

4

CALL CENTER FACTS

1. All volunteers were monitored and had call log reviews; 90% completed testing.
2. 89% of calls had a follow-up status recorded; goal of 80%
3. 99% of follow-up calls were completed in 2016.
4. 211 calls answered on average in 4 seconds.

CALL CENTER STATISTICS

Total Contacts in Date Range: 47171

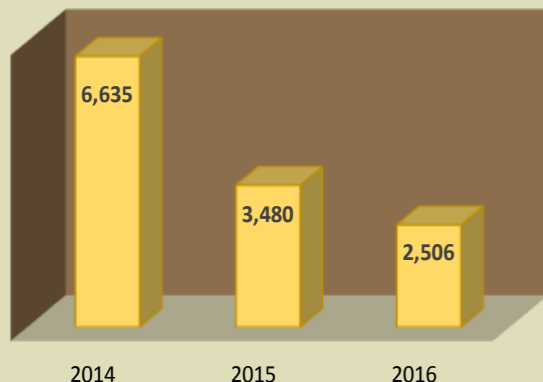
11672	24.744%	Individual, Family and Community Support
10700	22.683%	Not Recorded
6801	14.418%	Housing
6152	13.042%	Information Services
5472	11.6%	Mental Health/Addictions
3462	7.339%	Utility Assistance
2718	5.762%	Health Care
1735	3.678%	Legal, Consumer and Public Safety Services
1361	2.885%	Food/Meals
1057	2.241%	Transportation
966	2.048%	Clothing/Personal/Household Needs
862	1.827%	Income Support/Assistance
363	0.77%	Volunteers/Donations
301	0.638%	Employment
217	0.46%	Other Government/Economic Services
171	0.363%	Education
153	0.324%	Disaster Services
32	0.068%	Arts, Culture and Recreation
8	0.017%	Housing/Utilities

54206 TOTAL AIRS Problem Needs

A CLOSER LOOK AT CALL STATISTICS

Millennial Data

Call volume continues to decrease and a closer look at statistics gives some answers. Young adults don't use the phone to talk to others. This is borne out in our statistics for the last three years. Callers age 15-30 use texting and chat (to a smaller degree) when they need help or information. PATH



plans to add text services in calendar year 2017.

Suicide

PATH received 1,412 suicide calls in calendar year 2016.

The trained hotline operators assess lethality, the likelihood of an individual committing suicide in the immediate future. The total calls broke down as follows:

43%	Low-Medium Risk
38%	No risk after assessment
16%	High lethality
3%	In Progress (no lives lost)

PATH is affiliated with the American Association of Suicidology, the National Suicide Prevention Lifeline, and the Alliance of Information and Referral Systems. Our assessment process meets the accreditation process for all three entities.

Annual Report

FY16



Who We Are

PATH, Inc. started in 1971 on the ISU campus but quickly grew to be a community resource. Currently PATH provides information and referrals, and crisis response through our 24/7 call center. PATH provides 2-1-1 services for 39 counties in Illinois, the largest provider in the state.

Two other divisions are Adult Protective Services and services for people experiencing homelessness

DIRECTOR'S REPORT: SURVIVAL IN TOUGH TIMES

2016 proved to be an unpredictable year for PATH and our organization had the most significant changes in 30 years.

We had been providing Senior Information Services (SIS) since 2005 which included outreach in DeWitt, Livingston, and McLean counties, as well as Caregiver Advisor Services and In-home Counseling.

There was no state budget starting in July 2015 and therefore no state funding could be released. For 12 months we tried to hold together these services but PATH's Board of Directors made the difficult decision to terminate the programs in the 12th month of inadequate funding.

We lost 6 outstanding professionals in this process and closed offices in Clinton and Pontiac. It was a difficult time for all. Community Care Systems took over the outreach programs.

This for-profit organization has the adequate reserves to sustain operating costs when the state of Illinois is not paying. PATH, as a small, non-profit, did not have the funds in reserves to continue carrying the programs.

Our plan for 2017 is to ramp up our fundraising efforts in an effort to keep the three service divisions intact: Adult Protective Services, Homeless Services, and our 211/Crisis 24/7 hotline.

Our greatest resource is our staff and volunteers who work very hard to deliver the quality services PATH has been known for over the last 46 years.

Karen Zangerle
Executive Director

2016 PATH's Board of Directors

Officers

- John Enlund, President
- Diane Zosky, Vice President
- Alisha Howell, Treasurer
- Bess Desch, Secretary

Members

- Mark Benson
- Debra Block
- Tony Bykowski
- Lynn Cahill-Masching
- Jeff Klepec
- Christopher Neiber
- David Rardin
- Beth West



