



## Older Adult Services Advisory Committee

# Point of Entry Work Group

Date: February 24-2009

Location: Conference Call

Attending: Jonathan Lavin, Cathy Weightman Moore, Amy Reeser, Becky Gillen, Janet Ellis, Shaun Lewis, Louise Starmann, Alan Factor, Jan Stille, Margaret Neiderer, Susan Real, Karen Zangerle, Betsy Creamer, Barbara Manning, Susan LaTourelle, Becky Lerfeldt, Rosanna McClain, and Ross Grove

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1. **PATH** — Karen Zangerle, PATH, gave a presentation on 211 in Illinois. Karen explained that PATH was selected as one of the 3 pilot 211 projects in Illinois; the other two are United Way of Greater St. Louis (covering 9 counties) and the Quad Cities are with one county (Rock Island) for a total coverage in Illinois of 12-13 counties. The goal is to bring 211 to all counties in Illinois. Karen explained how 211 works: it is a free service to the caller and is an information & referral line for services. The operator uses a resource inventory database to provide the referral information. Karen described the information process (eg. Someone calls and needs an agency phone number, which is provided) or a referral where an intake/assessment process is done to give referral to an appropriate agency or service. The caller is then asked if they want a follow up call to see if they were connected with the service. All of the information is shown on a computer screen. If people call for 411, the operator explains that they do not provide that information, as they are there to connect people to human services. Karen stated that they are currently working on the problems with cell phones being able to use 211.

There is currently a group working on the formation of a private not-for-profit 501(c)(3) to manage the 211 system in Illinois. The state would work as a partner with the private nfp. There was discussion of the development of a State Plan and funding needed. Karen explained that Illinois will be different from other states due to Cook County, and infrastructure costs associated with the system are so great may lead to a more regional model. Karen explained that the cost of the switches with the telephone companies are not as high as originally estimated. Karen discussed the use of 211 as a disaster preparedness tool embraced by FEMA and the American Red Cross. She also reviewed the publicity used by PATH for the 211 system in her area and noted that it may take 5-10 years to become well known. Karen also described outcomes of the system effectiveness in terms of initial, intermediate and long term. The National 211 website is [www.211.org](http://www.211.org).

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2. **Survey** — Jon Lavin began a preliminary review of the CPoE survey of service providers. Approximately 109 surveys were completed and about ½ of the respondents were Case Coordination Units. There was discussion of how to go about the analysis of the data and ways in which the data can be most useful in developing standards for a Coordinated Point of Entry. One suggestion was to look at the survey results across regions, dividing the state into 3 sections: Northeastern Illinois (PSA 2, 13, 12) and then north of Springfield and south of Springfield. There was discussion of the usefulness of each Area Agency on Aging being able to look at the data specific to their respective areas. Looking at the cost centers, reviewing data from a regional base and the unique characteristics of each region (eg, demographics, funding, etc) would be helpful. Beginning analysis will be presented at the in person CPOE meeting on March 30.
3. **Future meetings** — March 30 and June 1, 10:30 a.m., at East Central Illinois Area Agency on Aging, Bloomington.