

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR March 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	6735	68%
Northeast OK	1219	12%
Southeast OK	667	7%
Other OK/211		
Heartline	192	2%
Not OK	222	2%
Unknown Location	922	9%
Total	9957	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)	10	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5378	54%
Crisis (Mental health or life threatening intervention and connection to emergency services)	16	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3601	36%
Total Caller Contacts	9005	90%
Admin/Other	952	10%
Total Calls Records	9957	100%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	66	1%
1am	36	<1%
2am	42	<1%
3am	33	<1%
4am	31	<1%
5am	34	<1%
6am	83	1%
7am	243	2%
8am	681	7%
9am	1020	10%
10am	1056	11%
11am	1061	11%
Noon	1000	10%
1pm	972	10%
2pm	956	10%
3pm	831	8%
4pm	603	6%
5pm	360	4%
6pm	242	2%
7pm	203	2%
8pm	143	1%
9pm	111	1%
10pm	79	1%
11pm	71	1%
Total Calls	9957	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	53 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	11%	≤ 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 46 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 18 sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	118	% of Total Call Volume	% of Contact
Spanish Language Calls	113	% of Total Call Volume	1%
Other Non-English Calls or Deaf Translation	5	% of Total Call Volume	1%
% Non English Calls Taken by Bilingual Call Specialists	44	% of Non-English Call Total	<1%
% Non English Calls Translated by Tele-Interpreter	70	% of Non-English Call Total	<1%
% Non English Calls Translated by 3rd Party on Call	4	% 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	5378			
Number of Calls Flagged For QS Follow Up	375	7%	% of 5378	
Number of Outgoing Calls Made for QS Follow Up	160			
Callers Contacted For QS Follow Up	121	2%	% of 5378	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	63			
Callers Expressing Satisfaction with 211 Services	119	98%	% of 121	85%
Callers Who Plan to Use 211 again	121	100%	% of 121	
Callers Who Did Not Contact Referral Agency	26	21%	% of 121	<20%
Callers Who Contacted One or More Referral Agencies	95	79%	% of 121	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	72	76%	% of 95	70%
Callers Contacting Agency Not Receiving Desired Services	23	24%	% of 95	<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	16			
Successful Verification of Connection to Crisis Services	5	31%	% of 16	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	11	69%	% of 16	<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	10			
Number of Outgoing Calls Made for At-risk Follow Up	11			
Results of At-Risk Follow Up				Goal
Successful Verification of Connection to Critical Services	6	85%		70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	4	15%		<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	55	1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	337	3%
Disaster Services	Disaster relief, shelter and recovery services	113	1%
Education	Education and Facilities, School supplies, tutoring	101	1%
Employment	Job training, career counseling, job search	123	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1143	11%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1285	13%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1020	10%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	858	9%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	404	4%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1841	18%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	958	9%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	591	6%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	168	2%
Transportation	Assistance with transportation or transportation for special needs	301	3%
Utility Assistance	Utility Assistance	1123	11%
Volunteers/Donations	Volunteer and or Donation Opportunities	56	1%
Total Needs		10085	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	16	6%
Disaster Services	Disaster relief, shelter and recovery services	11	4%
Education	Education and Facilities, School supplies, tutoring	3	1%
Employment	Job training, career counseling, job search	1	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	6	2%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	30	11%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	54	20%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	31	11%
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	15	5%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	11	4%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	5	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	54	20%
Utility Assistance	Utility Assistance	29	11%
Volunteers/Donations	Volunteer and or Donation Opportunities	2	1%
Total Needs		276	100%

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TOP 15 AGENCY REFERRALS

Agency Name	Agency Type		
CATHOLIC CHARITIES	Faith Based Non Profit	851	5%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	694	4%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	593	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	553	3%
NEIGHBOR FOR NEIGHBOR	Private, Non Profit	455	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	451	3%
CITY OF TULSA	Governmental/Public Service	371	2%
AARP OKLAHOMA	Private, Non Profit	362	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	362	2%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	315	2%
UNITED WAY - TULSA	Private, Non Profit	305	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	246	2%
JOHN 3:16 MISSION	Faith Based Non Profit	214	1%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	202	1%
HARVEST HOUSE - RIVERGATE CHURCH	Faith Based Non Profit	182	1%
Top 15 Referrals		6156	38%
Other Referrals		10049	62%
Total Referrals		16205	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	11188	13,400		11817		11,731	
Connected	13,134	10658	11,155	9514	11495	9957	11658		10652		11262	
%	87%	84%	88%	87%	84%	89%	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	1633
ReferWeb Searches for Service	2701
211 Info Email Requests for Referral	4
211Info Voicemail Requests for Referral	3

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HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

Insurance Question	Count	% of Total
Insured	5390	76%
Not insured or under-insured	1716	24%
Total Calls Status Verified	1706	100%

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	164
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	29

*Navigator assistance/referrals lowered in March due to the end of Health Care Open Enrollment.

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

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**COMMENTS FROM CALLERS WHEN ASKED "IF IT HAD NOT BEEN FOR 2-1-1,
WHAT WOULD HAVE HAPPENED?"**

- I Wouldn't Have Been Able To Cook Dinner For My Kids.
- I Would Not Have Had Any Furniture In My Apartment.
- We Would Have Gone Hungry.
- Well, I Probably Would Be Sitting In The Dark!
- Not Sure, Might've Been Homeless!

COMMENTS FOR CALLERS REGARDING 2-1-1 SERVICES:

- I Was Very Pleased With My Service!
- I Am So Glad You All Are There! Thank You So Much!
- I Don't Think I Could Have Made It Without You Guys. Thank You So Much For Your Help!
- Specialists Are Always Helpful.
- You Guys Are Good At What You Do. Always Helpful.