Mental Health Calls in McLean County

3263	Support Only
1882	Mental Illness
425	Suicide
245	Crisis Intervention
150	General Counseling Services
102	Support Groups
56	Domestic Violence Shelters
53	Counseling Referrals
44	Domestic Violence
43	Substance Abuse
40	Domestic Violence Hotlines
40	Sexual Assault
29	Suicide Counseling
26	Community Mental Health
24	Psychiatric Disorder Counseling
24	Sexual Assault Hotlines
23	Addiction
21	911 Services
20	Detoxification
18	Adolescent/Youth Counseling
18	Sexual Assault Counseling Child Abuse Reporting/Emergency Response
16	Family Counseling
12	Psychiatric Case Management
9	Runaway/Homeless Youth
8	Anger Management
8	Suicide Prevention Hotlines
7	Psychiatric Inpatient Units
7	Recovery Homes/Halfway Houses
6	Activities of Daily Living
6	Adult Day Programs
5	Caregiver Counseling
5	General Psychiatry
4	Crisis Intervention Hotlines
3	Adult Residential Treatment
3	Domestic Violence Programs
2	Psychiatric Hospitals
1	Inpatient Rehabilitation



DATABASE OPERATIONS

PATH's database is our most valuable resource with the exception of our outstanding staff.

Our database include 2,379 agencies, 3,531 total sites, and 11,651 total available services.

The Alliance of Information and Referral Systems accreditation requires that every service is updated at least annually. PATH also monitors regional newspapers to glean information on new or changing services.

Our database operations also offers local directories for McLean, Livingston, and DeWitt counties and offers on-site resource trainings for McLean County at least 4 times per year.

Our Database Manager, Susan Williams, is in charge of developing the databases for new 2-1-1 agencies. She is assisted by Jillian Myers, Database Specialist.



2-1-1 is the easy to remember phone number that links people in need with health and human services. PATH started as one of the initial pilot projects and now provide services to 37 counties with more in our future. The two newest additions are Macon and Moultrie.

One of the responsibilities for 2-1-1 is to be there in times of disaster. To this end, PATH has been working to develop Memorandums of Understanding with local Emergency Management Agencies.

PATH serves:

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

ADULT PROTECTIVE SERVICES

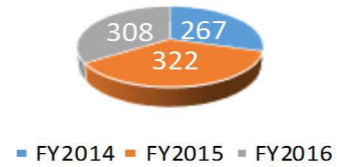
The purpose of the Adult Protective Services program is to respond and investigate alleged abuse, neglect and/or exploitation of persons age 50 and over as well as individuals age 18-59 with a disability living in the community. In addition, a second purpose of the APS program is to link eligible adults to programs and services that allow them to remain independent in their homes. The program saw minimal increases from 2015-2016. PATH 's APS program investigated 318 cases in 2016, an increase of 15 cases. Of those cases 67 were people with disabilities.

The APS program had their annual review conducted by the Illinois Department on Aging and the East Central Illinois Area Agency on Aging. The program received a 96.41% score for 2016.

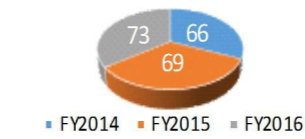
APS After-Hours Hotline

PATH answers the toll-free hotline run by the state for reporting abuse. The hotline took 2,300 reports in 2016. This number only depicts reports generated and not the number of calls the APS line receives.

APS Reports Age 60+



Ages 18-59



SERVICES FOR PEOPLE EXPERIENCING HOMELESSNESS

Our division of services for those experiencing homelessness had a successful year. We were able to serve 22 veterans with \$16,500 in cash assistance through the We Are Saving Lives program. Funds for this program come from the annual Kathryn Beich sale at Christmas. These funds paid to move veterans without housing into permanent homes.



2016 was a busy year. PATH served 862 adults through our Core Services programs and 672 people through the Supplemental Services Grant. Both programs are funded by HUD with cash matches made by the City of Bloomington.

We met our outcomes reported annually to the federal government. We moved 81% of people without housing into permanent housing in less than 12 months. 84% of transitional housing clients increased their income and/or benefits during their time in the program. The goal was 80% for both outcomes.

Lori Kimbrough, Program Manager for Homeless Services, has done an outstanding job with multiple challenging responsibilities. She manages the Central Illinois Continuum of Care, made up of 11 counties in central Illinois. Lori is also responsible for overseeing the Homeless Management Information System, successfully transitioning a change in complex software. Supervising staff and interns completes the range of skills Lori demonstrates on a daily basis.

Piper Reising joined PATH in December as the full-time Housing and Benefits Specialist, hired following a successful internship. Piper graduated summa cum laude from Illinois State University with a degree in psychology.

APS PROGRAM FAST FACTS

SURPRISES

- ◆ Level of difficulty increasing; more legal remedies required.
- ◆ Livingston County numbers have fluctuated.

TRENDS

- ◆ Repeat cases; clients returning to caseloads multiple times after being closed or not substantiated.
- ◆ Higher monthly intakes per month. The new average is between 25-35 cases per month.
- ◆ Financial exploitation continues to be the most reported type of abuse, followed by emotional abuse and passive neglect.
- ◆ Clients are declining services more frequently.



CHALLENGES

- ◆ Lack of payments from the state leading to holding mileage, and on call pay.
- ◆ Closing down the Senior Information Services increased the difficulty for APS to make referrals.