

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR May 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	8267	70%
Northeast OK	1334	11%
Southeast OK	735	6%
Other OK/211 Heartline	107	1%
Not OK	271	2%
Unknown Location	1045	9%
Total	11759	100%

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)	9	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6108	52%
Crisis (Mental health or life threatening intervention and connection to emergency services)	3	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4511	38%
Total Caller Contacts	10633	90%
Admin/Other	1126	10%
Total Calls Records	11759	100%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
Midnight	55	<1%
1am	38	<1%
2am	38	<1%
3am	31	<1%
4am	35	<1%
5am	46	<1%
6am	125	1%
7am	341	3%
8am	911	8%
9am	1176	10%
10am	1331	11%
11am	1251	11%
Noon	1155	10%
1pm	1112	9%
2pm	1035	9%
3pm	919	8%
4pm	651	6%
5pm	435	4%
6pm	295	3%
7pm	241	2%
8pm	204	2%
9pm	145	1%
10pm	110	1%
11pm	79	1%
Total Calls	11759	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	42 sec	≤ 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 min ans 17 sec	
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 43 sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	78	% of 11759	1%
Spanish Language Calls	76	% of 11759	1%
Other Non-English Calls or Deaf Translation	2	% of 11759	<1%
% Non English Calls Taken by Bilingual Call Specialists	18	% of 78	23%
% Non English Calls Translated by Tele-Interpreter	58	% of 78	74%
% Non English Calls Translated by 3rd Party on Call	0	% of 78	<1%
Deaf Translation Calls Using 7-1-1 Relay Service	1	% of 78	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.*

Quality Service Follow-Up	#	%		Goal
Number of Callers Receiving Assessment Services	6108			
Number of Calls Flagged For QS Follow Up	279	5%	% of 6108	
Number of Outgoing Calls Made for QS Follow Up	410			
Callers Contacted For QS Follow Up	142	2%	% of 6108	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	38	27%	% of 142	
Callers Expressing Satisfaction with 211 Services	138	97%	% of 142	85%
Callers Who Plan to Use 211 again	138	97%	% of 142	
Callers Who Did Not Contact Referral Agency	14	10%	% of 142	<20%
Callers Who Contacted One or More Referral Agencies	128	90%	% of 142	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	105	82%	% of 128	70%
Callers Contacting Agency Not Receiving Desired Services	23	18%	% of 128	<30%

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.*

Results of Crisis Service Follow Up	#	%		Goal
Number of Callers Receiving Crisis Intervention Assessments	9			
Successful Verification of Connection to Crisis Services	8	89%	% of 8	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	1	11%	% of 8	<30%

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.*

At-Risk Service Follow-Up	#	%		Goal
Number of Advocacy/At-risk Callers Assessments	4			
Number of Outgoing Calls Made for At-risk Follow Up	9			
Results of At-Risk Follow Up	#	%		Goal
Successful Verification of Connection to Critical Services	1	25%	% of 3	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	3	75%	% of 3	<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	98	1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	436	4%
Disaster Services	Disaster relief, shelter and recovery services	197	2%
Education	Education and Facilities, School supplies, tutoring	144	1%
Employment	Job training, career counseling, job search	138	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1545	13%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1527	13%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2831	24%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment, Taxes	396	3%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	598	5%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1742	14%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1112	9%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling, Case Management and Support Groups	581	5%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	227	2%
Transportation	Assistance with transportation or transportation for special needs	376	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	84	1%
Total Needs		12034	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.*

AIRS Unmet Needs	Definition	#	Percent
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	18	6%
Disaster Services	Disaster relief, shelter and recovery services	51	17%
Education	Education and Facilities, School supplies, tutoring	4	1%
Employment	Job training, career counseling, job search	1	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	8	3%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	24	8%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	80	26%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	13	4%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	8	3%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	29	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	3	1%
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	54	18%
Volunteers/Donations	Volunteer and or Donation Opportunities	4	1%
Total Needs		302	100%

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TOP 15 AGENCY REFERRALS			
CATHOLIC CHARITIES	Faith Based Non Profit	1315	7%
NEIGHBOR FOR NEIGHBOR	Faith Based Non Profit	919	5%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	910	5%
HELPING HANDS MINISTRY	Faith Based Non Profit	869	4%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	618	3%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	509	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	501	2%
CITY OF TULSA	Governmental/Public Service	430	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	395	2%
HARVEST HOUSE	Faith Based Non Profit	327	2%
JOHN 3:16 MISSION	Faith Based Non Profit	311	2%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	282	1%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	257	1%
HEALTH DEPARTMENT - TULSA CITY COUNTY	Governmental/Public Service	230	1%
LEGAL AID SERVICES OF OKLAHOMA	Private Non Profit	230	1%
Top 15 Referrals		8103	40%
Other Referrals		12032	60%
Total Referrals		20135	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	11,675	12,495	10,100	13,215	12,865	13,965	
Answered	12,461	12,571	10,676	10,193	11,031	10,531	11,595	11,311	12,385	11,759	12,708	
Connectivity	89.9%	90%	92%	91%	92.2%	90.2%	92.80%	89.3%	93.3%	91.4%	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:

TWC Installed 24 AC's in May
49 callers were referred to TWC in May for follow up.

Where To Go For Help Guides

2-1-1 Helpline's complete set of popular Where to Go for Help guides have been updated and are now available. The guides included basic needs resources for those in need in Tulsa County. There one guide each for Food, Clothing, and Housing & Financial Assistance Resources. Guides may be downloaded from 2-1-1's website, www.211oklahomahelpline.org.

Comments about 211 services from May follow up calls

- 211 Has Been Nothing But Very, Very Helpful. You Guys Bend Over Backward To Help And You Really Seem To Care.
- Very Pleased With Service.
- The Specialist Was Helpful.
- Service Was Very Helpful each time she has used it.
- Extremely Helpful.