

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR MAY 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	5568	58%
Northeast OK	1296	14%
Southeast OK	763	8%
Other OK/211 Heartline	135	1%
Not OK	260	3%
Unknown Location	1519	16%
Total	9541	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)	11	>1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5277	56%
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)	3282	35%
Total Caller Contacts	8589	91%
Admin/Other	862	9%
Total Calls Records	9451	100%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	60	0.63%
1am	54	0.57%
2am	32	0.34%
3am	22	0.23%
4am	30	0.32%
5am	42	0.44%
6am	103	1.09%
7am	265	2.80%
8am	659	6.97%
9am	1012	10.71%
10am	1091	11.54%
11am	1008	10.67%
Noon	867	9.17%
1pm	873	9.24%
2pm	856	9.06%
3pm	764	8.08%
4pm	542	5.73%
5pm	295	3.12%
6pm	266	2.81%
7pm	176	1.86%
8pm	138	1.46%
9pm	106	1.12%
10pm	92	0.97%
11pm	98	1.04%
Total Calls	9451	100.00%

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CALL MANAGEMENT-

Metric		GOAL
211 English: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	77%	80%
211 Spanish: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	74%	80%
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	10%	≤ 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 29 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 mins 27 seconds	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	81	% of Total Call Volume	1%
Spanish Language Calls	80	% 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	44	% of Non-English Call Total	<1%
% Non English Calls Translated by Tele-Interpreter	34	% 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	5277			
Number of Calls Flagged For QS Follow Up	443	5%		5%
Number of Outgoing Calls Made for QS Follow Up	264			
Callers Contacted For QS Follow Up	119	2%	of 5277	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	38	32%		
Callers Expressing Satisfaction with 211 Services	112	94%	of 119	85%
Callers Who Plan to Use 211 again	112	94%		
Callers Who Did Not Contact Referral Agency	17	84%	of 119	<20%
Callers Who Contacted One or More Referral Agencies	102	86%%	of 119	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	84	82%	of 119	70%
Callers Contacting Agency Not Receiving Desired Services	18	18%	of 119	<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	10	53%		70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	9	47%		<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	11			
Number of Outgoing Calls Made for At-risk Follow Up	17			
Results of At-Risk Follow Up				Goal
Successful Verification of Connection to Critical Services	4	36%	of 11	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	7	63%	of 11	<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	51	1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	321	3%
Disaster Services	Disaster relief, shelter and recovery services	124	1%
Education	Education and Facilities, School supplies, tutoring	84	1%
Employment	Job training, career counseling, job search	91	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1201	12%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1108	11%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1164	12%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	379	4%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	465	5%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1910	19%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	860	9%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	577	6%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	151	1%
Transportation	Assistance with transportation or transportation for special needs	283	3%
Utility Assistance	Utility Assistance	1240	12%
Volunteers/Donations	Volunteer and or Donation Opportunities	75	1%
Total Needs		10084	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	19	7%
Disaster Services	Disaster relief, shelter and recovery services	10	3%
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	14	5%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	23	8%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	63	22%
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	12	4%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	17	6%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	7	2%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	8	3%
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	42	15%
Utility Assistance	Utility Assistance	33	11%
Volunteers/Donations	Volunteer and or Donation Opportunities	2	1%
Total Needs		287	100%

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TOP 15 AGENCY REFERRALS

Agency Name	Type	# Referrals	%
CATHOLIC CHARITIES	Faith Based Non Profit	924	6%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	662	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	631	4%
NEIGHBOR FOR NEIGHBOR	Private, Non Profit	549	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	512	3%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	419	3%
CITY OF TULSA	Governmental/Public Service	353	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	329	2%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	304	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	280	2%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	219	1%
HARVEST HOUSE - RIVERGATE CHURCH	Faith Based Non Profit	218	1%
JOHN 3:16 MISSION	Faith Based Non Profit	202	1%
IRON GATE AT TRINITY	Faith Based Non Profit	198	1%
LEGAL AID SERVICES OF OKLAHOMA	Private, Non Profit	193	1%
	Total of Top 15	5993	38%
	Total Other Agencies	9927	62%
	Total Referrals	15920	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	11,819	11817	10501	11,731	
Connected	13,134	10658	11,155	9514	11495	9957	11658	10,040	10652	9541	11262	
%	87%	84%	88%	87%	84%	89%	87%	89%	90%	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	1428
ReferWeb Searches for Service	2104
211 Info Email Requests for Referral	4
211Info Voicemail Requests for Referral	3

REFERWEB SEARCHES

Top 5 ReferWeb Referral Searches	
Adult Protective Services	62
Utility Assistance	58
Food Pantries	57
Substance Abuse Treatment Programs	30
Rent Payment Assistance	37
Household goods	26

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HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

Insurance Question	Count	% of Total
Insured	5199	74%
Not insured or under-insured	1787	26%
Total Calls Status Verified	6986	

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	93
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	112

*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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Disaster Related Calls- May Storms and Flooding

2-1-1 Helpline responded to 111 storm related calls in May from households impacted by the May storms and heavy flooding. 2-1-1 is coordinating with OEM and VOAD to provide updated emergency response and recovery services for this event as well as the storms continuing to impact the state in June. The June report will include 2-1-1 storm related calls and statistics from a coordinated effort between 2-1-1 Helpline and 2-1-1 Heartline to register in people with storm clean up needs in a statewide ticketing system for organizations working with VOAD.

	Count
Storm Related Calls	111
Disaster Service Referrals	128
Disaster Relief Services	32
Extreme Heat Cooling Programs	31
Disaster Response Services	27
Disaster Management Organizations	12
Disaster Related Information	11
Disaster Claims Information	5
Disaster Related Shelter Services	5
Disaster Preparedness	3
Disaster Service Centers/Hotlines	2

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

I Would Have Lost My Lights.
My Family And I Could Have Gone Hungry. I'm Very Thankful.
I Don't Know. I Wouldn't Have Any Furniture, For Sure!
The Person Was Very Knowledgeable And Nice. She Was Very Patient With Me.
I Wouldn't Have Been Able To Attend School If I Hadn't Gotten Help.
I Would Have Lost My Lights.
I Don't Ever Want To Know! 211 Has Always Been There!!
I Have No Idea, I Rely On 211 For So Many Things.
I Don't Know. I'm Just Grateful That You Were There For Me.
I'm Really Thankful For Your Services.
I Don't Know!
Operator Was Very Nice -- But Neighbor For Neighbor Denied Him Because He Has Insurance - Even Though He Doesn't Have Vision Insurance
I Don't What I'd Do Without 211.
Man, I Was In A Lot Of Pain. There Was No Way I Could Pay A Dentist. You All Were The Only Place I Knew O
Boy, I Don't Know What I Would've Done! Ya'll Aren't Going Anywhere, Are You?
My Dog Would Have Died Without You!
Very Helpful
I Sure Don't Want To Even Think About That! I Don't Know What I Would Do Without 211.
I Wouldn't Not Have Had Electricity!
I Don't Really Know.
I Don't Know. There's No Way That I Could Find Food Pantries. Alone!
I Could've Lost My Apartment!
I Don't Know How I Would've Found Food And Clothing Pantries Without You. Thanks!
I Don't Know. I Was Really Feeling Helpless When I Called And 211 Was There For Me.

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