

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR July 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	6996	65.90%
Northeast OK	1406	13.24%
Southeast OK	774	7.29%
Other OK/211 Heartline	149	1.40%
Not OK	290	2.73%
Unknown Location	1001	9.43%
Total	10616	100.00%

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)	9	0.08%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6255	58.94%
Crisis (Mental health or life threatening intervention and connection to emergency services)	7	0.07%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3340	31.47%
Total Caller Contacts	9611	90.57%
Admin/Other	1001	9.43%
Total Calls Records	10612	100.00%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	74	0.70%
1am	42	0.40%
2am	39	0.37%
3am	56	0.53%
4am	45	0.42%
5am	42	0.40%
6am	102	0.96%
7am	270	2.54%
8am	716	6.74%
9am	1051	9.90%
10am	1154	10.87%
11am	1086	10.23%
Noon	1164	10.96%
1pm	1080	10.17%
2pm	972	9.16%
3pm	891	8.39%
4pm	606	5.71%
5pm	340	3.20%
6pm	257	2.42%
7pm	217	2.04%
8pm	128	1.21%
9pm	106	1.00%
10pm	98	0.92%
11pm	80	0.75%
Total Calls	10616	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.	71%	80%
211 Spanish: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	64.7%	80%
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	10.60%	≤ 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 49 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 20 seconds	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	133	% of Total Call Volume	1.25%
Spanish Language Calls	132	% of Total Call Volume	1.24%
Other Non-English Calls or Deaf Translation	1	% of Total Call Volume	0.01%
% Non English Calls Taken by Bilingual Call Specialists	71	% of Non-English Call Total	53.38%
% Non English Calls Translated by Tele-Interpreter	61	% of Non-English Call Total	45.86%
% Non English Calls Translated by 3rd Party on Call	2	% of Non-English Call Total	1.50%
Deaf Translation Calls Using 7-1-1 Relay Service	0	% of Non-English Call Total	0.00%

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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.*

Note A staff vacancy in July and August resulted in not being able to complete only 42 of the 120 target for quality service follow-ups for the month of July. July's follow-ups will be added to August rather than calculating percentages on a sample size that would not be representative of the service level.

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	7			
Successful Verification of Connection to Crisis Services	7	100%		70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	0	0%		<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	18			
Results of At-Risk Follow Up				Goal
Successful Verification of Connection to Critical Services	9	82%	of 11	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	2	18%	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	47	0.41%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	541	4.75%
Disaster Services	Disaster relief, shelter and recovery services	221	1.94%
Education	Education and Facilities, School supplies, tutoring	363	3.18%
Employment	Job training, career counseling, job search	106	0.93%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1346	11.81%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1226	10.75%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1356	11.89%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	419	3.68%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	501	4.39%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1887	16.55%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	958	8.40%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	551	4.83%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	209	1.83%
Transportation	Assistance with transportation or transportation for special needs	389	3.41%
Utility Assistance	Utility Assistance	1200	10.53%
Volunteers/Donations	Volunteer and or Donation Opportunities	80	0.70%
Total Needs		11400	100.00%

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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	0.28%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	32	8.89%
Disaster Services	Disaster relief, shelter and recovery services	36	10.00%
Education	Education and Facilities, School supplies, tutoring	22	6.11%
Employment	Job training, career counseling, job search	14	3.89%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	18	5.00%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	73	20.28%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	27	7.50%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	21	5.83%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	9	2.50%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	8	2.22%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	6	1.67%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	1	0.28%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	51	14.17%
Transportation	Assistance with transportation or transportation for special needs	40	11.11%
Utility Assistance	Utility Assistance	1	0.28%
Volunteers/Donations	Volunteer and or Donation Opportunities	360	100.00%
Total Needs		1	0.28%

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TOP 15 AGENCY REFERRALS

Agency Name	Type	# Referrals	%
CATHOLIC CHARITIES	Faith-Based	1002	5.53%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Public-State	742	4.09%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith -Based	689	3.80%
HELPING HANDS MINISTRY	Faith-Based	667	3.68%
RESTORE HOPE MINISTRIES	Faith-Based	543	3.00%
TULSA CITY COUNTY LIBRARY	Public-City-County	523	2.89%
NEIGHBOR FOR NEIGHBOR	Non-profit	484	2.67%
CITY OF TULSA	Public-City	429	2.37%
FIRST BAPTIST CHURCH OF TULSA	Faith-Based	330	1.82%
FREE DIRECTORY ASSISTANCE	Not categorized	296	1.63%
TULSA COUNTY SOCIAL SERVICES	Public-County	254	1.40%
LEGAL AID SERVICES OF OKLAHOMA	Non-profit	238	1.31%
HARVEST HOUSE - RIVERGATE CHURCH	Faith-Based	224	1.24%
TULSA DREAM CENTER	Faith-Based	207	1.14%
JOHN 3:16 MISSION	Faith-Based	199	1.10%
	Total of Top 15	6827	37.67%
	Total Other Agencies	11296	62.33%
	Total Referrals	18123	100.00%

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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	10,297
Connected	13,134	10658	11,155	9514	11495	9957	11658	10,040	10652	9541	11262	9,391
%	87%	84%	88%	87%	84%	89%	87%	89%	90%	90%	96%	91%
Month	July		August		September		October		November		December	
Year	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
Incoming	14,342	11,874	14890		13475				13604		12575	
Connected	12478	10,616	12061		11319		12,227		11156		10060	
%	87%	89%	81%		84%				82%		85%	

REFERRALS THROUGH ALTERNATIVE MEANS

Contact Type	Total
ReferWeb Site Visits	2648
ReferWeb Searches for Service	3773
211 Info Email Requests for Referral	2
211Info Voicemail Requests for Referral	6

REFERWEB SEARCHES

Top 6 ReferWeb Referral Searches	
Utility Assistance	110
Food Pantries	97
School Supplies	80
Rent Payment Assistance	65
Adult Protective Services	60
Homeless Shelter	54

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HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

Insurance Question	Count	% of Total
Insured	5619	76
Not insured or under-insured	1760	24
Total Calls Status Verified	7379	

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	57
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	80

*Navigator assistance/referrals lower 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 Would Been In The Street Or Homeless.
Rely on friends for Additional Money to Pay Bills.
I Don't Know
Would have had to go to Emergency Room for services.
Would Have Not Know Agency Exists.
Would Have had some utilities cut off.
Caller Stated She Would Be Freaking Out Without Help.
I Don't Know Limited Doing Things Physically So All The Help Is Useful.
I Really Don't Know! I'm A Social Worker And I Use You Guys All The Time! Thanks So Much For Being There!
I Don't Know But I Thank Ya!
Probably Wouldn't Have Been Able To Do Anything, Because I Don't Have Any Other Resources.
She Would Have Been Without Food For The Remaining Of The Month.
It Would Have Taken Longer To Get The Assistance Need.
Go Hungry.
Oh, I don't know. She was so helpful and I thank you so much.
Been In A Bind Has Extra Family Living With Her. Having phone issues due to rainy weather.
Tried To Look In Phone But Without Help.
Would Have Not Been Able to pay bills.