

**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% |
| Total | 11971 | 100% |

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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 | 11971 | 100% |

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CALL VOLUME BY HOUR AND PERCENT

| Time | # of Calls | Percent |
|--------------------|-------------------|----------------|
| 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% |
| Total Calls | 11971 | 100% |

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CALL MANAGEMENT-

| Category | Standard | Actual |
|--|-----------------|---------------|
| 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

| Language and Translation & Percent of Contacts | # | | % of Contact |
|---|----------|-----------------------------|---------------------|
| 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.*

| Quality Service Follow-Up | # | % | | Goal |
|--|----------|----------|---------|-------------|
| 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% |
| Results of Quality Service Follow Up | | | | Goal |
| 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.*

| Results of Crisis Service Follow Up | # | % | | Goal |
|---|----------|----------|--------|-------------|
| 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.*

| At-Risk Service Follow-Up | # | % | | Goal |
|--|----------|----------|--------|-------------|
| Number of Advocacy/At-risk Callers Assessments | 5 | | | |
| Number of Outgoing Calls Made for At-risk Follow Up | 8 | | | |
| Results of At-Risk Follow Up | # | % | | Goal |
| 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

| AIRS Needs | Definition | # | Percent |
|--|--|----------|----------------|
| 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.*

| AIRS Unmet Needs | Definition | # | Percent |
|--|--|----------|----------------|
| 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

| Agency Name | Agency Type | | |
|--|-----------------------------|-------|------|
| In December 2-1-1 Helpline made 11975 Referrals | | | |
| 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.

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 23rd. As the deadline drew near, more than 1 million people visited the national Healthcare.gov website over the weekend before Monday the 23rd, and the federal call center received more than 200,000 calls. By the afternoon of the 23rd, 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 1st coverage all the way through December 31st 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!