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	6617	68.45%
Northeast OK	1206	12.48%
Southeast OK	618	6.39%
Helpline Total	8441	87.32%
Other OK/211 Heartline	129	1.33%
Not OK	214	2.21%
Unknown Location	883	9.13%
Total	9667	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)	16	0.17%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6290	65.07%
Crisis (Mental health or life threatening intervention and connection to emergency services)	14	0.14%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	2465	25.50%
Total Caller Contacts	8785	90.88%
Admin/Other	882	9.12%
Total Calls Records	9667	100.00%

CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	51	0.53%
1am	42	0.43%
2am	33	0.34%
3am	26	0.27%
4am	35	0.36%
5am	45	0.47%
6am	98	1.01%
7am	292	3.02%
8am	755	7.81%
9am	1070	11.07%
10am	1134	11.73%
11am	1037	10.73%
Noon	973	10.07%
1pm	931	9.63%
2pm	846	8.75%
3pm	773	8.00%
4pm	535	5.53%
5pm	270	2.79%
6pm	200	2.07%
7pm	151	1.56%
8pm	103	1.07%
9pm	110	1.14%
10pm	92	0.95%
11pm	65	0.67%
Total Calls	9667	100.00%

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.	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%	75%
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

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	113	% of Total Call Volume	1.17%
Spanish Language Calls	113	% of Total Call Volume	1.17%
Other Non-English Calls or Deaf Translation	0	% of Total Call Volume	0.00%
% Non English Calls Taken by Bilingual Call Specialists	45	% of Non-English Call Total	39.82%
% Non English Calls Translated by Tele-Interpreter	67	% of Non-English Call Total	59.29%
% Non English Calls Translated by 3rd Party on Call	0	% of Non-English Call Total	0.00%
Deaf Translation Calls Using 7-1-1 Relay Service	0	% of Non-English Call Total	0.00%

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	6290			
Number of Calls Flagged For QS Follow Up	342	5.43%		5%
Number of Outgoing Calls Made for QS Follow Up	409			
Callers Contacted For QS Follow Up	111	1.76%	of 6290	2%
Results of Quality Service Follow Up				**Goal**
First Time to Call 211	55	49.55%		
Callers Expressing Satisfaction with 211 Services	106	95.50%	of 111	85%
Callers Who Plan to Use 211 again	104	93.69%		
Callers Who Did Not Contact Referral Agency	21	18.92%	of 111	<20%
Callers Who Contacted One or More Referral Agencies	90	81.08%	of 111	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	66	73.33%	of 90	70%
Callers Contacting Agency Not Receiving Desired Services	24	26.67%	of 90	<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	14			
Successful Verification of Connection to Crisis Services	12	86%		70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	2	14%		<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	19			
Number of Outgoing Calls Made for At-risk Follow Up	33			
Results of At-Risk Follow Up				**Goal**
Successful Verification of Connection to Critical Services	9	47%	of 19	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	10	53%	of 19	<30%

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	12	0.11%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	415	3.92%
Disaster Services	Disaster relief, shelter and recovery services	29	0.27%
Education	Education and Facilities, School supplies, tutoring	81	0.77%
Employment	Job training, career counseling, job search	70	0.66%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1274	12.05%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1145	10.83%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1041	9.84%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	334	3.16%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	1705	16.12%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1496	14.15%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	709	6.70%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	450	4.25%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	122	1.15%
Transportation	Assistance with transportation or transportation for special needs	226	2.14%
Utility Assistance	Utility Assistance	1411	13.34%
Volunteers/Donations	Volunteer and or Donation Opportunities	56	0.53%
Total Needs		10576	100.00%

