

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR November 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, JUNEES, 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	8866	73%
Northeast OK	1328	11%
Southeast OK	705	6%
Other OK/211 Heartline	114	1%
Not OK	240	2%
Unknown Location	876	7%
<b>Total</b>	<b>12129</b>	<b>100%</b>

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**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)	3	0%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	7238	60%
Crisis (Mental health or life threatening intervention and connection to emergency services)	6	0%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4042	33%
Total Caller Contacts	11289	93%
Admin/Other	842	7%
Total Calls Records	<b>12129</b>	100%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	62	1%
1am	41	<1%
2am	27	<1%
3am	29	<1%
4am	39	<1%
5am	58	<1%
6am	140	1%
7am	425	4%
8am	1055	9%
9am	1340	11%
10am	1406	12%
11am	1196	10%
Noon	1250	10%
1pm	1245	10%
2pm	1083	9%
3pm	864	7%
4pm	640	5%
5pm	365	3%
6pm	250	2%
7pm	162	1%
8pm	144	1%
9pm	120	1%
10pm	102	1%
11pm	86	1%
<b>Total Calls</b>	<b>12129</b>	<b>100%</b>

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**CALL MANAGEMENT-**

**NOTE: NOT AVAILABLE FOR AUGUST DUE TO REPORTING SYSTEM MALFUNCTION**

<b>Category</b>	<b>Standard</b>	<b>Actual</b>
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	1 min 33 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	18%	≤ 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 39 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 34 sec	

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

<b>Language and Translation &amp; Percent of Contacts</b>	<b>#</b>		<b>% of Contact</b>
Non-English Calls Total	80	% of 12129	1%
Spanish Language Calls	79	% of 12129	1%
Other Non-English Calls or Deaf Translation	1	% of 12129	<1%
% Non English Calls Taken by Bilingual Call Specialists	21	% of 80	26%
% Non English Calls Translated by Tele-Interpreter	59	% of 80	74%
% Non English Calls Translated by 3rd Party on Call	0	% of 80	<1%
Deaf Translation Calls Using 7-1-1 Relay Service	0	% of 80	<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	7238			
Number of Calls Flagged For QS Follow Up	357	5%	% of 7238	
Number of Outgoing Calls Made for QS Follow Up	294			
Callers Contacted For QS Follow Up	109	2%	% of 7238	2%
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	51	47%	% of 109	
Callers Expressing Satisfaction with 211 Services	109	100%	% of 109	85%
Callers Who Plan to Use 211 again	107	98%	% of 109	
Callers Who Did Not Contact Referral Agency	9	8%	% of 109	<20%
Callers Who Contacted One or More Referral Agencies	100	92%	% of 109	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	83	83%	% of 100	70%
Callers Contacting Agency Not Receiving Desired Services	17	17%	% of 100	<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.*

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

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**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 November 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	3			
Number of Outgoing Calls Made for At-risk Follow Up	5			
<b>Results of At-Risk Follow Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Successful Verification of Connection to Critical Services	3	100%	% of 3	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	0	<1%	% of 3	<30%

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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	40	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	628	5%
Disaster Services	Disaster relief, shelter and recovery services	28	<1%
Education	Education and Facilities, School supplies, tutoring	114	1%
Employment	Job training, career counseling, job search	127	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1732	13%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1771	13%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2906	21%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	361	3%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	2265	17%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1529	11%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	921	7%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	535	4%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	179	1%
Transportation	Assistance with transportation or transportation for special needs	351	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	65	<1%
Total Needs		13552	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 November 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	26	7%
Disaster Services	Disaster relief, shelter and recovery services	0	<1%
Education	Education and Facilities, School supplies, tutoring	4	1%
Employment	Job training, career counseling, job search	2	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	14	4%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	22	6%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	123	31%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	20	5%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	81	20%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	16	4%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	7	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	77	19%
Volunteers/Donations	Volunteer and or Donation Opportunities	2	1%
Total Needs		397	100%



