

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR AUGUST 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	7011	66.77%
Northeast OK	1339	12.75%
Southeast OK	790	7.52%
Other OK/211 Heartline	143	1.36%
Not OK	265	2.52%
Unknown Location	952	9.07%
<b>Total</b>	10500	100.00%

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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)	5	0.05%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6431	61.25%
Crisis (Mental health or life threatening intervention and connection to emergency services)	13	0.12%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3097	29.50%
Total Caller Contacts	9546	90.91%
Admin/Other	954	9.09%
Total Calls Records	10500	100.00%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	51	0.49%
1am	49	0.47%
2am	48	0.46%
3am	39	0.37%
4am	45	0.43%
5am	35	0.33%
6am	93	0.89%
7am	241	2.30%
8am	765	7.29%
9am	1050	10.00%
10am	1147	10.92%
11am	1091	10.39%
Noon	1081	10.30%
1pm	1001	9.53%
2pm	1003	9.55%
3pm	829	7.90%
4pm	622	5.92%
5pm	375	3.57%
6pm	294	2.80%
7pm	186	1.77%
8pm	136	1.30%
9pm	125	1.19%
10pm	114	1.09%
11pm	80	0.76%
<b>Total Calls</b>	<b>10500</b>	<b>100.00%</b>

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**CALL MANAGEMENT-**

<b>Metric</b>		<b>GOAL</b>
211 English: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	67%	80%
211 Spanish: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	62%	80%
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 43 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	2 mins 04 seconds	

**NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS**

<b>Language and Translation &amp; Percent of Contacts</b>	<b>#</b>		<b>% of Contact</b>
Non-English Calls Total	105	% of Total Call Volume	1.00%
Spanish Language Calls	105	% of Total Call Volume	1.00%
Other Non-English Calls or Deaf Translation	0	% of Total Call Volume	0.00%
% Non English Calls Taken by Bilingual Call Specialists	46	% of Non-English Call Total	0.44%
% Non English Calls Translated by Tele-Interpreter	57	% of Non-English Call Total	0.54%
% Non English Calls Translated by 3rd Party on Call	2	% of Non-English Call Total	0.02%
Deaf Translation Calls Using 7-1-1 Relay Service	1	% of Non-English Call Total	0.01%

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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.*

<b>Quality Service Follow-Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Number of Callers Receiving Assessment Services	<b>6431</b>			
Number of Calls Flagged For QS Follow Up	<b>441</b>	<b>6.86%</b>		5%
Number of Outgoing Calls Made for QS Follow Up	<b>473</b>	<b>7.35%</b>		
Callers Contacted For QS Follow Up	<b>102</b>	<b>1.59%</b>	<b>of 6431</b>	2%
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	<b>53</b>	<b>51.96%</b>		
Callers Expressing Satisfaction with 211 Services	<b>100</b>	<b>98.03%</b>	<b>of 102</b>	85%
Callers Who Plan to Use 211 again	<b>100</b>	<b>98.03%</b>	<b>of 102</b>	
Callers Who Did Not Contact Referral Agency	<b>27</b>	<b>26.47%</b>	<b>of 102</b>	<20%
Callers Who Contacted One or More Referral Agencies	<b>75</b>	<b>73.53%</b>	<b>of 102</b>	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	<b>63</b>	<b>84.00%</b>	<b>of 75</b>	70%
Callers Contacting Agency Not Receiving Desired Services	<b>12</b>	<b>16.00%</b>	<b>of 75</b>	<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.*

<b>Results of Crisis Service Follow Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Number of Callers Receiving Crisis Intervention Assessments	<b>13</b>			
Successful Verification of Connection to Crisis Services	<b>9</b>	<b>69.23%</b>		70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	<b>4</b>	<b>30.77%</b>		<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.*

<b>At-Risk Service Follow-Up</b>	<b>#</b>			<b>Goal</b>
Number of Advocacy/At-risk Callers Assessments	<b>5</b>			
Number of Outgoing Calls Made for At-risk Follow Up	<b>19</b>			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	<b>3</b>	<b>60%</b>	<b>of 5</b>	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	<b>2</b>	<b>40%</b>	<b>of 5</b>	<b>&lt;30%</b>

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**AIRS NEEDS CATEGORIES: CALLER NEEDS FOR ALL 2-1-1 CALLERS**

<b>AIRS Needs</b>	<b>Definition</b>	<b>#</b>	<b>Percent</b>
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	28	0.24%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	613	5.33%
Disaster Services	Disaster relief, shelter and recovery services	85	0.74%
Education	Education and Facilities, School supplies, tutoring	655	5.70%
Employment	Job training, career counseling, job search	123	1.07%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1244	10.82%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1255	10.92%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1262	10.98%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	351	3.05%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	641	5.58%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1816	15.80%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	920	8.00%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	589	5.12%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	179	1.56%
Transportation	Assistance with transportation or transportation for special needs	330	2.87%
Utility Assistance	Utility Assistance	1333	11.60%
Volunteers/Donations	Volunteer and or Donation Opportunities	70	0.61%
Total Needs		11494	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.*

