

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR SEPTEMBER 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	7485	66%
Northeast OK	1430	13%
Southeast OK	794	7%
Other OK/211 Heartline	166	1%
Not OK	283	3%
Unknown Location	1161	10%
<b>Total</b>	<b>11319</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)	19	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5996	53%
Crisis (Mental health or life threatening intervention and connection to emergency services)	15	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4182	37%
Total Caller Contacts	10212	90%
Admin/Other	1106	10%
Total Calls Records	<b>11319</b>	100%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	66	1%
1am	32	<1%
2am	36	<1%
3am	18	<1%
4am	28	<1%
5am	32	<1%
6am	92	1%
7am	313	3%
8am	925	8%
9am	1190	11%
10am	1263	11%
11am	1150	10%
Noon	1132	10%
1pm	1147	10%
2pm	1042	9%
3pm	877	8%
4pm	667	6%
5pm	348	3%
6pm	287	3%
7pm	189	2%
8pm	169	1%
9pm	120	1%
10pm	120	1%
11pm	76	1%
<b>Total Calls</b>	<b>11319</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 3 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	16%	≤ 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 54 sec	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	4 min 19 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	118	% of Total Call Volume	1%
Spanish Language Calls	117	% of Total Call Volume	1%
Other Non-English Calls or Deaf Translation	1	% of Total Call Volume	0%
% Non English Calls Taken by Bilingual Call Specialists	56	% of Non-English Call Total	47%
% Non English Calls Translated by Tele-Interpreter	60	% of Non-English Call Total	51%
% 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	1	% 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	5996			
Number of Calls Flagged For QS Follow Up	422	7%	% of 5996	<b>2%</b>
Number of Outgoing Calls Made for QS Follow Up	372			
Callers Contacted For QS Follow Up	114	2%	% of 5996	<b>2%</b>
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	80			
Callers Expressing Satisfaction with 211 Services	114	100%	% of 114	<b>85%</b>
Callers Who Plan to Use 211 again	113			
Callers Who Did Not Contact Referral Agency	13	11%	% of 114	<b>&lt;20%</b>
Callers Who Contacted One or More Referral Agencies	101	89%	% of 114	<b>80%</b>
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	51			
Callers Contacting Agency Not Receiving Desired Services	50	50%	% of 101	<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	15			
Successful Verification of Connection to Crisis Services	10	67%	% of 15	<b>70%</b>
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	5	33%	% of 15	<b>&lt;30%</b>

**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>Goal</b>
Number of Advocacy/At-risk Callers Assessments	19			
Number of Outgoing Calls Made for At-risk Follow Up	28			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	11	58%	% of 19	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	8	42%	% of 19	<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	19	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	461	4%
Disaster Services	Disaster relief, shelter and recovery services	25	<1%
Education	Education and Facilities, School supplies, tutoring	162	1%
Employment	Job training, career counseling, job search	87	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1210	11%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1288	11%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2914	25%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	382	3%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	737	6%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	2015	17%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1013	9%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	567	5%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	156	1%
Transportation	Assistance with transportation or transportation for special needs	388	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	92	1%
Total Needs		11516	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	1	<1%
Clothing/Personal/ Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	31	8%
Disaster Services	Disaster relief, shelter and recovery services	3	1%
Education	Education and Facilities, School supplies, tutoring	5	1%
Employment	Job training, career counseling, job search	1	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	21	5%
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	133	35%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	18	5%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	31	8%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	14	4%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	5	1%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	6	2%
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	74	19%
Volunteers/Donations	Volunteer and or Donation Opportunities	0	<1%
Total Needs		383	100%

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**TOP 15 AGENCY REFERRALS**

<b>Agency Name</b>	<b>Agency Type</b>		
CATHOLIC CHARITIES	Faith Based Non Profit	1191	6%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	941	5%
HELPING HANDS MINISTRY	Faith Based Non Profit	871	5%
NEIGHBOR FOR NEIGHBOR	Faith Based Non Profit	591	3%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	577	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	496	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	480	3%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	388	2%
CITY OF TULSA	Governmental/Public Service	383	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	356	2%
HARVEST HOUSE - RIVERGATE CHURCH	Faith Based Non Profit	289	2%
JOHN 3:16 MISSION	Faith Based Non Profit	284	2%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	251	1%
MORTON COMPREHENSIVE HEALTH SERVICES	Private, Non Profit	219	1%
LEGAL AID SERVICES OF OKLAHOMA	Private, Non Profit	215	1%
Top 15 Referrals		7532	40%
Other Referrals		11366	60%
Total Referrals		<b>18898</b>	100%



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**CALL VOLUME ANALYSIS  
2014 compared to same time period in 2013 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	12,676	11,675	13,684	12,666	13,400	12,865	11,817	13,553	11,731
Answered	12,571	13,134	10,193	11,155	10,531	11,495	11,311	11,658	11,759	10,652	11,927	11,262
Connectivity	90%	87%	91%	88%	90.2%	84%	89.3%	87%	91.4%	90%	88%	96%
	July		August		September		October		November		December	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Incoming	14,718	14,342	15,574	14,890	13,378	13,475	16,101		14,792		13,924	
Answered	12,952	12,478	13,705	12,061	11,372	11,319	13,042		12,129		11,971	
Connectivity	88.1%	87%	88%	81%	85%	84%	81%		82%		86%	

**REFERRALS THROUGH ALTERNATIVE MEANS**

Contact Type	Sept 2014
ReferWeb Site Visits	1981
ReferWeb Searches for Service	3118
211 Info Email Requests for Referral	5
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	5589	73
Not insured or under-insured	2053	27
Total Calls Status Verified	7642	100

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	91
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	148

**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

**COMMENTS FROM FOLLOW-UP CALLS**

- 211 was a big help. Thanks kindly for the call back.
- 211 Was So Helpful. I Can't Say Enough About It. It's A Wonderful Service. I So Appreciate All The Help.
- It Worked Out Well For Me. Thank You Have A Nice Day.
- Not First Time To Call But Was The 1st Time I Actually Followed Through With Calling Agencies. Thank You.
- We Got Just What We Needed From The Places You Told Us To Call. Thank You So Much.