

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR MAY 2014
HEARTLINE OKLAHOMA**

CALL CENTER: HeartLine Oklahoma

COUNTIES COVERED: 40 counties in Western Oklahoma

Central Oklahoma: Canadian, Cleveland, Garfield, Grady, Grant, Kay, Kingfisher, Lincoln, Logan, McClain, Noble, Oklahoma, Payne, Pawnee, Pottawatomie

Northwestern Oklahoma Counties: Alfalfa, Beaver, Blaine, Cimarron, Custer, Dewey, Ellis, Harper, Major, Roger Mills, Texas, Woods, Woodward

Southwestern Oklahoma Counties: Beckham, Caddo, Comanche, Cotton, Greer, Harmon, Jackson, Jefferson, Kiowa, Stephens, Tillman, Washita

CALL VOLUME BY AREA (Number & Percentage of Total Calls):

County	# of Calls	%
Central Oklahoma	8,028	77.42%
NW Oklahoma	62	0.60%
Not Oklahoma	530	5.11%
Other Oklahoma	204	1.97%
SW Oklahoma	447	4.31%
Unknown Location	1,098	10.59%
Total	10,369	100%

TOTAL NUMBER OF CONNECTED CALLS THIS MONTH by Service Level

Service Level Provided to Caller	# of Calls	% of Total
Advocacy /At-Risk (Connects caller to additional assistance)	182	1.76%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	7,086	68.49%
Crisis (Mental health or life threatening intervention and connection to emergency services)	54	0.52%
Listening and Support (Listening, support or redirection of callers with emotional distress or complex issues)	1,209	11.69%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	877	8.48%
Total Caller Contacts	9,408	90.93%
Other	938	9.07%
Total Calls Records	10,346	100%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
12:00-01:00 AM	111	1.07%
01:00-02:00 AM	143	1.38%
02:00-03:00 AM	66	0.64%
03:00-04:00 AM	71	0.69%
04:00-05:00 AM	73	0.71%
05:00-06:00 AM	80	0.77%
06:00-07:00 AM	137	1.32%
07:00-08:00 AM	253	2.45%
08:00-09:00 AM	616	5.95%
09:00-10:00 AM	1,034	9.99%
10:00-11:00 AM	1,084	10.48%
11:00-12:00 PM	1,028	9.94%
12:00-01:00 PM	973	9.40%
01:00-02:00 PM	952	9.20%
02:00-03:00 PM	868	8.39%
03:00-04:00 PM	795	7.68%
04:00-05:00 PM	640	6.19%
05:00-06:00 PM	344	3.32%
06:00-07:00 PM	265	2.56%
07:00-08:00 PM	209	2.02%
08:00-09:00 PM	170	1.64%
09:00-10:00 PM	164	1.59%
10:00-11:00 PM	137	1.32%
11:00-12:00 AM	133	1.29%
Total Calls	10,346	100%

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CALL MANAGEMENT

Metric		Goal
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	1 Min 20 Sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	20.34%	≤ 10%
Average Time a Caller is in Queue before Abandoning Call: Average time callers responding to auto attendant are in message queue prior to abandoning	1 Min 54 Sec	N/A
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 Min 51 Sec	N/A

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	%
Non-English Calls Total	67	0.65%
Spanish Language Calls	67	0.65%
Other Non-English Calls or Deaf Translation	0	0.00%
% Non English Calls Taken by Bilingual Call Specialists	45	0.44%
% Non English Calls Translated by Tele-Interpreter	21	0.20%
% Non English Calls Translated by 3rd Party on Call	1	0.01%
Deaf Translation Calls Using 7-1-1 Relay Service	0	0.00%

2-1-1 ONLINE DATABASE

Web Activity	#
Site Visits	2,313
Search Sessions	2,058
Total Searches	3,349
Average Visit Length	26.0 min

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FOLLOW-UP CALLS REPORT

Service Quality Follow Up: *Service Quality Follow-up services provided to a random sampling of caller contacts receiving Assessment of call need assistance. Calls are made within 15 days of original contact date.*

