertification process.