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	0.42%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	19	7.98%
Disaster Services	Disaster relief, shelter and recovery services	0	0%
Education	Education and Facilities, School supplies, tutoring	1	0.42%
Employment	Job training, career counseling, job search	0	0%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	11	4.62%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	25	10.50%
Housing	Rent, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	50	21.01%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	20	8.40%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	39	16.39%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	5	2.10%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	3	1.26%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	1	0.42%
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	32	13.45%
Utility Assistance	Utility Assistance	29	12.18%
Volunteers/Donations	Volunteer and or Donation Opportunities	2	0.84%
Total Unmet Needs		238	100.00%

TOP 15 AGENCY REFERRALS

Agency Name	Type	# Referrals	%
JOHN 3:16 MISSION		915	5.13%
SALVATION ARMY - TULSA CENTER OF HOPE		857	4.81%
HELPING HANDS MINISTRY		711	3.99%
NEIGHBOR FOR NEIGHBOR		640	3.59%
CATHOLIC CHARITIES		624	3.50%
LOAVES & FISHES		521	2.92%
OKLAHOMA STATE DEPARTMENT OF HUMAN SERVICES		503	2.82%
RESTORE HOPE MINISTRIES		482	2.70%
FIRST BAPTIST CHURCH OF TULSA		478	2.68%
TULSA CITY COUNTY LIBRARY		410	2.30%
TULSA DREAM CENTER		391	2.19%
MARINE TOYS FOR TOTS - OKLAHOMA FOUNDATION		373	2.09%
IRON GATE AT TRINITY		353	1.98%
HARVEST HOUSE - RIVERGATE CHURCH		323	1.81%
CITY OF TULSA		245	1.37%
	Total of Top 15	**7826**	**43.92%**
	Total Other Agencies	9993	56.08%
	Total Referrals	**17819**	**100.00%**

REFERRALS THROUGH ALTERNATIVE MEANS

Contact Type	Total
ReferWeb Site Visits	2,671
ReferWeb Searches for Service	3,584
211 Info Email Requests for Referral	1
211Info Voicemail Requests for Referral	8

REFERWEB SEARCHES

Top 6 ReferWeb Referral Searches	
Utility Assistance	190
Homeless Shelter	113
Food Pantries	96
Holiday Gifts/Toys	90
Christmas Baskets	73
Adult Protective Services	59

HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

Insurance Question	Count	% of Total
Insured	5502	76
Not insured or under-insured	1747	24
Total Calls Status Verified	7249	

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	236
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	346

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

I Would Be Stuck With Big Bill And No Insurance. So Thankful For You.
Could Not Afford Medication Without Help.
Would Still Recommend But Situation Is Not Changed.
No Insurance
Would Not Have Plumbing Issues Resolved. Would Recommend To Others; Much More Helpful Than 211 In Sc.
She Would Not Have Known Of Agency That Is Providing Her Assistance.
Dad Would Still Have Infected Tooth.
Would Not Have Had Baby Supplies
Probably Would Not Have Resolved Issue And Fallen Behind On Mortgage.
211 Gave Her All The Proper Resources But Everyone Was Out Of Funds.
Caller Was Not Able To Take Off From Class To Receive Services But She Was Grateful For Options.
Would Have Cut-off Notice For Utilities
I Would Not Have Gifts
Chose Not To Contact Agencies But She Was Grateful To Have Options She Would Not Have Had Without 211
Not Have Gotten Clothing
Did Not Remember Specifics.
Would Not Have Had Groceries.
Caller Would Have To Seek Out Ss Information Herself And She's Been Feeling Ill.
At Work No Time To Talk
Would Have Been Evicted.
She Resolved Bill By Other Means Because She Had A Tight Deadline.
Not Electric Help Or Clinic
Would Have Not Received All The Help From The Agencies Referred To.
Would Not Have Received Clothing Assistance.
Caller Wouldn't Have Transportation To And From Doctors Appointments.
Would Not Have Appointment With Mental Health Specialist On December 17.
Not Had Food.
Family Would Not Have Emergency Food And Would Be Hungry.
Utilities Would Have Been Cut Off.
Gas Would Have Been Shut Off.