<b>AIRS UNmet Needs</b>	<b>Definition</b>	<b>#</b>	<b>Percent</b>
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	2	0.66%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	34	11.26%
Disaster Services	Disaster relief, shelter and recovery services	13	4.30%
Education	Education and Facilities, School supplies, tutoring	45	14.90%
Employment	Job training, career counseling, job search	1	0.33%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	9	2.98%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	30	9.93%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	52	17.22%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	15	4.97%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	7	2.32%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	8	2.65%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	4	1.32%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	6	1.99%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	0	0%
Transportation	Assistance with transportation or transportation for special needs	42	13.91%
Utility Assistance	Utility Assistance	31	10.26%
Volunteers/Donations	Volunteer and or Donation Opportunities	3	0.99%
Total Needs		<b>302</b>	<b>100.00%</b>

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**TOP 15 AGENCY REFERRALS**

<b>Agency Name</b>	<b>Type</b>	<b># Referrals</b>	<b>%</b>
CATHOLIC CHARITIES		1091	5.95%
SALVATION ARMY - TULSA CENTER OF HOPE		771	4.21%
HELPING HANDS MINISTRY		712	3.88%
NEIGHBOR FOR NEIGHBOR		566	3.09%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES		553	3.02%
TULSA CITY COUNTY LIBRARY		503	2.74%
CITY OF TULSA		435	2.37%
FIRST BAPTIST CHURCH OF TULSA		378	2.06%
RESTORE HOPE MINISTRIES		316	1.72%
FREE DIRECTORY ASSISTANCE		270	1.47%
HARVEST HOUSE - RIVERGATE CHURCH		262	1.43%
LEGAL AID SERVICES OF OKLAHOMA		248	1.35%
TULSA COUNTY SOCIAL SERVICES		247	1.35%
JOHN 3:16 MISSION		247	1.35%
FAMILY & CHILDREN'S SERVICES		207	1.13%
	<b>Total of Top 15</b>	<b>6806</b>	<b>37.13%</b>
	Total Other Agencies	11522	62.87%
	<b>Total Referrals</b>	<b>18328</b>	<b>100.00%</b>



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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
<b>Incoming</b>	15,097	<b>12,745</b>	12,676	10,959	13,684	11188	13,400	11,819	11817	10501	11,731	10,297
<b>Connected</b>	13,134	10658	11,155	9514	11495	9957	11658	10,040	10652	9541	11262	9,391
<b>%</b>	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
<b>Incoming</b>	14,342	11,874	14890	1193	13475				13604		12575	
<b>Connected</b>	12478	10,616	12061	10500	11319		12,227		<b>11156</b>		10060	
<b>%</b>	87%	89%	81%	88%	84%				82%		85%	

**REFERRALS THROUGH ALTERNATIVE MEANS**

Contact Type	Total
ReferWeb Site Visits	2,448
ReferWeb Searches for Service	3,514
211 Info Email Requests for Referral	2
211Info Voicemail Requests for Referral	6

**REFERWEB SEARCHES**

Top 6 ReferWeb Referral Searches	
<b>Utility Assistance</b>	139
<b>Food Pantries</b>	81
<b>Rent Payment Assistance</b>	74
<b>Adult Protective Services</b>	67
<b>Assessment for Substance Abuse</b>	36
<b>Food Banks/Food Distribution Warehouses</b>	35

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**HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question**

Insurance Question	Count	% of Total
Insured	<b>7669</b>	<b>80%</b>
Not insured or under-insured	<b>1888</b>	<b>20%</b>
Total Calls Status Verified	<b>9557</b>	

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	102
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	103

\*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 Really Don't Know And I Don't Want To Find Out!
The guy I Spoke To Was So Helpful And Was Also A Good Listener. I Am Grateful That he Was There That Day.
My Kid's Would Not Have School Supplies If It Wasn't For You.
I Don't Know Who I Would Call!
I Don't Think I Would've Been Able To Find Those Numbers, That's For Sure!
I Don't Ever Want To Know What I'd Do Without 211!
I Never Knew About You But Now That I Do, I Won't Call Anywhere Else!
I Really Don't Know! Thank You Guys For Always Being There.
I Wouldn't Know What I Would've Done Without You...on Numerous Occasions!
I Would've Slept On The Streets.
I Don't Know What I Would've Done.
I Really Don't Know. You Were So Helpful And Took The Time To Talk To Me.
I Have No Idea, I'm So Grateful.
My Application Is In Process. I Don't Know What I Would've Done!