

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR OCTOBER 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	8312	68%
Northeast OK	1519	12%
Southeast OK	801	7%
Other OK/211 Heartline	131	1%
Not OK	262	2%
Unknown Location	1202	10%
<b>Total</b>	<b>12227</b>	<b>100%</b>

**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)	14	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6489	53%
Crisis (Mental health or life threatening intervention and connection to emergency services)	20	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4484	37%
<b>Total Caller Contacts</b>	<b>11007</b>	<b>90%</b>
Admin/Other	1220	10%
<b>Total Calls Records</b>	<b>12227</b>	<b>100%</b>

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	78	1%
1am	43	<1%
2am	45	<1%
3am	24	<1%
4am	25	<1%
5am	37	<1%
6am	97	1%
7am	278	2%
8am	895	7%
9am	1289	11%
10am	1396	11%
11am	1319	11%
Noon	1290	11%
1pm	1230	10%
2pm	1144	9%
3pm	1023	8%
4pm	716	6%
5pm	383	3%
6pm	283	2%
7pm	198	2%
8pm	165	1%
9pm	114	1%
10pm	88	1%
11pm	67	1%
<b>Total Calls</b>	<b>12227</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	N/A*	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	N/A	≤ 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	N/A	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	N/A	

**\*Had software issues and were not able to obtain valid call metric statistics for the month**

**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	161	% of Total Call Volume	1%
Spanish Language Calls	160	% of Total Call Volume	1%
Other Non-English Calls or Deaf Translation	1	% of Total Call Volume	<1%
% Non English Calls Taken by Bilingual Call Specialists	86	% of Non-English Call Total	53%
% Non English Calls Translated by Tele-Interpreter	74	% of Non-English Call Total	46%
% 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	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	6489			
Number of Calls Flagged For QS Follow Up	435	7%	% of 6489	<b>2%</b>
Number of Outgoing Calls Made for QS Follow Up	617			
Callers Contacted For QS Follow Up	164	3%	% of 6489	<b>2%</b>
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	59	36%	% of 164	
Callers Expressing Satisfaction with 211 Services	153	93%	% of 164	<b>85%</b>
Callers Who Plan to Use 211 again	163	99%	% of 164	
Callers Who Did Not Contact Referral Agency	13	8%	% of 164	<b>&lt;20%</b>
Callers Who Contacted One or More Referral Agencies	151	92%	% of 164	<b>80%</b>
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	102	68%	% of 151	
Callers Contacting Agency Not Receiving Desired Services	62	41%	% of 151	<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	19			
Successful Verification of Connection to Crisis Services	15	79%	% of 19	<b>70%</b>
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	4	21%	% of 19	<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	14			
Number of Outgoing Calls Made for At-risk Follow Up	43			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	8	57%	% of 14	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	6	43%	% of 14	<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	59	1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	483	4%
Disaster Services	Disaster relief, shelter and recovery services	24	<1%
Education	Education and Facilities, School supplies, tutoring	132	1%
Employment	Job training, career counseling, job search	118	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1511	14%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1497	14%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	3090	28%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	419	4%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	1163	11%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	2028	18%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1097	10%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	634	6%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	176	2%
Transportation	Assistance with transportation or transportation for special needs	385	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	85	1%
Total Needs		11025	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	3	1%
Clothing/Personal/ Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	33	9%
Disaster Services	Disaster relief, shelter and recovery services	2	1%
Education	Education and Facilities, School supplies, tutoring	6	2%
Employment	Job training, career counseling, job search	3	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	16	4%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	25	7%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	160	42%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	25	7%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	19	5%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	20	5%
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	4	1%
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	56	15%
Volunteers/Donations	Volunteer and or Donation Opportunities	0	<1%
Total Needs		384	100%

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**TOP 15 AGENCY REFERRALS**

<b>Agency Name</b>	<b>Agency Type</b>		
CATHOLIC CHARITIES	Faith Based Non Profit	1700	8%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	1004	5%
HELPING HANDS MINISTRY	Faith Based Non Profit	925	4%
NEIGHBOR FOR NEIGHBOR	Faith Based Non Profit	772	4%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	593	3%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	544	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	538	3%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	466	2%
JOHN 3:16 MISSION	Faith Based Non Profit	403	2%
CITY OF TULSA	Governmental/Public Service	387	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	379	2%
TULSA DREAM CENTER	Private, Non Profit	325	2%
MARINE TOYS FOR TOTS - OKLAHOMA FOUNDATION	Private, Non Profit	311	1%
HARVEST HOUSE - RIVERGATE CHURCH	Faith Based Non Profit	306	1%
LOAVES & FISHES	Faith Based Non Profit	253	1%
Top 15 Referrals		8906	41%
Other Referrals		12610	59%
Total Referrals		21516	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	1975
ReferWeb Searches for Service	2716
211 Info Email Requests for Referral	4
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	6138	73
Not insured or under-insured	2301	27
Total Calls Status Verified	8439	100

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	133
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	243

**NAVIGATOR/ACA OUTREACH EVENTS**

	Count
Community Events this Month	2
Consumers attending community events this month	437
Small Business Events this Month	0
Consumers attending small business events this month	0

**COMMENTS FROM FOLLOW-UP CALLS**

- "The People That You Sent Me To Were Able To Help Me And I Sure Appreciate It"
- "A Friend Told Me About 211, So I Called. The Girl I Talked To Ws Great. Thank You"
- "You Guys Was A Big Help"
- "211 Is Awesome. We Have Never Had A Problem"
- "You Gave Me a lot Of Good Information And Sure Appreciate The Help"
- "It Was Great. Got The Help We Needed From Your Numbers"