

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 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	6239	68.19%
Northeast OK	1135	12.40%
Southeast OK	606	6.62%
<b>Helpline Total</b>	<b>7980</b>	<b>87.21%</b>
Other OK/211 Heartline	85	0.93%
Not OK	210	2.30%
Unknown Location	875	9.56%
<b>Total</b>	<b>9150</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)	10	0.11%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5637	61.61%
Crisis (Mental health or life threatening intervention and connection to emergency services)	20	0.22%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	2607	28.49%
Total Caller Contacts	8274	90.43%
Admin/Other	876	9.57%
Total Calls Records	9150	100.00%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	45	0.49%
1am	60	0.66%
2am	33	0.36%
3am	43	0.47%
4am	37	0.40%
5am	38	0.42%
6am	85	0.93%
7am	219	2.39%
8am	698	7.63%
9am	1017	11.11%
10am	1041	11.38%
11am	961	10.50%
Noon	933	10.20%
1pm	907	9.91%
2pm	817	8.93%
3pm	714	7.80%
4pm	509	5.56%
5pm	279	3.05%
6pm	205	2.24%
7pm	156	1.70%
8pm	117	1.28%
9pm	98	1.07%
10pm	67	0.73%
11pm	71	0.78%
<b>Total Calls</b>	<b>9150</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.	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.	72%	75%
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	10%	≤ 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 34 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	119	% of Total Call Volume	1.30%
Spanish Language Calls	117	% of Total Call Volume	1.28%
Other Non-English Calls or Deaf Translation	2	% of Total Call Volume	0.02%
% Non English Calls Taken by Bilingual Call Specialists	68	% of Non-English Call Total	57.14%
% Non English Calls Translated by Tele-Interpreter	47	% of Non-English Call Total	39.50%
% Non English Calls Translated by 3rd Party on Call	2	% of Non-English Call Total	1.68%
Deaf Translation Calls Using 7-1-1 Relay Service	2	% of Non-English Call Total	1.68%

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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>5637</b>			
Number of Calls Flagged For QS Follow Up	<b>349</b>	<b>6.19%</b>		5%
Number of Outgoing Calls Made for QS Follow Up	<b>366</b>			
Callers Contacted for QS Follow Up	<b>76</b>	<b>1.34%</b>	<b>of 5637</b>	2%
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	<b>34</b>	44.74%		
Callers Expressing Satisfaction with 211 Services	<b>72</b>	94.74%	<b>of 76</b>	85%
Callers Who Plan to Use 211 again	<b>73</b>	96.05%		
Callers Who Did Not Contact Referral Agency	<b>23</b>	30.26%	<b>of 76</b>	<20%
Callers Who Contacted One or More Referral Agencies	<b>53</b>	69.74%	<b>of 76</b>	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	<b>40</b>	<b>75.47%</b>	<b>of 53</b>	70%
Callers Contacting Agency Not Receiving Desired Services	<b>13</b>	<b>24.53%</b>	<b>of 53</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>18</b>			
Successful Verification of Connection to Crisis Services	<b>12</b>	<b>67%</b>		70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	<b>6</b>	<b>33%</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>9</b>			
Number of Outgoing Calls Made for At-risk Follow Up	<b>15</b>			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	<b>8</b>	<b>89%</b>	<b>of 9</b>	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	<b>1</b>	<b>11%</b>	<b>of 9</b>	<30%

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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	15	0.15%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	384	3.79%
Disaster Services	Disaster relief, shelter and recovery services	47	0.46%
Education	Education and Facilities, School supplies, tutoring	68	0.67%
Employment	Job training, career counseling, job search	91	0.90%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1153	11.37%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1433	14.13%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1067	10.52%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	326	3.21%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	1191	11.74%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1515	14.93%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	728	7.18%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	463	4.56%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	140	1.38%
Transportation	Assistance with transportation or transportation for special needs	260	2.56%
Utility Assistance	Utility Assistance	1209	11.92%
Volunteers/Donations	Volunteer and or Donation Opportunities	55	0.54%
Total Needs		<b>10145</b>	<b>100.00%</b>

