

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR OCTOBER 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	6408	66.92%
Northeast OK	1234	12.89%
Southeast OK	744	7.77%
Other OK/211 Heartline	111	1.16%
Not OK	211	2.20%
Unknown Location	868	9.06%
<b>Total</b>	<b>9576</b>	<b>100.00%</b>

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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)	15	0.16%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6130	64.01%
Crisis (Mental health or life threatening intervention and connection to emergency services)	13	0.14%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	2553	26.66%
Total Caller Contacts	8711	90.97%
Admin/Other	865	9.03%
Total Calls Records	9576	100.00%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	39	0.41%
1am	45	0.47%
2am	29	0.30%
3am	24	0.25%
4am	31	0.32%
5am	36	0.38%
6am	77	0.80%
7am	197	2.06%
8am	677	7.07%
9am	1032	10.78%
10am	1102	11.51%
11am	1091	11.39%
Noon	996	10.40%
1pm	955	9.97%
2pm	918	9.59%
3pm	723	7.55%
4pm	525	5.48%
5pm	359	3.75%
6pm	246	2.57%
7pm	157	1.64%
8pm	117	1.22%
9pm	79	0.82%
10pm	64	0.67%
11pm	57	0.60%
<b>Total Calls</b>	<b>9576</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.	70%	80%
211 Spanish: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	71%	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 38 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 31 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	129	% of Total Call Volume	1.35%
Spanish Language Calls	129	% of Total Call Volume	1.35%
Other Non-English Calls or Deaf Translation	0	% of Total Call Volume	0.00%
% Non English Calls Taken by Bilingual Call Specialists	75	% of Non-English Call Total	0.78%
% Non English Calls Translated by Tele-Interpreter	53	% of Non-English Call Total	0.55%
% 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	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>6130</b>			
Number of Calls Flagged For QS Follow Up	<b>415</b>	<b>6.77%</b>		5%
Number of Outgoing Calls Made for QS Follow Up	<b>410</b>	<b>6.69%</b>		
Callers Contacted For QS Follow Up	<b>136</b>	<b>2.23%</b>	<b>of 6130</b>	2%
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	<b>73</b>	<b>53.68%</b>		
Callers Expressing Satisfaction with 211 Services	<b>133</b>	<b>97.79%</b>	<b>of 136</b>	85%
Callers Who Plan to Use 211 again	<b>130</b>	<b>95.59%</b>		
Callers Who Did Not Contact Referral Agency	<b>21</b>	<b>15.44%</b>	<b>of 136</b>	<20%
Callers Who Contacted One or More Referral Agencies	<b>115</b>	<b>84.56%</b>	<b>of 136</b>	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	<b>81</b>	<b>70.43%</b>	<b>of 115</b>	70%
Callers Contacting Agency Not Receiving Desired Services	<b>34</b>	<b>29.57%</b>	<b>of 115</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>12</b>	<b>92%</b>		70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	<b>1</b>	<b>8%</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>15</b>			
Number of Outgoing Calls Made for At-risk Follow Up	<b>23</b>			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	<b>7</b>	<b>47%</b>	<b>of 15</b>	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	<b>8</b>	<b>53%</b>	<b>of 15</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	26	0.25%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	367	3.55%
Disaster Services	Disaster relief, shelter and recovery services	21	0.20%
Education	Education and Facilities, School supplies, tutoring	89	0.86%
Employment	Job training, career counseling, job search	84	0.81%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1284	12.41%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1188	11.48%
Housing	Rent, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1168	11.29%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	339	3.28%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	808	7.81%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1666	16.10%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	849	8.20%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	504	4.87%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	120	1.16%
Transportation	Assistance with transportation or transportation for special needs	249	2.41%
Utility Assistance	Utility Assistance	1536	14.84%
Volunteers/Donations	Volunteer and or Donation Opportunities	50	0.48%
Total Needs		<b>10348</b>	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	1	0.26%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	20	5.22%
Disaster Services	Disaster relief, shelter and recovery services	1	0.26%
Education	Education and Facilities, School supplies, tutoring	2	0.52%
Employment	Job training, career counseling, job search	0	0.00%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	13	3.39%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	31	8.09%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	69	18.02%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	19	4.96%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	117	30.55%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	11	2.87%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	4	1.04%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	3	0.78%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	0	0.00%
Transportation	Assistance with transportation or transportation for special needs	38	9.92%
Utility Assistance	Utility Assistance	49	12.79%
Volunteers/Donations	Volunteer and or Donation Opportunities	5	1.31%
Total Needs		<b>383</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>
SALVATION ARMY - TULSA CENTER OF HOPE		871	5.07%
CATHOLIC CHARITIES		790	4.60%
HELPING HANDS MINISTRY		777	4.52%
NEIGHBOR FOR NEIGHBOR		702	4.08%
RESTORE HOPE MINISTRIES		509	2.96%
FIRST BAPTIST CHURCH OF TULSA		507	2.95%
TULSA CITY COUNTY LIBRARY		487	2.83%
OKLAHOMA STATE DEPARTMENT OF HUMAN SERVICES		456	2.65%
HARVEST HOUSE - RIVERGATE CHURCH		301	1.75%
CITY OF TULSA		288	1.68%
JOHN 3:16 MISSION		271	1.58%
FREE DIRECTORY ASSISTANCE		258	1.50%
TULSA DREAM CENTER		250	1.45%
IRON GATE AT TRINITY		220	1.28%
MORTON COMPREHENSIVE HEALTH SERVICES		206	1.20%
	<b>Total of Top 15</b>	<b>6893</b>	<b>40.10%</b>
	Total Other Agencies	10297	59.90%
	<b>Total Referrals</b>	<b>17190</b>	<b>100.00%</b>



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**REFERRALS THROUGH ALTERNATIVE MEANS**

<b>Contact Type</b>	<b>Total</b>
ReferWeb Site Visits	2,579
ReferWeb Searches for Service	3,654
211 Info Email Requests for Referral	2
211Info Voicemail Requests for Referral	4

**REFERWEB SEARCHES**

<b>Top 6 ReferWeb Referral Searches</b>	
<b>Utility Assistance</b>	201
<b>Homeless Shelter</b>	86
<b>Rent Payment Assistance</b>	75
<b>Food Pantries</b>	69
<b>Adult Protective Services</b>	61
<b>Holiday Gifts/Toys</b>	54

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

<b>Insurance Question</b>	<b>Count</b>	<b>% of Total</b>
Insured	<b>5,246</b>	<b>75%</b>
Not insured or under-insured	<b>1,793</b>	<b>25%</b>
Total Calls Status Verified	<b>7,039</b>	

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

<b>Provided Assistance or Referral</b>	<b>Count</b>
Calls Provided Navigator Assistance Services	141
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	104