

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
FOR THE MONTH/YEAR February 2013  
2-1-1 HELPLINE**

**CALL CENTER:** 2-1-1 Helpline

**COUNTIES COVERED:** 37 counties in Eastern Oklahoma

**Tulsa County,**

**Northeastern Oklahoma Counties:** ADAIR, CHEROKEE, CRAIG, CREEK, DELAWARE, MAYES, MUSKOGEE, NOWATA, OKMULGEE, OSAGE, OTTAWA, ROGERS, WAGONER, WASHINGTON

**Southeastern Oklahoma Counties:** ATOKA ,BRYAN, CARTER, CHOCTAW, COAL, GARVIN, HASKELL, HUGHES, JOHNSTON, LATIMER, LEFLORE, LOVE, MARSHALL, MCCURTAIN, MCINTOSH, MURRAY, OKFUSKEE, PITTSBURG, PONTOTOC, PUSHMATAHA, SEMINOLE, SEQUOYAH,

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

County	# of Calls	%
Tulsa	7030	68.97%
Northeast OK	1249	12.25%
Southeast OK	682	6.69%
Other OK/211 Heartline	107	1.05%
Not OK	271	2.66%
Unknown Location	854	8.38%
<b>Total</b>	<b>10193</b>	<b>100%</b>

**TOTAL NUMBER OF CONNECTED CALLS THIS MONTH by Service Level  
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Service Level Provided to Caller	# of Calls	% of Total
Advocacy /At-Risk(Connects caller to additional assistance)	0	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5397	52.95%
Crisis (Mental health or life threatening intervention and connection to emergency services)	6	0.06%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3934	38.60%
Total Caller Contacts	9337	91.60%
Admin/Other	856	8.40%
Total Calls Records	<b>10193</b>	<b>100%</b>

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**CALL VOLUME BY HOUR AND PERCENT:**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	59	1%
1am	26	<1%
2am	42	<1%
3am	31	<1%
4am	21	<1%
5am	32	<1%
6am	97	1%
7am	277	3%
8am	830	8%
9am	1003	10%
10am	1218	12%
11am	1035	10%
Noon	1005	10%
1pm	998	10%
2pm	980	10%
3pm	825	8%
4pm	575	6%
5pm	310	3%
6pm	248	2%
7pm	179	2%
8pm	118	1%
9pm	118	1%
10pm	99	1%
11pm	67	1%
Total Calls	10193	100%

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**CALL MANAGEMENT**

Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	34 Seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	9%	≤ 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 Minutes 59 Seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	2 minutes 58 Seconds	

**NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS**

Language and Translation & Percent of Contacts	#	% of Contact
Non-English Calls Total	116	1%
Spanish Language Calls	116	1%
Other Non-English Calls or Deaf Translation	0	<1%
% Non English Calls Taken by Bilingual Call Specialists	72	62%
% Non English Calls Translated by Tele-Interpreter	43	37%
% Non English Calls Translated by 3rd Party on Call	1	1%
Deaf Translation Calls Using 7-1-1 Relay Service	0	<1%

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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.*

<b>Quality Service Follow-Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Number of Callers Receiving Assessment Services	<b>5397</b>			
Number of Calls Flagged For QS Follow Up	<b>203</b>	<b>4%</b>	<b>% of 5397</b>	
Number of Outgoing Calls Made for QS Follow Up	<b>330</b>			
Callers Contacted For QS Follow Up	<b>108</b>	<b>2%</b>	<b>% of 5397</b>	<b>2%</b>
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	<b>41</b>	<b>38%</b>	<b>% of 108</b>	
Callers Expressing Satisfaction with 211 Services	<b>106</b>	<b>98%</b>	<b>% of 108</b>	<b>85%</b>
Callers Who Plan to Use 211 again	<b>108</b>	<b>100%</b>	<b>% of 108</b>	
Callers Who Did Not Contact Referral Agency	<b>12</b>	<b>11%</b>	<b>% of 108</b>	<b>&lt;20%</b>
Callers Who Contacted One or More Referral Agencies	<b>96</b>	<b>89%</b>	<b>% of 108</b>	<b>80%</b>
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	<b>72</b>	<b>75%</b>	<b>% of 96</b>	<b>70%</b>
Callers Contacting Agency Not Receiving Desired Services	<b>24</b>	<b>25%</b>	<b>% of 96</b>	<b>&lt;30%</b>

**Enhanced Service Crisis Call Follow Up**: *Verification of connection to crisis and/or emergency services within 24 hours of providing crisis intervention assistance to caller.*

<b>Results of Crisis Service Follow Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Number of Callers Receiving Crisis Intervention Assessments	<b>6</b>			
Successful Verification of Connection to Crisis Services	<b>5</b>	<b>83%</b>	<b>% of 6</b>	<b>70%</b>
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	<b>1</b>	<b>17%</b>	<b>% of 6</b>	<b>&lt;30%</b>

