

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR NOVEMBER 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	7,416	79.67%
NW Oklahoma	46	0.49%
Not Oklahoma	433	4.65%
Other Oklahoma	165	1.77%
SW Oklahoma	437	4.69%
Unknown Location	811	8.71%
Total	9,308	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)	217	2.34%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6,582	70.96%
Crisis (Mental health or life threatening intervention and connection to emergency services)	56	0.60%
Listening and Support (Listening, support or redirection of callers with emotional distress or complex issues)	880	9.49%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	663	7.15%
Total Caller Contacts	8,398	90.53%
Other	878	9.47%
Total Calls Records	9,276	100%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
12:00-01:00 AM	91	0.98%
01:00-02:00 AM	100	1.08%
02:00-03:00 AM	51	0.55%
03:00-04:00 AM	50	0.54%
04:00-05:00 AM	55	0.59%
05:00-06:00 AM	68	0.73%
06:00-07:00 AM	90	0.97%
07:00-08:00 AM	212	2.29%
08:00-09:00 AM	581	6.26%
09:00-10:00 AM	1069	11.52%
10:00-11:00 AM	1071	11.55%
11:00-12:00 PM	932	10.05%
12:00-01:00 PM	903	9.73%
01:00-02:00 PM	811	8.74%
02:00-03:00 PM	804	8.67%
03:00-04:00 PM	730	7.87%
04:00-05:00 PM	538	5.80%
05:00-06:00 PM	255	2.75%
06:00-07:00 PM	210	2.26%
07:00-08:00 PM	158	1.70%
08:00-09:00 PM	138	1.49%
09:00-10:00 PM	137	1.48%
10:00-11:00 PM	111	1.20%
11:00-12:00 AM	111	1.20%
Total Calls	9,276	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	2 Min 42 Sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	37.31%	≤ 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	2 Min 57 Sec	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	4 Min 14 Sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	%
Non-English Calls Total	85	0.92%
Spanish Language Calls	85	0.92%
Other Non-English Calls or Deaf Translation	0	0.00%
% Non English Calls Taken by Bilingual Call Specialists	70	82.40%
% Non English Calls Translated by Tele-Interpreter	12	14.12%
% Non English Calls Translated by 3rd Party on Call	3	3.53%
Deaf Translation Calls Using 7-1-1 Relay Service	0	0.00%

2-1-1 ONLINE DATABASE

Web Activity	#
Site Visits	3,175
Search Sessions	2,992
Total Searches	3,797
Average Visit Length	23 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	6,582	70.96% of 9,276	N/A
Number of Calls Flagged For QS Follow Up	133	2.02% of 6,582	5%
Number of Outgoing Calls Made for QS Follow Up	431	N/A	N/A
Callers Contacted For QS Follow Up	63	0.96% of 6,582	2.50%
Results of Quality Service Follow Up			Goal
Callers Expressing Satisfaction with 211 Services	62	98.41% of 63	85%
Callers Who Plan to Use 211 again	62	98.41% of 63	N/A
Callers Who Did Not Contact Referral Agency	11	17.46% of 63	<20%
Callers Who Contacted One or More Referral Agencies	52	82.54% of 63	80%
Callers Contacting Referral Agency Receiving Services			
Including Those with Applications Pending	38	73.08% of 52	70%
Callers Contacting Agency Not Receiving Desired Services	14	26.92% of 52	<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	7	0.07%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	437	4.35%
Disaster Services	Disaster relief, shelter and recovery services	18	0.18%
Education	Education and Facilities, School supplies, tutoring	34	0.34%
Employment	Job training, career counseling, job search	39	0.39%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1,193	11.88%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1,178	11.73%
Housing	Rent, Emergency Shelter, Low Income and Supportive Housing Assistance	1,186	11.81%
Income Support/Assistance	SS, SSDI, Workman's Comp, Unemployment, Taxes	127	1.26%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	1,274	12.69%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	943	9.39%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	294	2.93%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	1,208	12.03%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	46	0.46%
Transportation	Assistance with transportation or transportation for special needs	175	1.74%
Utility Assistance	Utility Assistance, Housing Expenses	1,810	18.03%
Volunteers/Donations	Volunteer and or Donation Opportunities	71	0.71%
Total Needs		10,040	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	0	0.00%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	14	3.65%
Disaster Services	Disaster relief, shelter and recovery services	2	0.52%
Education	Education and Facilities, School supplies, tutoring	0	0.00%
Employment	Job training, career counseling, job search	2	0.52%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	19	4.95%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	11	2.86%
Housing	Rent, Emergency Shelter, Low Income and Supportive Housing Assistance	61	15.89%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	3	0.78%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	110	28.65%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	67	17.45%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	3	0.78%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	7	1.82%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	0	0.00%
Transportation	Assistance with transportation or transportation for special needs ,	31	8.07%
Volunteers/Donations	Volunteer and or Donation Opportunities	3	0.78%
Utility Assistance	Utility Assistance, Housing Expenses	51	13.28%
Total Unmet needs		384	100%

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	TOP 15 AGENCY REFERRALS	Agency Type	Count	Percent
1	HLOK482 - CATHOLIC CHARITIES ARCHDIOCESE OF OKLAHOMA CITY	Non-Profit	1,361	9.51%
2	HLOK2031 - JESUS HOUSE	Non-Profit	606	4.24%
3	HLOK2598 - NEIGHBOR FOR NEIGHBOR	Non-Profit	552	3.86%
4	HLOK730 - CITY RESCUE MISSION	Faith-based, Non-Profit	511	3.57%
5	HLOK1713 – HEARTLINE INC.	Non-Profit	462	3.23%
6	HLOK4536 - US DEPARTMENT OF HEALTH & HUMAN SERVICES	Governmental	319	2.23%
7	HLOK17797 - NO GREATER LOVE KINGDOM CENTER	Faith-based, Non-Profit	311	2.17%
8	HLOK268 - BAPTIST MISSION CENTER	Faith-based, Non-Profit	305	2.13%
9	HLOK16253 - COUNTY OF OKLAHOMA	Public-County	290	2.03%
10	HLOK4753 - W.W.J.D. - WHAT WOULD JESUS DO	Faith Based, Non-Profit	225	1.57%
11	HLOK666 - CHRIST THE KING CATHOLIC CHURCH	Faith-based, Non-Profit	192	1.34%
12	HLOK4530 - URBAN MISSION	Non-Profit	192	1.34%
13	HLOK4244 - ST CHARLES BORROMEIO CONFERENCE	Faith-based, Non-Profit	181	1.27%
14	HLOK4551 - VARIETY CARE FAMILY HEALTH	Private, Non-Profit	179	1.25%
15	HLOK875 - CORPUS CHRISTI CATHOLIC CHURCH	Faith Based, Non-Profit	173	1.21%
	Top 15 Referrals		5,859	40.95%
	Other Referrals		8,448	59.05%
	Total Referrals		14,307	100%