

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR May 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	7193	68%
Northeast OK	1258	12%
Southeast OK	713	7%
Other OK/211 Heartline	133	1%
Not OK	271	3%
Unknown Location	1084	10%
<b>Total</b>	<b>10652</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)	16	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5631	53%
Crisis (Mental health or life threatening intervention and connection to emergency services)	8	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3839	36%
Total Caller Contacts	9494	89%
Admin/Other	1158	11%
Total Calls Records	<b>10652</b>	100%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	47	<1%
1am	47	<1%
2am	30	<1%
3am	23	<1%
4am	30	<1%
5am	41	<1%
6am	128	1%
7am	274	3%
8am	813	8%
9am	1166	11%
10am	1159	11%
11am	1086	10%
Noon	1051	10%
1pm	1030	10%
2pm	1001	9%
3pm	827	8%
4pm	632	6%
5pm	372	3%
6pm	245	2%
7pm	192	2%
8pm	179	2%
9pm	108	1%
10pm	91	1%
11pm	80	1%
<b>Total Calls</b>	<b>10652</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	49 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	10%	≤ 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	1 min 45 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 15 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	82	% of Total Call Volume	1%
Spanish Language Calls	81	% 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	57	% of Non-English Call Total	66%
% Non English Calls Translated by Tele-Interpreter	25	% of Non-English Call Total	29%
% Non English Calls Translated by 3rd Party on Call	0	% 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	<b>5631</b>			
Number of Calls Flagged For QS Follow Up	<b>217</b>	<b>4%</b>	<b>% of 5631</b>	<b>2%</b>
Number of Outgoing Calls Made for QS Follow Up	<b>421</b>			
Callers Contacted For QS Follow Up	<b>99</b>	<b>2%</b>	<b>% of 5631</b>	
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	<b>14</b>	<b>14%</b>	<b>% of 99</b>	
Callers Expressing Satisfaction with 211 Services	<b>99</b>	<b>100%</b>	<b>% of 99</b>	<b>85%</b>
Callers Who Plan to Use 211 again	<b>96</b>	<b>97%</b>	<b>% of 99</b>	
Callers Who Did Not Contact Referral Agency	<b>13</b>	<b>13%</b>	<b>% of 99</b>	<b>&lt;20%</b>
Callers Who Contacted One or More Referral Agencies	<b>86</b>	<b>87%</b>	<b>% of 99</b>	<b>80%</b>
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	<b>54</b>	<b>63%</b>	<b>% of 86</b>	<b>70%</b>
Callers Contacting Agency Not Receiving Desired Services	<b>45</b>	<b>52%</b>	<b>% of 86</b>	<b>&lt;30%</b>

**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	<b>8</b>			
Successful Verification of Connection to Crisis Services	<b>1</b>	<b>13%</b>	<b>% of 8</b>	<b>70%</b>
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	<b>7</b>	<b>88%</b>	<b>% of 8</b>	<b>&lt;30%</b>

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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 April 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	<b>16</b>			
Number of Outgoing Calls Made for At-risk Follow Up	<b>28</b>			
<b>Results of At-Risk Follow Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Successful Verification of Connection to Critical Services	<b>11</b>	<b>69%</b>	<b>% of 16</b>	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	<b>5</b>	<b>31%</b>	<b>% of 16</b>	<b>&lt;30%</b>

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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	72	1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	393	4%
Disaster Services	Disaster relief, shelter and recovery services	86	1%
Education	Education and Facilities, School supplies, tutoring	114	1%
Employment	Job training, career counseling, job search	104	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1399	15%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1231	13%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2564	27%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	446	5%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	527	6%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1794	19%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1055	11%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	598	6%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	217	2%
Transportation	Assistance with transportation or transportation for special needs	352	4%
Volunteers/Donations	Volunteer and or Donation Opportunities	65	1%
Total Needs		9568	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 April 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	4	1%
Clothing/Personal/ Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	31	7%
Disaster Services	Disaster relief, shelter and recovery services	10	2%
Education	Education and Facilities, School supplies, tutoring	2	<1%
Employment	Job training, career counseling, job search	2	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	24	6%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	34	8%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	139	32%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	38	9%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	13	3%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	19	4%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	8	2%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	10	2%
Other Government/ Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	3	1%
Transportation	Assistance with transportation or transportation for special needs	88	21%
Volunteers/Donations	Volunteer and or Donation Opportunities	3	1%
Total Needs		428	100%



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**TOP 15 AGENCY REFERRALS**

Agency Name	Agency Type		
CATHOLIC CHARITIES	Faith Based Non Profit	957	5%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	803	5%
HELPING HANDS MINISTRY	Faith Based Non Profit	754	4%
NEIGHBOR FOR NEIGHBOR	Private Non Profit	653	4%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	521	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	487	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	423	2%
CITY OF TULSA	Governmental/Public Service	396	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	359	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	353	2%
JOHN 3:16 MISSION	Faith Based Non Profit	232	1%
HARVEST HOUSE	Faith Based Non Profit	228	1%
LEGAL AID SERVICES OF OKLAHOMA	Private Non Profit	227	1%
IRON GATE AT TRINITY	Faith Based Non Profit	220	1%
MORTON COMPREHENSIVE HEALTH SERVICES	Private Non Profit	193	1%
Top 15 Referrals		6806	39%
Other Referrals		10697	61%
Total Referrals		<b>17503</b>	100%
CATHOLIC CHARITIES	Faith Based Non Profit	957	5%

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**CALL VOLUME ANALYSIS  
2014 compared to same time period in 2013 Jan to Dec**

	<b>January</b>		<b>February</b>		<b>March</b>		<b>April</b>		<b>May</b>		<b>June</b>	
	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>
Incoming	13,968	15,097	11,201	12,676	11,675	13,684	12,666	13,400	12,865	11817	13,553	
Answered	12,571	13,134	10,193	11,155	10531	11495	11,311	11658	11,759	10652	11,927	
Connectivity	90%	87%	91%	88%	90.2%	84%	89.3%	87%	91.4%	90%	88%	
	<b>July</b>		<b>August</b>		<b>September</b>		<b>October</b>		<b>November</b>		<b>December</b>	
	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>	<b>2013</b>	<b>2014</b>
Incoming	14,718		15574		13378		16,101		14,792		13,924	
Answered	12,952		13705		11,372		13,042		12,129		11,971	
Connectivity	88.1%		88%		85%		81%		82%		86%	

**REFERRALS THROUGH ALTERNATIVE MEANS**

<b>Contact Type</b>	<b>MAY 2014</b>
ReferWeb Site Visits	1609
ReferWeb Searches for Service	2486
211 Info Email Requests for Referral	3
211Info Voicemail Requests for Referral	2

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

Insurance Question	Count	% of Total
Insured	6065	78%
Not insured or under-insured	1721	22%
Total Calls Status Verified	7786	100%

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	59
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	55

**NAVIGATOR/ACA OUTREACH EVENTS**

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

**Notes and Seasonal Programs:**

- TWC Installed 31 AC's in May
- 21 callers were referred to TWC in May for follow up.

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

- 211 Service Was Good She Took Care Of It All.
- Did Not Even Know 211 Existed. Can Not Thank You Enough. Have A Blessed Day.
- Had Never Called Before And Now I've Referred Everyone I Know To 211.
- Oh Thank God For 211! Got The Help We Needed And Always Get Good Information From 211.
- The Places You Gave Us Were Able To Take Good Care Of Us. I Appreciate You.
- One Of The Places You Gave Me Was Able To Help Thank You.