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**TOP 15 AGENCY REFERRALS**

Agency Name	Agency Type		
<b>In November 2-1-1 Helpline made 12129 Referrals</b>			
JOHN 3:16 MISSION	Faith Based Non Profit	1368	6%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	1098	5%
CATHOLIC CHARITIES	Faith Based Non Profit	1011	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	937	4%
GRACE CHURCH OF BROKEN ARROW	Faith Based Non Profit	703	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	673	3%
NEIGHBOR FOR NEIGHBOR	Private, Non-Profit	615	3%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	615	3%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	596	3%
US DEPARTMENT OF HEALTH AND HUMAN SERVICES	Governmental/Public Service	549	2%
MARINE TOYS FOR TOTS - OKLAHOMA FOUNDATION	Private, Non-Profit	522	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	417	2%
HARVEST HOUSE	Faith Based Non Profit	389	2%
MORTON COMPREHENSIVE HEALTH SERVICES	Private, Non-Profit	345	2%
LOAVES & FISHES	Faith Based Non Profit	313	1%
Top 15 Referrals		10151	44%
Other Referrals		12706	56%
Total Referrals		22857	100%

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**CALL VOLUME ANALYSIS  
2013 compared to same time period in 2012 Jan to Dec**

	<b>January</b>		<b>February</b>		<b>March</b>		<b>April</b>		<b>May</b>		<b>June</b>	
	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>
Incoming	13,846	13,968	11,530	11,201	11,990	11,675	12,495	10,100	13,215	12,865	13,965	13,553
Answered	12,461	12,571	10,676	10,193	11,031	10,531	11,595	11,311	12,385	11,759	12,708	11,927
Connectivity	89.9%	90%	92%	91%	92.2%	90.2%	92.8%	89.3%	93.3%	91.4%	91%	88%
	<b>July</b>		<b>August</b>		<b>September</b>		<b>October</b>		<b>November</b>		<b>December</b>	
	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>	<b>2012</b>	<b>2013</b>
Incoming	16,180	14,718	16,808	15,574	15,145	13378	16,325	16,101	15,474	14,792	12,265	
Answered	14,238	12,952	15,632	13,705	12,864	11372	14,521	13,042	13,381	12,129	11,580	
Connectivity	87.6%	88.1%	93%	88%	86%	85%	88%	81%	87%	82%	94%	

**REFERRALS THROUGH ALTERNATIVE MEANS**

<b>Contact Type</b>	<b>November 2013</b>
ReferWeb Site Visits	2,192
ReferWeb Searches for Service	3,920
211Info Email Requests for Referral	4
211Info Voicemail Requests for Referral	7

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**HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question**

Insurance Question	Count	% of Total
Insured	7322	69%
Not insured or under-insured	2502	31%
Total Calls Status Verified	9824	100%

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	732
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* <i>*Callers may be provided with multiple referrals</i>	1120

**NAVIGATOR/ACA OUTREACH EVENTS**

	Count
Community Events this Month	3
Consumers attending community events this month	233
Small Business Events this Month	0
Consumers attending small business events this month	0

**NOTES AND SEASONAL PROGRAMS**

**Holiday Assistance**

This month 2-1-1 Helpline continued to make available its Holiday Assistance Resource Guides, focusing on Christmas Baskets and Meals and Holiday Gifts/Toys. For this guide, the region is divided into three sections: Tulsa Metro, Northeast Oklahoma, and Southeast Oklahoma. The guides are posted online and sent to agency contacts via e-newsletter, and they are updated throughout the season as new resources become available.

The public can also access holiday assistance information by dialing 2-1-1 or utilizing our online database at [www.211oklahomahelpline.org/findhelp](http://www.211oklahomahelpline.org/findhelp). Thanksgiving Baskets was the most searched-for service online in November. Holiday Gifts/Toys was fourth, Thanksgiving Meals was seventh, and Christmas Baskets was eighth.

### **Affordable Care Act Navigator Assistance**

Requests for Navigator Assistance slowed in November. It is anticipated that requests will increase in December as the deadline approaches for January 1<sup>st</sup> coverage.

### **COMMENTS FROM NOVEMBER FOLLOW-UP CALLS**

- I Thank You You Ladies And Gentlemen For Being There.
- It Was Helpful And I Thank You So Much.
- Oh It Was So Helpful. I Am Still In The Process Of Getting Help, But Thank You Very Much.
- Oh Yes. I Got Help And I'm Doing Ok. Thank You So Much.
- Thank You I Got Him The Help He Needed And Used Your Agencies.
- Thank You So Much, It Was A Big Help And I Am Taking It One Step At A Time To Resolve The Problem.
- They Did What They Could, And We Got A Little Help. Also Want To Say That Your Specialist Was The Sweetest Thing Alive!