

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR JANUARY 2015
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	7097	67%
Northeast OK	1374	13%
Southeast OK	755	7%
Other OK/211 Heartline	138	1%
Not OK	243	2%
Unknown Location	1051	10%
Total	10658	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)	23	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6093	57%
Crisis (Mental health or life threatening intervention and connection to emergency services)	19	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3465	33%
Total Caller Contacts	9600	90%
Admin/Other	1058	10%
Total Calls Records	10658	100%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	71	1%
1am	33	<1%
2am	32	<1%
3am	36	<1%
4am	48	<1%
5am	40	<1%
6am	104	1%
7am	226	2%
8am	814	8%
9am	1137	11%
10am	1230	12%
11am	1114	10%
Noon	1071	10%
1pm	1157	11%
2pm	913	9%
3pm	915	9%
4pm	613	6%
5pm	315	3%
6pm	242	2%
7pm	161	2%
8pm	134	1%
9pm	104	1%
10pm	73	1%
11pm	75	1%
Total Calls	10658	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 15 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	Pending data	
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 16 sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	% of Total Call Volume	% of Contact
Non-English Calls Total	113	% of Total Call Volume	1%
Spanish Language Calls	111	% 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	1	% of Non-English Call Total	<1%
% Non English Calls Translated by Tele-Interpreter	0	% of Non-English Call Total	<1%
% 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.*

Quality Service Follow-Up	#	%		Goal
Number of Callers Receiving Assessment Services	6093	57%	% of 10658	
Number of Calls Flagged For QS Follow Up	337	3%	% of 10658	2%
Number of Outgoing Calls Made for QS Follow Up	355	3%	% of 10658	
Callers Contacted For QS Follow Up	162	2%	% of 10658	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	94	58%	% of 162	
Callers Expressing Satisfaction with 211 Services	160	99%	% of 162	85%
Callers Who Plan to Use 211 again	162	100%	% of 162	
Callers Who Did Not Contact Referral Agency	28	17%	% of 162	<20%
Callers Who Contacted One or More Referral Agencies	134	83%	% of 162	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	92	69%	% of 134	
Callers Contacting Agency Not Receiving Desired Services	42	31%	% of 134	<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	19			
Successful Verification of Connection to Crisis Services	13	68%	% of 19	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	6	32%	% of 19	<30%

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.*

At-Risk Service Follow-Up	#			Goal
Number of Advocacy/At-risk Callers Assessments	23			
Number of Outgoing Calls Made for At-risk Follow Up	42			
Results of At-Risk Follow Up				Goal
Successful Verification of Connection to Critical Services	17	74%	% of 23	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	6	26%	% of 23	<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	34	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	396	3%
Disaster Services	Disaster relief, shelter and recovery services	21	<1%
Education	Education and Facilities, School supplies, tutoring	124	1%
Employment	Job training, career counseling, job search	106	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1350	12%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1755	15%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1198	10%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	825	7%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	488	4%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1767	15%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	932	8%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	555	5%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	161	1%
Transportation	Assistance with transportation or transportation for special needs	338	3%
Utility Assistance	Utility Assistance	1526	13%
Volunteers/Donations	Volunteer and or Donation Opportunities	62	1%
Total Needs		11638	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.*

AIRS UNmet Needs	Definition	#	Percent
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	0	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	16	5%
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	10	3%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	30	10%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	65	21%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	52	17%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	2	1%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	36	12%
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	3	1%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	2	1%
Transportation	Assistance with transportation or transportation for special needs	43	14%
Utility Assistance	Utility Assistance	40	13%
Volunteers/Donations	Volunteer and or Donation Opportunities	0	<1%
Total Needs		306	100%

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TOP 15 AGENCY REFERRALS

Agency Name	Agency Type		
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	871	5%
HELPING HANDS MINISTRY	Faith Based Non Profit	809	4%
CATHOLIC CHARITIES	Faith Based Non Profit	785	4%
NEIGHBOR FOR NEIGHBOR	Private, Non Profit	705	4%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	582	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	473	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	460	2%
US DEPARTMENT OF HEALTH AND HUMAN SERVICES	Governmental/Public Service	427	2%
CITY OF TULSA	Governmental/Public Service	352	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	341	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	331	2%
HARVEST HOUSE - RIVERGATE CHURCH	Faith Based Non Profit	295	2%
UNITED WAY - TULSA	Private, Non Profit	263	1%
AARP OKLAHOMA	Private, Non Profit	242	1%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	231	1%
Top 15 Referrals		7167	38%
Other Referrals		11620	62%
Total Referrals		18787	100%

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**CALL VOLUME ANALYSIS
2014 compared to same time period in 2015 Jan to Dec**

Month	January		February		March		April		May		June	
Year	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Incoming	15,097	12,745	12,676		13,684		13,400		11817		11,731	
Connected	13,134	10658	11,155		11495		11658		10652		11262	
%	87%	84%	88%		84%		87%		90%		96%	
Month	July		August		September		October		November		December	
Year	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Incoming	14,342		14890		13475				13604		12575	
Connected	12478		12061		11319		12,227		11156		10060	
%	87%		81%		84%				82%		85%	

REFERRALS THROUGH ALTERNATIVE MEANS

Contact Type	Total
ReferWeb Site Visits	1619
ReferWeb Searches for Service	2453
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	5333	74
Not insured or under-insured	1922	26
Total Calls Status Verified	7255	100

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	623
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	808

NAVIGATOR/ACA OUTREACH EVENTS

	Count
Community Events this Month	2
Consumers attending community events this month	55
Small Business Events this Month	0
Consumers attending small business events this month	0

Comments from Callers:

- *I Appreciate This Service. When You Can't See, Can't Hear And Can't Eat This Helps To Call You.*
- *I Can't Believe You Took The Time To Call Me! I Appreciate You Guys So Much!!*
- *I Don't Know What I Would've Done Without You Guys. Thank You From The Bottom Of My Heart!*
- *I'm So Glad You Guys Are Here. Thank You!*

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