

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR SEPTEMBER 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	6233	66.13%
Northeast OK	1238	13.14%
Southeast OK	751	7.97%
Other OK/211 Heartline	111	1.18%
Not OK	230	2.44%
Unknown Location	682	7.24%
Total	9425	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)	6	0.06%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5728	60.77%
Crisis (Mental health or life threatening intervention and connection to emergency services)	18	0.19%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	2812	29.84%
Total Caller Contacts	8564	90.86%
Admin/Other	861	9.14%
Total Calls Records	9425	100.00%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	58	0.62%
1am	29	0.31%
2am	38	0.40%
3am	28	0.30%
4am	31	0.33%
5am	35	0.37%
6am	73	0.77%
7am	229	2.43%
8am	656	6.96%
9am	985	10.45%
10am	1021	10.83%
11am	984	10.44%
Noon	925	9.81%
1pm	926	9.82%
2pm	934	9.91%
3pm	782	8.30%
4pm	538	5.71%
5pm	347	3.68%
6pm	233	2.47%
7pm	168	1.78%
8pm	134	1.42%
9pm	112	1.19%
10pm	99	1.05%
11pm	60	0.64%
Total Calls	9425	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.	73%	80%
211 Spanish: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	72%	80%
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 51 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 38 seconds	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	123	% of Total Call Volume	1.31%
Spanish Language Calls	122	% of Total Call Volume	1.29%
Other Non-English Calls or Deaf Translation	1	% of Total Call Volume	0.01%
% Non English Calls Taken by Bilingual Call Specialists	60	% of Non-English Call Total	0.64%
% Non English Calls Translated by Tele-Interpreter	65	% of Non-English Call Total	0.69%
% Non English Calls Translated by 3rd Party on Call	1	% of Non-English Call Total	0.01%
Deaf Translation Calls Using 7-1-1 Relay Service	0	% of Non-English Call Total	0.00%

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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	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.*

AIRS UNmet Needs	Definition	#	Percent
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		302	100.00%

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TOP 15 AGENCY REFERRALS

Agency Name	Type	# Referrals	%
CATHOLIC CHARITIES		942	5.74%
SALVATION ARMY - TULSA CENTER OF HOPE		852	5.19%
HELPING HANDS MINISTRY		700	4.26%
NEIGHBOR FOR NEIGHBOR		603	3.67%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES		470	2.86%
TULSA CITY COUNTY LIBRARY		433	2.64%
CITY OF TULSA		324	1.97%
FIRST BAPTIST CHURCH OF TULSA		300	1.83%
RESTORE HOPE MINISTRIES		264	1.61%
FREE DIRECTORY ASSISTANCE		241	1.47%
HARVEST HOUSE - RIVERGATE CHURCH		240	1.46%
LEGAL AID SERVICES OF OKLAHOMA		224	1.36%
TULSA COUNTY SOCIAL SERVICES		200	1.22%
JOHN 3:16 MISSION		195	1.19%
FAMILY & CHILDREN'S SERVICES		195	1.19%
	Total of Top 15	6183	37.67%
	Total Other Agencies	10232	62.33%
	Total Referrals	16415	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%	
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	2,424
ReferWeb Searches for Service	3,550
211 Info Email Requests for Referral	4
211Info Voicemail Requests for Referral	11

REFERWEB SEARCHES

Top 6 ReferWeb Referral Searches	
Utility Assistance	141
Food Pantries	83
Adult Protective Services	81
Homeless Shelter	45
Rent Payment Assistance	41
Assessment for Substance Abuse	31

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HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

Insurance Question	Count	% of Total
Insured	5087	74
Not insured or under-insured	1761	26
Total Calls Status Verified	6848	

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	68
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	96

*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 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 Dont Know! I'm A Soical 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 issued due to rainy weather.
Tried To Look In Phone But Without Help.
Would Have Not Been Able to pay bills.