

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR December 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	8630	72%
Northeast OK	1283	11%
Southeast OK	729	6%
Other OK/211 Heartline	134	1%
Not OK	261	2%
Unknown Location	934	8%
<b>Total</b>	<b>11971</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)	5	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6622	55%
Crisis (Mental health or life threatening intervention and connection to emergency services)	7	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4504	38%
Total Caller Contacts	11138	93%
Admin/Other	833	7%
Total Calls Records	<b>11971</b>	100%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	71	1%
1am	52	<1%
2am	24	<1%
3am	40	<1%
4am	32	<1%
5am	47	<1%
6am	102	1%
7am	321	3%
8am	982	8%
9am	1333	11%
10am	1325	11%
11am	1319	11%
Noon	1263	11%
1pm	1143	10%
2pm	1117	9%
3pm	958	8%
4pm	629	5%
5pm	298	2%
6pm	248	2%
7pm	153	1%
8pm	161	1%
9pm	139	1%
10pm	123	1%
11pm	91	1%
<b>Total Calls</b>	<b>11971</b>	<b>100%</b>

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**CALL MANAGEMENT-**

<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 1 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	14%	≤ 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	3 min 4 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 47 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	77	% of Total Call Volume	1%
Spanish Language Calls	77	% of Total Call Volume	1%
Other Non-English Calls or Deaf Translation	0	% of Total Call Volume	<1%
% Non English Calls Taken by Bilingual Call Specialists	11	% of Non-English Call Total	14%
% Non English Calls Translated by Tele-Interpreter	64	% of Non-English Call Total	83%
% Non English Calls Translated by 3rd Party on Call	2	% of Non-English Call Total	<1%
Deaf Translation Calls Using 7-1-1 Relay Service	0	% of Non-English Call Total	<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	6622			
Number of Calls Flagged For QS Follow Up	331	5%		
Number of Outgoing Calls Made for QS Follow Up	137			
Callers Contacted For QS Follow Up	73	1%		2%
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	27	37%	% of 73	
Callers Expressing Satisfaction with 211 Services	72	37%	% of 73	85%
Callers Who Plan to Use 211 again	72	37%	% of 73	
Callers Who Did Not Contact Referral Agency	4	5%	% of 73	<20%
Callers Who Contacted One or More Referral Agencies	68	93%	% of 73	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	59	87%	% of 68	70%
Callers Contacting Agency Not Receiving Desired Services	9	13%	% of 68	<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	7			
Successful Verification of Connection to Crisis Services	6	86%	% of 7	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	1	14%	% of 7	<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 December 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	5			
Number of Outgoing Calls Made for At-risk Follow Up	8			
<b>Results of At-Risk Follow Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Successful Verification of Connection to Critical Services	2	40%	% of 5	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	3	60%	% of 5	<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	36	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	516	4%
Disaster Services	Disaster relief, shelter and recovery services	49	<1%
Education	Education and Facilities, School supplies, tutoring	116	1%
Employment	Job training, career counseling, job search	108	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1703	13%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1672	13%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2886	22%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	458	4%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	1612	12%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1620	12%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1005	8%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	524	4%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	175	1%
Transportation	Assistance with transportation or transportation for special needs	384	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	102	1%
Total Needs		12966	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 December 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	2	<1%
Clothing/Personal/ Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	25	5%
Disaster Services	Disaster relief, shelter and recovery services	2	<1%
Education	Education and Facilities, School supplies, tutoring	2	<1%
Employment	Job training, career counseling, job search	0	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	15	3%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	25	5%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	130	26%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	65	13%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	144	29%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	24	5%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	3	1%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	2	<1%
Other Government/ Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	1	<1%
Transportation	Assistance with transportation or transportation for special needs	62	12%
Volunteers/Donations	Volunteer and or Donation Opportunities	3	1%
Total Needs		505	100%



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**TOP 15 AGENCY REFERRALS**

<b>Agency Name</b>	<b>Agency Type</b>		
<b>In December 2-1-1 Helpline made 11975 Referrals</b>			
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	1172	6%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	922	5%
TULSA DREAM CENTER	Private, Non-Profit	764	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	755	4%
NEIGHBOR FOR NEIGHBOR	Private, Non-Profit	618	3%
CATHOLIC CHARITIES	Faith Based Non Profit	578	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	519	3%
US DEPARTMENT OF HEALTH AND HUMAN SERVICES	Governmental/Public Service	473	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	455	2%
JOHN 3:16 MISSION	Faith Based Non Profit	405	2%
CITY OF TULSA	Governmental/Public Service	361	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	328	2%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	324	2%
MARINE TOYS FOR TOTS - OKLAHOMA FOUNDATION	Private, Non-Profit	300	1%
MORTON COMPREHENSIVE HEALTH SERVICES	Private, Non-Profit	289	1%
Top 15 Referrals		8263	40%
Other Referrals		12159	60%
Total Referrals		20422	100%