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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	0	0%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	20	5.65%
Disaster Services	Disaster relief, shelter and recovery services	5	1.41%
Education	Education and Facilities, School supplies, tutoring	2	0.56%
Employment	Job training, career counseling, job search	0	0%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	14	3.95%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	12	3.39%
Housing	Rent, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	59	16.67%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	29	8.19%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	107	30.23%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	15	4.24%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	7	1.98%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	3	0.85%
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	41	11.58%
Utility Assistance	Utility Assistance	35	9.89%
Volunteers/Donations	Volunteer and or Donation Opportunities	5	1.41%
<b>Total Unmet Needs</b>		<b>354</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>
OKLAHOMA STATE DEPARTMENT OF HUMAN SERVICES	Public-State	773	4.73%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Nonprofit	730	4.47%
HELPING HANDS MINISTRY	Faith Based Nonprofit	592	3.62%
CATHOLIC CHARITIES	Faith-Based Nonprofit	572	3.50%
TULSA CITY COUNTY LIBRARY	Public-County	440	2.69%
TULSA DREAM CENTER	Faith-Based	437	2.67%
US DEPARTMENT OF HEALTH AND HUMAN SERVICES	Public-State	417	2.55%
NEIGHBOR FOR NEIGHBOR	Nonprofit	376	2.30%
LOAVES & FISHES	Faith Based Nonprofit	360	2.20%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Nonprofit	357	2.18%
RESTORE HOPE MINISTRIES	Faith Based Nonprofit	339	2.07%
MARINE TOYS FOR TOTS - OKLAHOMA FOUNDATION	Nonprofit	311	1.90%
JOHN 3:16 MISSION	Faith Based Nonprofit	262	1.60%
CITY OF TULSA	Public-City	255	1.56%
TULSA COUNTY SOCIAL SERVICES	Public-County	229	1.40%
	<b>Total of Top 15</b>	<b>6450</b>	<b>39.47%</b>
	Total Other Agencies	9893	60.53%
	<b>Total Referrals</b>	<b>16343</b>	<b>100.00%</b>



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**REFERRALS THROUGH ALTERNATIVE MEANS**

<b>Contact Type</b>	<b>Total</b>
ReferWeb Site Visits	2,342
ReferWeb Searches for Service	3,517
211 Info Email Requests for Referral	1
211Info Voicemail Requests for Referral	3

**REFERWEB SEARCHES**

<b>Top 6 ReferWeb Referral Searches</b>	
Utility Assistance	150
Adult Protective Services	128
Food Pantries	109
Rent Payment Assistance	92
Homeless Shelter	78
Holiday Gifts/Toys	75

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

<b>Insurance Question</b>	<b>Count</b>	<b>% of Total</b>
Insured	5229	76%
Not insured or under-insured	1495	24%
Total Calls Status Verified	6724	

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

<b>Provided Assistance or Referral</b>	<b>Count</b>
Calls Provided Navigator Assistance Services	589
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	769

**NAVIGATOR/ACA OUTREACH EVENTS**

	<b>Count</b>
Community Events this Month	3
Consumers attending community events this month	310

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

Utility Would Have Been Disconnected
Caller Would Not Have Received Assistance With Treatment
Caller Would Not Have Received Food To Make It By.
Caller Would Not Have Received Needed Food.
Caller Would Not Have Received Needed Winter Coat Before The Cold Weather
Caller Would Not Have Received Rent Assistance. May Have Faced Eviction.
Caller's Daughter Would Have Lost Her Electricity
Caller's Friend Would Not Have Received Help From Alcohol And Substance Abuse Treatment Facility
Caller's utility service would have been disconnected
Electric Would Have Been Cut Off.
Electricity Would Have Been Cutoff
Electricity Would Have Been Cutoff And They Would Have Lost Their Heating In The Winter.
Meals On Wheels Delivery Would Not Be Resumed
Son Would Not Have Anger Management Classes
Son Would Not Have Received Help For Injury.
Utility Would Have Been Disconnected If Not For Referral By 211.
Utility Would Have Been Disconnected.
Water Would Be Turned Off.
Would Have Received Cut-off Notice For Electricity.
Would Not Have A Place To Stay.
Would Not Have Received Assistance From Food Pantry.
Would Not Have Received Assistance With Gifts For Family
Would Not Have Received Crib Or Holiday Assistance For Children.
Would Not Have Received Eye Care
Would Not Have Received Holiday Food Assistance
Would Not Have Received Needed Furniture