

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR January 2014
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	9518	72%
Northeast OK	1485	11%
Southeast OK	848	6%
Other OK/211 Heartline	157	1%
Not OK	301	2%
Unknown Location	825	6%
Total	13134	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)	7	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	7445	57%
Crisis (Mental health or life threatening intervention and connection to emergency services)	14	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4874	37%
Total Caller Contacts	12340	94%
Admin/Other	795	6%
Total Calls Records	13134	100%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	55	0%
1am	34	0%
2am	31	0%
3am	33	0%
4am	32	0%
5am	63	0%
6am	108	1%
7am	310	2%
8am	1032	8%
9am	1435	11%
10am	1507	11%
11am	1359	10%
Noon	1316	10%
1pm	1375	10%
2pm	1381	11%
3pm	1131	9%
4pm	705	5%
5pm	366	3%
6pm	248	2%
7pm	168	1%
8pm	134	1%
9pm	100	1%
10pm	120	1%
11pm	91	1%
Total Calls	13134	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	58 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	13%	≤ 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 42 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 36 sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	97	% of Total Call Volume	1%
Spanish Language Calls	93	% of Total Call Volume	1%
Other Non-English Calls or Deaf Translation	4	% of Total Call Volume	<1%
% Non English Calls Taken by Bilingual Call Specialists	7	% of Non-English Call Total	7%
% Non English Calls Translated by Tele-Interpreter	80	% of Non-English Call Total	82%
% Non English Calls Translated by 3rd Party on Call	1	% of Non-English Call Total	1%
Deaf Translation Calls Using 7-1-1 Relay Service	2	% of Non-English Call Total	2%

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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	7445			
Number of Calls Flagged For QS Follow Up	368	5%	% of 7445	
Number of Outgoing Calls Made for QS Follow Up	665			
Callers Contacted For QS Follow Up	171	2%	% of 7445	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	55	32%	% of 171	
Callers Expressing Satisfaction with 211 Services	171	100%	% of 171	85%
Callers Who Plan to Use 211 again	171	100%	% of 171	
Callers Who Did Not Contact Referral Agency	30	18%	% of 171	<20%
Callers Who Contacted One or More Referral Agencies	141	82%	% of 171	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	106	75%	% of 141	70%
Callers Contacting Agency Not Receiving Desired Services	35	25%	% of 141	<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	14			
Successful Verification of Connection to Crisis Services	13	93%	% of 14	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	1	7%	% of 14	<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 January be compromised. Follow Ups Made within three days of first contact.*

At-Risk Service Follow-Up	#	%		Goal
Number of Advocacy/At-risk Callers Assessments	7			
Number of Outgoing Calls Made for At-risk Follow Up	15			
Results of At-Risk Follow Up	#	%		Goal
Successful Verification of Connection to Critical Services	5	5	71%	% of 7
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	2	2	29%	% of 7

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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	35	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	511	4%
Disaster Services	Disaster relief, shelter and recovery services	30	<1%
Education	Education and Facilities, School supplies, tutoring	184	1%
Employment	Job training, career counseling, job search	156	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1739	12%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	2011	14%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	3314	23%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	1508	10%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	553	4%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1950	13%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1135	8%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	654	5%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	182	1%
Transportation	Assistance with transportation or transportation for special needs	395	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	94	1%
Total Needs		14451	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 January 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	1	<1%
Clothing/Personal/ Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	25	6%
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	17	4%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	40	10%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	125	31%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	63	16%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	9	2%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	11	3%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	4	1%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	5	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	95	24%
Volunteers/Donations	Volunteer and or Donation Opportunities	1	<1%
Total Needs		400	100%

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TOP 15 AGENCY REFERRALS

Agency Name	Agency Type		
In January 2-1-1 Helpline made 13134 Referrals			
CATHOLIC CHARITIES	Faith Based Non Profit	1267	6%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	1056	5%
HELPING HANDS MINISTRY	Faith Based Non Profit	959	4%
AARP OKLAHOMA	Private Non Profit	853	4%
NEIGHBOR FOR NEIGHBOR	Private Non Profit	846	4%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	690	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	605	3%
US DEPARTMENT OF HEALTH AND HUMAN SERVICES	Governmental/Public Service	478	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	437	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	436	2%
CITY OF TULSA	Governmental/Public Service	420	2%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	413	2%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	293	1%
COMMUNITY HEALTH CONNECTION	Private Non Profit	290	1%
MORTON COMPREHENSIVE HEALTH SERVICES	Private Non Profit	286	1%
Top 15 Referrals		9329	41%
Other Referrals		13489	59%
Total Referrals		22818	100%

