

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR FEBRUARY 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	6565	69%
Northeast OK	1166	12%
Southeast OK	628	7%
Other OK/211 Heartline	128	1%
Not OK	218	2%
Unknown Location	809	9%
Total	9514	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)	34	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5303	56%
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)	3348	35%
Total Caller Contacts	8705	91%
Admin/Other	809	9%
Total Calls Records	9514	100%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	62	1%
1am	30	<1%
2am	39	<1%
3am	17	<1%
4am	27	<1%
5am	50	1%
6am	83	1%
7am	233	2%
8am	717	8%
9am	957	10%
10am	1052	11%
11am	973	10%
Noon	958	10%
1pm	943	10%
2pm	893	9%
3pm	791	8%
4pm	579	6%
5pm	352	4%
6pm	232	2%
7pm	148	2%
8pm	117	1%
9pm	92	1%
10pm	85	1%
11pm	84	1%
Total Calls	9514	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 7 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	12%	≤ 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 35 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 33 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	91	% of Total Call Volume	1%
Spanish Language Calls	90	% 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	35	% of Non-English Call Total	<1%
% Non English Calls Translated by Tele-Interpreter	53	% of Non-English Call Total	1%
% 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.*

Quality Service Follow-Up	#	%		Goal
Number of Callers Receiving Assessment Services	5303			
Number of Calls Flagged For QS Follow Up	322			2%
Number of Outgoing Calls Made for QS Follow Up	211			
Callers Contacted For QS Follow Up	115	2%	% of 5303	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	63			
Callers Expressing Satisfaction with 211 Services	115	100%	% of 115	85%
Callers Who Plan to Use 211 again	114			
Callers Who Did Not Contact Referral Agency	22	19%	% of 115	<20%
Callers Who Contacted One or More Referral Agencies	93	81%	% of 115	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	69	74%	% of 93	
Callers Contacting Agency Not Receiving Desired Services	24	26%	% of 93	<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	20			
Successful Verification of Connection to Crisis Services	18	90%	% of 20	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	2	10%	% of 20	<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	34			
Number of Outgoing Calls Made for At-risk Follow Up	53			
Results of At-Risk Follow Up				Goal
Successful Verification of Connection to Critical Services	29	85%	% of 34	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	5	15%	% of 34	<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	24	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	284	3%
Disaster Services	Disaster relief, shelter and recovery services	19	<1%
Education	Education and Facilities, School supplies, tutoring	104	1%
Employment	Job training, career counseling, job search	90	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	948	9%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1608	16%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	869	8%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	1323	13%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	385	4%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1631	16%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	890	9%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	557	5%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	121	1%
Transportation	Assistance with transportation or transportation for special needs	303	3%
Utility Assistance	Utility Assistance	1088	11%
Volunteers/Donations	Volunteer and or Donation Opportunities	55	1%
Total Needs		10299	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	1	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	17	8%
Disaster Services	Disaster relief, shelter and recovery services	1	<1%
Education	Education and Facilities, School supplies, tutoring	3	1%
Employment	Job training, career counseling, job search	2	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	15	7%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	30	14%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	37	17%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	25	12%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	7	3%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	7	3%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	3	1%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	4	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	26	12%
Utility Assistance	Utility Assistance	38	18%
Volunteers/Donations	Volunteer and or Donation Opportunities	0	<1%
Total Needs		216	100%

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TOP 15 AGENCY REFERRALS

Agency Name	Agency Type		
CATHOLIC CHARITIES	Faith Based Non Profit	798	5%
AARP OKLAHOMA	Private, Non Profit	660	4%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	613	4%
UNITED WAY - TULSA	Private, Non Profit	558	3%
HELPING HANDS MINISTRY	Faith Based Non Profit	539	3%
NEIGHBOR FOR NEIGHBOR	Private, Non Profit	492	3%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	441	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	430	3%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	366	2%
2-1-1 HELPLINE	Private, Non Profit	328	2%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	317	2%
US DEPARTMENT OF HEALTH AND HUMAN SERVICES	Governmental/Public Service	316	2%
CITY OF TULSA	Governmental/Public Service	280	2%
COMMUNITY HEALTH CONNECTION	Private, Non Profit	209	1%
LEGAL AID SERVICES OF OKLAHOMA	Private, Non Profit	203	1%
Top 15 Referrals		6550	40%
Other Referrals		9773	60%
Total Referrals		16323	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	10,959	13,684		13,400		11817		11,731	
Connected	13,134	10658	11,155	9514	11495		11658		10652		11262	
%	87%	84%	88%	87%	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	1533
ReferWeb Searches for Service	2337
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	5156	75
Not insured or under-insured	1713	25
Total Calls Status Verified	6869	100

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	344
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	586

NAVIGATOR/ACA OUTREACH EVENTS

	Count
Community Events this Month	3
Consumers attending community events this month	230
Small Business Events this Month	
Consumers attending small business events this month	

Comments from Callers:

- It Was Nice To Talk To Someone And Feel Like I Had Support. Thank You So Much.
- Thank You All So, So Much. Y'all Have Become Friends And I Can't Put Into Words How Much Your Service Means To Me.
- Thank You So Much! I Didn't Know Where To Start And Ya'll Helped Me Find Out Everything That I Needed To Know. You're Awesome!!