Quality Service Follow-Up	#	%	Goal
Number of Callers Receiving Assessment Services	7,086	68.49% of 10,346	N/A
Number of Calls Flagged For QS Follow Up	178	2.51% of 7,086	5%
Number of Outgoing Calls Made for QS Follow Up	670	N/A	N/A
Callers Contacted For QS Follow Up	125	1.76% of 7,086	2.50%
Results of Quality Service Follow Up			Goal
Callers Expressing Satisfaction with 211 Services	124	99.20% of 125	85%
Callers Who Plan to Use 211 again	125	100% of 125	N/A
Callers Who Did Not Contact Referral Agency	20	16% of 125	<20%
Callers Who Contacted One or More Referral Agencies	105	84% of 125	80%
Callers Contacting Referral Agency Receiving Services			
Including Those with Applications Pending	76	72.38% of 105	70%
Callers Contacting Agency Not Receiving Desired Services	29	27.62% of 105	<30%

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AIRS NEEDS CATEGORIES: CALLER NEEDS FOR ALL 2-1-1 CALLERS

AIRS Needs	Definition	#	Percent
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	15	0.14%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	297	2.81%
Disaster Services	Disaster relief, shelter and recovery services	87	0.82%
Education	Education and Facilities, School supplies, tutoring	45	0.43%
Employment	Job training, career counseling, job search	47	0.44%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1,198	11.34%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1,332	12.61%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	3,224	30.51%
Income Support/Assistance	SS, SSDI, Workman's Comp, Unemployment, Taxes	207	1.96%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	329	3.11%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1,271	12.03%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	481	4.55%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	1,685	15.95%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	47	0.44%
Transportation	Assistance with transportation or transportation for special needs ,	252	2.39%
Volunteers/Donations	Volunteer and or Donation Opportunities	49	0.46%
Total Needs		10,566	100%

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Unmet Needs: *The Unmet needs category is a subset of AIRS Caller Needs for all 2-1-1 Calls. A need is identified as unmet when no referral source is available to meet the caller's need. Need may be unmet because 1) service in database does not meet the client's need, 2) service doesn't exist in the callers location or no service can be found in the database for the specific need or 3)client is not eligible for specific services.*

AIRS Needs	Definition	#	Percent
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	2	0.57%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	14	3.98%
Disaster Services	Disaster relief, shelter and recovery services	1	0.28%
Education	Education and Facilities, School supplies, tutoring	0	0.00%
Employment	Job training, career counseling, job search	1	0.28%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	21	5.97%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	28	7.95%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	170	48.30%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	0	0.00%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	8	2.27%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	58	16.48%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	5	1.42%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	10	2.84%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	1	0.28%
Transportation	Assistance with transportation or transportation for special needs ,	33	9.38%
Volunteers/Donations	Volunteer and or Donation Opportunities	0	0.00%
Total Unmet needs		352	100%

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	TOP 15 AGENCY REFERRALS	Agency Type	Count	Percent
1	HLOK482 - CATHOLIC CHARITIES ARCHDIOCESE OF OKLAHOMA CITY	Non-Profit	1,350	9.95%
2	HLOK2598 - NEIGHBOR FOR NEIGHBOR	Non-Profit	539	3.97%
3	HLOK730 - CITY RESCUE MISSION	Faith-based, Non-Profit	407	3.00%
4	HLOK1713 – HEARTLINE INC.	Non-Profit	394	2.90%
5	HLOK16253 - COUNTY OF OKLAHOMA	Public-County	347	2.56%
6	HLOK4536 - US DEPARTMENT OF HEALTH & HUMAN SERVICES	Governmental	295	2.17%
7	HLOK268 - BAPTIST MISSION CENTER	Faith-based, Non-Profit	265	1.95%
8	HLOK4244 - ST CHARLES BORROMEO CONFERENCE	Faith-based, Non-Profit	232	1.71%
9	HLOK796 - COMMUNITY ACTION AGENCY OF OKLAHOMA & CANADIAN COUNTY	Non-Profit	227	1.67%
10	HLOK4551 - VARIETY CARE FAMILY HEALTH	Private, Non-Profit	222	1.64%
11	HLOK3820 - QUAIL SPRINGS BAPTIST CHURCH	Faith Based	199	1.47%
12	HLOK875 - CORPUS CHRISTI CATHOLIC CHURCH	Faith Based, Non-Profit	194	1.43%
13	HLOK666 - CHRIST THE KING CATHOLIC CHURCH	Faith Based, Non-Profit	162	1.19%
14	HLOK4526 - UPWARD TRANSITIONS TRAVELERS AID	Non-Profit	147	1.08%
15	HLOK2103 - KINGS KLINIC	Private, Nonprofit	146	1.08%
	Top 15 Referrals		5,126	37.79%
	Other Referrals		8,439	62.21%
	Total Referrals		13,565	100%