

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR NOVEMBER 2015
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	6,670	80.96%
NW Oklahoma	57	0.69%
Not Oklahoma	436	5.29%
Other Oklahoma	94	1.14%
SW Oklahoma	452	5.49%
Unknown Location	530	6.43%
Total	8,239	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)	427	5.18%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6,177	74.97%
Crisis (Mental health or life threatening intervention and connection to emergency services)	42	0.51%
Listening and Support (Listening, support or redirection of callers with emotional distress or complex issues)	716	8.69%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	314	3.81%
Total Caller Contacts	7,676	93.17%
Other	563	6.83%
Total Calls Records	8,239	100.00%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
12:00-01:00 AM	80	0.97%
01:00-02:00 AM	79	0.96%
02:00-03:00 AM	33	0.40%
03:00-04:00 AM	23	0.28%
04:00-05:00 AM	33	0.40%
05:00-06:00 AM	38	0.46%
06:00-07:00 AM	82	1.00%
07:00-08:00 AM	222	2.69%
08:00-09:00 AM	711	8.63%
09:00-10:00 AM	881	10.69%
10:00-11:00 AM	1,009	12.25%
11:00-12:00 PM	830	10.07%
12:00-01:00 PM	876	10.63%
01:00-02:00 PM	737	8.95%
02:00-03:00 PM	689	8.36%
03:00-04:00 PM	538	6.53%
04:00-05:00 PM	456	5.53%
05:00-06:00 PM	223	2.71%
06:00-07:00 PM	179	2.17%
07:00-08:00 PM	142	1.72%
08:00-09:00 PM	121	1.47%
09:00-10:00 PM	95	1.15%
10:00-11:00 PM	82	1.00%
11:00-12:00 AM	80	0.97%
Total Calls	8,239	100.00%

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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 09 Sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	29.72%	≤ 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 42 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 08 Sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	Count	%
Non-English Calls Total	64	0.78%
Spanish Language Calls	61	0.74%
Other Non-English Calls or Deaf Translation	3	0.03%
% Non English Calls Taken by Bilingual Call Specialists	61	0.74%
% Non English Calls Translated by Tele-Interpreter	1	0.01%
% Non English Calls Translated by 3rd Party on Call	2	0.02%
Deaf Translation Calls Using 7-1-1 Relay Service	0	0.00%

2-1-1 ONLINE DATABASE

Web Activity	Count
Site Visits	4,964
Search Sessions	5,630
Total Searches	5,719
Average Visit Length	16 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	Count	%	Goal
Number of Callers Receiving Assessment Services	6,177	74.97% of 8,239	N/A
Number of Calls Flagged For QS Follow Up	175	2.83% of 6,177	5%
Number of Outgoing Calls Made for QS Follow Up	425	N/A	N/A
Callers Contacted For QS Follow Up	77	1.25% of 6,177	2.50%
Results of Quality Service Follow Up	Count		Goal
Callers Expressing Satisfaction with 211 Services	75	97.40% of 77	85%
Callers Who Plan to Use 211 again	77	100.00% of 77	N/A
Callers Who Did Not Contact Referral Agency	5	6.49% of 77	<20%
Callers Who Contacted One or More Referral Agencies	72	93.51% of 77	80%
Callers Contacting Referral Agency Receiving Services			
Including Those with Applications Pending	46	63.89% of 72	70%
Callers Contacting Agency Not Receiving Desired Services	22	30.56% of 72	<30%

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

AIRS Needs	Definition	Count	Percent
Arts, Culture and Recreation	Programs that allow people to fully participate in and enjoy a variety of recreational, social, spiritual, artistic, cultural and intellectual opportunities.	9	0.09%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	256	2.81%
Disaster Services	Disaster relief, shelter and recovery services	64	0.70%
Education	Education and Facilities, School supplies, tutoring	27	0.30%
Employment	Job training, career counseling, job search	20	0.22%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	974	10.70%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance.	1,147	12.60%
Housing	Temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and housing alternatives.	1,151	12.65%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	115	1.26%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	1,282	14.09%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	628	6.90%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	296	3.25%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	1,060	11.65%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	35	0.38%
Transportation	Assistance with transportation or transportation for special needs	138	1.52%
Volunteers/Donations	Volunteer and or Donation Opportunities	39	0.43%
Utility Assistance	Provides services for residential and business consumers; and/or offer financial assistance or other forms of support	1,859	20.43%
Total Needs Met		9,100	100.00%

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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	Count	Percent
Arts, Culture and Recreation	Programs that allow people to fully participate in and enjoy a variety of recreational, social, spiritual, artistic, cultural and intellectual opportunities.	1	0.28%
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	2	0.57%
Education	Education and Facilities, School supplies, tutoring	1	0.28%
Employment	Job training, career counseling, job search	0	0.00%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	16	4.55%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance.	28	7.95%
Housing	Temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and housing alternatives.	95	26.99%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	2	0.57%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	29	8.24%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	38	10.80%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	7	1.99%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	5	1.42%
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	12	3.41%
Volunteers/Donations	Volunteer and or Donation Opportunities	0	0.00%
Utility Assistance	Provides services for residential and business consumers; and/or offer financial assistance or other forms of support	101	28.69%
Total Unmet needs		352	100.00%

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	TOP 15 AGENCY REFERRALS	Agency Type	Count	Percent
1	Salvation Army Central Oklahoma Area Command	Faith-based; Non-Profit	1,221	9.62%
2	Catholic Charities	Faith-based; Non-Profit	1,131	8.91%
3	HeartLine	Private, Non-Profit	513	4.04%
4	Jesus House	Faith-based; Non-Profit	434	3.42%
5	US Dept. of Health & Human Services	Government	356	2.80%
6	City Rescue Mission	Non-Profit	351	2.76%
7	Skyline Urban Mission	Faith-based; Non-Profit	314	2.47%
8	Urban Mission	Faith-based; Non-Profit	247	1.95%
9	Baptist Mission Center	Faith-based; Non-Profit	190	1.50%
10	St Paul the Apostle Catholic Church	Faith-based; Non-Profit	177	1.39%
11	County of Oklahoma	Government	165	1.30%
12	Quail Springs Baptist Church	Faith-based; Non-Profit	163	1.28%
13	Variety Care Family Health	Non-Profit	156	1.23%
14	Corpus Christi Catholic Church	Faith-based; Non-Profit	152	1.20%
15	St. Charles Borromeo Catholic Church	Faith-based; Non-Profit	151	1.19%
	Top 15 Referrals		5,721	45.06%
	Other Referrals		6,974	54.94%
	Total Referrals		12,695	100.00%