Call Center Volunteers

120 CALLS PER DAY

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

<table>
<thead>
<tr>
<th>Total Contacts in Date Range: 42998</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Counts 2017: 42,998</td>
</tr>
<tr>
<td>12,696 Individual, Family Support</td>
</tr>
<tr>
<td>9,645 Information Services</td>
</tr>
<tr>
<td>7,031 Housing</td>
</tr>
<tr>
<td>4,362 Mental Health/Addictions</td>
</tr>
<tr>
<td>3,609 Utility Assistance</td>
</tr>
<tr>
<td>2,394 Not Recorded</td>
</tr>
<tr>
<td>1,615 Health Care</td>
</tr>
<tr>
<td>1,345 Legal</td>
</tr>
<tr>
<td>1,319 Food/Meals</td>
</tr>
<tr>
<td>1,161 Transportation</td>
</tr>
<tr>
<td>1,140 Income Support/Assistance</td>
</tr>
<tr>
<td>969 Clothing/Household Needs</td>
</tr>
<tr>
<td>288 Employment</td>
</tr>
<tr>
<td>244 Volunteers/Donations</td>
</tr>
<tr>
<td>229 Disaster Services</td>
</tr>
<tr>
<td>203 Other Government</td>
</tr>
<tr>
<td>127 Education</td>
</tr>
<tr>
<td>36 Arts, Culture and Recreation</td>
</tr>
</tbody>
</table>

211 Counties 2017

- Alexander
- Champaign
- DeKalb
- DeWitt
- Douglas
- Franklin
- Gallatin
- Hamilton
- Hardin
- Iroquois
- Jackson
- Jefferson
- Johnson
- Kankakee
- Knox
- LaSalle
- Lee
- Livingston
- Massac
- McHenry
- McLean
- Menard
- Moultrie
- Ogle
- Perry
- Pope
- Pulaski
- Saline
- Sangamon
- Union
- Vermilion
- Warren
- Washington
- Wayne
- White
- Whiteside

Our mission is providing access to help that improves and saves lives

Vision in 2017

PATH began work on seeking a new phone system that moves us towards the future of telecommunications. No longer do you see corded phones - the proliferation of cell phones has changed the way people seek information and help.

The use of the Internet, chat, and text services pose challenges.

Our first step forward is to bring our call center up-to-date. We investigated a number of providers of “cloud” services and chose InContact, one of the largest provider of cloud services and a service that United Way Worldwide has made affordable. The results of the transition should be completed in April 2018.

Fruition in 2018

Total Contacts in Date Range: 42998
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>
</tr>
<tr>
<td>Growth</td>
<td>.94%</td>
<td>35.4%</td>
<td>37.4%</td>
</tr>
</tbody>
</table>

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.

**Enough is Enough!**

**Adult Protective Services**

* A program provided by PATH, Inc.

Report suspected cases of adult abuse by calling our 24/7 confidential hotline at: 1-866-800-1100

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

**PATH’s Board of Directors 2017**

Diane Zosky, President
Mark Benson, Vice-President
Alisha Howell, Treasurer
Bess Desch, Secretary
Debra Block

Jeff Klepec
Chris Niebur
Rod Ebert
Beth West

**INFORMATION**

**DIAL 2-1-1**

**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.

**INFORMATION**

**DIAL 2-1-1**

**STATISTICS**

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

**Increased income.**

**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.