

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

FIND HELP



120
CALLS PER
DAY

90

Call Center Volunteers



Total Contacts in Date Range: 42998

Total Counts 2017 42,998

12,696 Individual, Family Support

9,645 Information Services

7,031 Housing

4,362 Mental Health/Addictions

3,609 Utility Assistance

2,394 Not Recorded

1,615 Health Care

1,345 Legal

1,319 Food/Meals

1,161 Transportation

1,140 Income Support/Assistance

969 Clothing/Household Needs

288 Employment

244 Volunteers/Donations

229 Disaster Services

203 Other Government

127 Education

36 Arts, Culture and Recreation

211 Counties 2017

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

OUR MISSION IS Providing Access To
Help that improves and saves lives



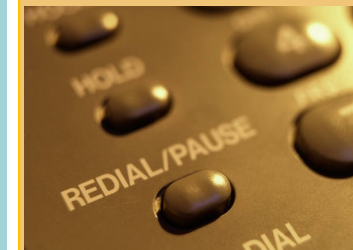
FROM THE DIRECTOR

Maintaining quality services with fiscal responsibility was the focus for 2017. Chefs for PATH, our annual fundraiser, was a success and we added a 5K run in October connecting to routes by the new Destihl Brewery.

We were involved in several community endeavors including the Pay for Success project working towards reducing chronic conditions that keep people experiencing homelessness in a downward spiral.

Our 3 programs: 211, Adult Protective Services, and Homeless Services continue to strengthen our community.

Vision in 2017



Lo 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

HELP IS AT HAND

ADULT PROTECTIVE SERVICES: The purpose of the APS program is to investigate alleged abuse, neglect and/or exploitation of persons age 60 and over and people ages 18-59 with a disability living in the community. The program is based on an advocacy model.

A guiding principle to the program is the victim's right to self-determination ensuring one's civil rights are not being violated. There are intervention principles used by case workers to support the adult's right to self-determination. If the person is determined to have diminished capacity, the case worker will respond in the client's best interest.

The We Are Building Lives program helped 15 veterans and their families into permanent housing.

Adult Protective Services By the Numbers

	2016	2017	Growth
APS Reports	318	321	.94%
VAR Reports	65	88	35.4%
After Hrs Reports	2,300	3,160	37.4%

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.



OVER \$49k RAISED

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:

1-866-800-1409

For more information, visit:

www.illinois.gov/aging



PATH's Board of Directors 2017

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Debra Block	

STATISTICS

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

81%

Increased income.

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.

Coordinated Entry for People Experiencing 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.

INFORMATION

DIAL 2-1-1