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**CALL VOLUME 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	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%
	July		August		September		October		November		December	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Incoming	16,180	14,718	16,808	15,574	15,145	13,378	16,325	16,101	15,474	14,792	12,265	13,924
Answered	14,238	12,952	15,632	13,705	12,864	11,372	14,521	13,042	13,381	12,129	11,580	11,971
Connectivity	87.6%	88.1%	93%	88%	86%	85%	88%	81%	87%	82%	94%	86%

**REFERRALS THROUGH ALTERNATIVE MEANS**

Contact Type	December 2013
ReferWeb Site Visits	1,618
ReferWeb Searches for Service	2,546
211Info Email Requests for Referral	1
211Info Voicemail Requests for Referral	4

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

Insurance Question	Count	% of Total
Insured	7171	75%
Not insured or under-insured	2428	25%
Total Calls Status Verified	9599	100%

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	663
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	964

**NAVIGATOR/ACA OUTREACH EVENTS**

	Count
Community Events this Month	2
Consumers attending community events this month	22
Small Business Events this Month	0
Consumers attending small business events this month	0

**NOTES AND SEASONAL PROGRAMS**

**Call Volumes and Caller Needs.**

Primary request for assistance continues to be for basic needs, with requests for financial assistance for utility bill payments, rent and other housing related expenses as the number one request for financial assistance. The Oklahoma Department of Human Services LIHEAP program offering Winter Heating Assistance for gas or electric bills was offered in December for

qualifying low-income households. 2-1-1 Helpline made 509 referrals to the LIHEAP program in December of this year.

The availability of 2-1-1 Helpline holiday assistance information on-line has been effective in diverting holiday assistance inquiries to the 2-1-1 call center. In December, the 2-1-1 Helpline Referweb site documented 1,618 website visits with 140 holiday assistance searches.

### **Information Services**

#### *Holiday Assistance Resource Guides*

In mid-October, 2-1-1 Helpline published its Holiday Assistance Resource Guides for the seventh consecutive year. Guides were developed for Southeast Oklahoma, Northeast Oklahoma and the Tulsa Metro area. The guides were distributed to our partner agencies and posted online to [www.211oklahomahelpline.org](http://www.211oklahomahelpline.org).

### **ACA Navigator Services**

2-1-1 Helpline Affordable Care Act (ACA) Healthcare Navigator activities for December focused on the deadline for consumers to obtain active coverage by January 1st. Open enrollment continues through March 31, 2014. The original deadline for January 1st coverage was December 15; for consumers in 36 federally served states, including Oklahoma, that deadline was extended to December 23<sup>rd</sup>. As the deadline drew near, more than 1 million people visited the national Healthcare.gov website over the weekend before Monday the 23<sup>rd</sup>, and the federal call center received more than 200,000 calls. By the afternoon of the 23<sup>rd</sup>, the site had received a record 850,000 visits, five times the number logged by the same time the previous Monday. Locally, 2-1-1 Helpline call specialists handled almost 1000 calls in December regarding assistance or referral for consumers needing help with marketplace enrollment or questions. Donna Orban, the 2-1-1 Resource Navigator Specialist, handled an influx of follow-up calls, emails from other agencies and consumers needing assistance just prior to and including the extended deadline date.

One family, in particular, was very concerned with getting coverage activated by the deadline because their private pay insurer had sent them a cancellation notice. The wife/mother had major medical issues that required expensive monthly prescriptions. She was worried about pre-existing conditions and being denied for insurance. She was assured that all plans through the Marketplace cannot deny or limit coverage due to pre-existing conditions. This was a huge relief for their family. In addition, they were very worried because they had had problems trying to navigate Healthcare.gov and had not been successful in completing an application or selecting a healthcare plan. An appointment was arranged for them with the in-person Navigator at Community Health Connections. Several insurers, including BCBS of Oklahoma, accepted first premium payments for Jan 1<sup>st</sup> coverage all the way through December 31<sup>st</sup> to help those folks that signed up near or on the extended deadline.

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

- Thank you!
- I was able to get help, Thank you!