**Enhanced Service At-Risk Call Follow Up**: *Follow up services offered to all callers receiving advocacy assistance and callers assessed to be at-risk when the caller's physical, mental or emotional state may be compromised. Follow Ups Made within three days of first contact.*

<b>At-Risk Service Follow-Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Number of Advocacy/At-risk Callers Assessments	<b>0</b>			
Number of Outgoing Calls Made for At-risk Follow Up	<b>0</b>			
<b>Results of At-Risk Follow Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Successful Verification of Connection to Critical Services	<b>0</b>		<b>% of 3</b>	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	<b>0</b>		<b>% of 3</b>	<b>&lt;30%</b>

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

<b>AIRS Needs</b>	<b>Definition</b>	<b>#</b>	<b>Percent</b>
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	39	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	311	3%
Disaster Services	Disaster relief, shelter and recovery services	23	<1%
Education	Education and Facilities, School supplies, tutoring	161	2%
Employment	Job training, career counseling, job search	118	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1189	12%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1358	13%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2120	21%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	699	7%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	458	4%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1627	16%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1088	11%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	577	6%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	129	1%
Transportation	Assistance with transportation or transportation for special needs	347	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	57	1%
Total Needs		10301	100%

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**Unmet Needs:** *The Unmet needs category is a subset of AIRS Caller Needs for all 2-1-1 Callers. 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.*

<b>AIRS Unmet Needs</b>	<b>Definition</b>	<b>#</b>	<b>Percent</b>
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	0	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	10	5%
Disaster Services	Disaster relief, shelter and recovery services	0	<1%
Education	Education and Facilities, School supplies, tutoring	2	1%
Employment	Job training, career counseling, job search	1	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	4	2%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	28	14%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	63	31%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	12	6%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	2	1%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	21	10%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	5	2%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	4	2%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	0	<1%
Transportation	Assistance with transportation or transportation for special needs	50	25%
Volunteers/Donations	Volunteer and or Donation Opportunities	2	1%
Total Needs		204	100%

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**211 HELPLINE**

TOP 15 AGENCY REFERRALS			
In FEBRUARY 2-1-1 Helpline made 10,193 Referrals			
NEIGHBOR FOR NEIGHBOR	Faith Based Non Profit	762	5%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	697	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	665	4%
CATHOLIC CHARITIES	Faith Based Non Profit	566	4%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	562	4%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	523	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	440	3%
CITY OF TULSA	Governmental/Public Service	337	2%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	245	2%
COMMUNITY ACTION PROJECT OF TULSA COUNTY	Private Non Profit	244	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	243	2%
LEGAL AID SERVICES OF OKLAHOMA	Private Non Profit	209	1%
JOHN 3:16 MISSION	Faith Based Non Profit	197	1%
MORTON COMPREHENSIVE HEALTH SERVICE	Private Non Profit	188	1%
HEALTH DEPARTMENT - TULSA CITY COUNTY	Governmental/Public Service	182	1%
Top 15 Referrals		6060	38%
Other Referrals		9935	62%
Total Referrals		<b>15995</b>	100%

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**Call Volumes Analysis- 2013 compared to same time period in 2012 Jan to Dec**

	January		February		March		April		May		June	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Incoming	13,846	13,968	11,530	11,201	11,990		12,495		13,215		13,965	
Answered	12,461	12,571	10,676	10,193	11,031		11,595		12,385		12,708	
Connectivity	89.9%	90%	92%	91%	92.2%		92.80%		93.3%		91%	
	July		August		September		October		November		December	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Incoming	16,180		16,808		15,145		16,325		15,474		12,265	
Answered	14,238		15,632		12,864		14,521		13,381		11,580	
Connectivity	87.60%		93%		86%		88%		87%		94%	

**Notes and Seasonal Programs:**

**2-1-1 Day**

February 11th is designated as national 2-1-1 day. On February 8<sup>th</sup> the Tulsa World featured a news article on 2-1-1s growth and highlighting the primary needs of callers. On 2-1-1 Day, February 11<sup>th</sup>, an interview highlighting the event was conducted with a 2-1-1 Helpline Specialist by Teletul-Channel 51, a local Spanish station in Tulsa. 2-1-1 Helpline and Community Service Council staff promoted 2-1-1 Helpline locally with a bowling challenge at the Dust Bowl. Appreciation goes to HeartLine for arranging the Valentine cookie fundraiser with Panera Bread Companies across the state on February 11<sup>th</sup>.

**Comments about 211 services from February follow up calls**

- Always Get Good Information And Help From 211. I Appreciate 211 So Much. I Use You All The Time And Always Get Help.
- Called Twice And Got Great Information And Help That Is Just What I Needed. Thank You And God Bless You.
- Thank You for All Your Help.
- Every time I Call 211 I Get the Help I Need. Thank You Very Much.
- I Sure Depend On 211. Thank You.