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**CALL VOLUME ANALYSIS
2014 compared to same time period in 2012 Jan to Dec**

	January		February		March		April		May		June	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Incoming	13,968	15,097	11,201		11,675		12,666		12,865		13,553	
Answered	12,571	13,134	10,193		10,531		11,311		11,759		11,927	
Connectivity	90%	87%	91%		90.2%		89.3%		91.4%		88%	
	July		August		September		October		November		December	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Incoming	14,718		15,574		13,378		16,101		14,792		13,924	
Answered	12,952		13,705		11,372		13,042		12,129		11,971	
Connectivity	88.1%		88%		85%		81%		82%		86%	

REFERRALS THROUGH ALTERNATIVE MEANS

Contact Type	January 2014
ReferWeb Site Visits	2012
ReferWeb Searches for Service	3151
211Info Email Requests for Referral	0
211Info Voicemail Requests for Referral	0

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HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

Insurance Question	Count	% of Total
Insured	8218	75%
Not insured or under-insured	2696	25 %
Total Calls Status Verified	10914	100%

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	636
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	860

NAVIGATOR/ACA OUTREACH EVENTS

	Count
Community Events this Month	2
Consumers attending community events this month	23
Small Business Events this Month	0
Consumers attending small business events this month	0

Oklahoma Department of Human Services Crisis Assistance funding for propane users: on Feb limited amount of additional funding giving priority to propane users will be available through the Energy Crisis Assistance Program (ECAP). ECAP is part of the federal Low-Income Home Energy Assistance Program (LIHEAP) administered by the Oklahoma Department of Human Services (DHS).

Tax Preparation Assistance: 2-1-1 Helpline coordinates with agencies partners to annually update resources information for Volunteer Income Tax Assistance (VITA) and other tax preparation assistance programs in the service area. In the Tulsa service area, 2-1-1 is collaborating with Tulsa Area United Way to respond to a reduction in available VITA services created by program changes at one of the primary agencies providing tax assistance services. The TAUW program begins February 3rd. In January, 2-1-1 Helpline made to 998 referrals to Tax Organizations and Services.

Annual Agency Survey Results: Below are results from the first 175 survey respondents. The percentage of positive responses including "strongly agree", "agree" or neutral are as follows:

- 90.8% indicated 2-1-1 Helpline referrals to agency are accurate and appropriate [87.0% in 2013]
- 90.9% indicated agency information in 2-1-1 database is accurate and appropriate [89.1% in 2013]
- 90.4% indicated 2-1-1 resource and service staff is helpful and responsive to agency staff [90.4% in 2013]
- 77.8% indicated ReferWeb is useful and easily accessible [82.4% in 2013]
- 78.9% indicated information products e.g. website, resource guides, newsletters are helpful for agency [87.8% in 2012]
- 85.7% indicated 2-1-1 Helpline is an exceptionally valuable resource to agency [89.1% in 2013]
- 89.2% indicated 2-1-1 Helpline is an exceptionally valuable resource to callers [89.8% in 2013]
- 66.9% indicated agency clients occasionally or more often report being referred by 2-1-1 [66.0% in 2013]

COMMENTS FROM JANUARY FOLLOW-UP CALLS

- 211 has given me a lot of good information and has been a big help to me many times
- 211 Was Very Helpful In Giving Us All The Information Available. It Was Wonderful.
- Getting My Teeth Taken Care Of. I'm Just As Excited As I Can Be About It And I'm So Glad You Guys Are There.
- Such a Blessing To Be Able To Get Help When You Don't' Know Who To Call
- I Had Never Heard Of 211. It Is A Great Service And Did What I Needed.
- Getting Taxes Done Tomorrow. Thank You.