

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR JANUARY 2016
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 | 5093 | 67.47% |
| Northeast OK | 931 | 12.33% |
| Southeast OK | 584 | 7.74% |
| Helpline Total | 6608 | 87.55% |
| Other OK/211 Heartline | 61 | 0.81% |
| Not OK | 179 | 2.37% |
| Unknown Location | 2,042 | 9.27% |
| Total | 8,890 | 100.00% |

Note: Total number of 2-1-1 calls answered was verified by telephone system records however caller records with demographic and service request information on 1,342 calls were not available due to software system malfunction.

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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) | 19 | 0.21% |
| Assessment of Caller Need (Includes assessment of caller need with referral and assistance options) | 5458 | 61.39% |
| Crisis (Mental health or life threatening intervention and connection to emergency services) | 12 | 0.13% |
| Information Only (Information about specified agency or program in response to a direct inquiry by caller) | 2581 | 29.03% |
| Total Caller Contacts | 8069 | 90.77% |
| Admin/Other | 821 | 9.23% |
| Total Calls Records | 8890 | 100.00% |

OF CALLS BY SERVICE LEVEL CALCULATED BY (ANSWERED CALLS)*(PERCENTAGED OF LOGGED CALLS)

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CALL VOLUME BY HOUR AND PERCENT

| Time | # of Calls | Percent |
|--------------------|-------------------|----------------|
| Midnight | 41 | 0.54% |
| 1am | 27 | 0.36% |
| 2am | 27 | 0.36% |
| 3am | 27 | 0.36% |
| 4am | 22 | 0.29% |
| 5am | 38 | 0.50% |
| 6am | 59 | 0.78% |
| 7am | 155 | 2.05% |
| 8am | 513 | 6.80% |
| 9am | 767 | 10.16% |
| 10am | 799 | 10.59% |
| 11am | 842 | 11.16% |
| Noon | 781 | 10.35% |
| 1pm | 772 | 10.23% |
| 2pm | 694 | 9.19% |
| 3pm | 615 | 8.15% |
| 4pm | 453 | 6.00% |
| 5pm | 255 | 3.38% |
| 6pm | 177 | 2.34% |
| 7pm | 141 | 1.87% |
| 8pm | 108 | 1.43% |
| 9pm | 93 | 1.23% |
| 10pm | 82 | 1.09% |
| 11pm | 60 | 0.79% |
| Total Calls | 7548 | 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. | 68% | 80% |
| 211 Spanish: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue. | 64% | 75% |
| Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist | 13% | ≤ 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 52 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 34 seconds | |

NON-ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

| Language and Translation & Percent of Contacts | # | | % of Contact |
|---|----------|-----------------------------|---------------------|
| Non-English Calls Total | 78 | % of Total Call Volume | 1.03% |
| Spanish Language Calls | 78 | % of Total Call Volume | 1.03% |
| Other Non-English Calls or Deaf Translation | 0 | % of Total Call Volume | 0.02% |
| % Non English Calls Taken by Bilingual Call Specialists | 38 | % of Non-English Call Total | 0.49% |
| % Non English Calls Translated by Tele-Interpreter | 40 | % of Non-English Call Total | 0.51% |
| % Non English Calls Translated by 3rd Party on Call | 0 | % of Non-English Call Total | 0.03% |
| Deaf Translation Calls Using 7-1-1 Relay Service | 0 | % of Non-English Call Total | 0.00% |

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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.*

| Quality Service Follow-Up | # | % | | Goal |
|--|-------------|---------------|----------------|-------------|
| Number of Callers Receiving Assessment Services | 5458 | | | |
| Number of Calls Flagged For QS Follow Up | 318 | 5.83% | | 5% |
| Number of Outgoing Calls Made for QS Follow Up | 477 | 8.74% | | |
| Callers Contacted For QS Follow Up | 122 | 2.24% | of 5458 | 2% |
| Results of Quality Service Follow Up | | | | Goal |
| First Time to Call 211 | 62 | 50.82% | of 122 | |
| Callers Expressing Satisfaction with 211 Services | 119 | 97.54% | of 122 | 85% |
| Callers Who Plan to Use 211 again | 117 | 95.90% | | |
| Callers Who Did Not Contact Referral Agency | 24 | 19.77% | of 122 | <20% |
| Callers Who Contacted One or More Referral Agencies | 98 | 80.33% | of 122 | 80% |
| Callers Contacting Referral Agency Receiving Services | | | | |
| Including Those with Applications Pending | 68 | 69.39% | of 98 | 70% |
| Callers Contacting Agency Not Receiving Desired Services | 30 | 30.61% | of 98 | <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 | 10 | | | |
| Successful Verification of Connection to Crisis Services | 6 | 60% | | 70% |
| Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns | 4 | 40% | | <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 | 15 | | | |
| Number of Outgoing Calls Made for At-risk Follow Up | 23 | | | |
| Results of At-Risk Follow Up | | | | Goal |
| Successful Verification of Connection to Critical Services | 5 | 33% | of 15 | 70% |
| Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies | 10 | 66% | of 15 | <30% |

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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 | 12 | 0.14% |
| Clothing/Personal/Household Needs | Clothing assistance, thrift stores, household items, furniture and baby items including diapers | 276 | 3.33% |
| Disaster Services | Disaster relief, shelter and recovery services | 37 | 0.45% |
| Education | Education and Facilities, School supplies, tutoring | 87 | 1.05% |
| Employment | Job training, career counseling, job search | 91 | 1.10% |
| Food/Meals | Food pantries, meals and emergency infant services for formula and baby food | 1001 | 12.07% |
| Health Care | Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions | 1128 | 13.60% |
| Housing | Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance | 925 | 11.15% |
| Income Support/Assistance | SS,SSDI, Workman's Comp, Unemployment , Taxes | 636 | 7.67% |
| Individual, Family and Community Support | Assistance with holiday gifts and meals, child care, animal services, misc financial assistance | 328 | 3.95% |
| Information Services | Agency contact information w/o specified needs, I&R services and products for public & helping profession | 1268 | 15.29% |
| Legal, Consumer and Public Safety Services | Free or sliding scale legal assistance, Victim Services, Law Enforcement | 692 | 8.34% |
| Mental Health/Addictions | Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups | 436 | 5.26% |
| Other Government/Economic Services | Public Utility Services, City Services, Contact Information for State and Federal Offices | 113 | 1.36% |
| Transportation | Assistance with transportation or transportation for special needs | 260 | 3.13% |
| Utility Assistance | Utility Assistance | 972 | 11.72% |
| Volunteers/Donations | Volunteer and or Donation Opportunities | 32 | 0.39% |
| Total Needs | | 8294 | 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 | 1 | 0.47% |
| Clothing/Personal/Household Needs | Clothing assistance, thrift stores, household items, furniture and baby items including diapers | 9 | 4.27% |
| Disaster Services | Disaster relief, shelter and recovery services | 4 | 1.90% |
| Education | Education and Facilities, School supplies, tutoring | 2 | 0.95% |
| Employment | Job training, career counseling, job search | 0 | 0.00% |
| Food/Meals | Food pantries, meals and emergency infant services for formula and baby food | 5 | 2.37% |
| Health Care | Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions | 16 | 7.58% |
| Housing | Rent, Housing Expenses, Emergency Shelter, low income and supportive housing assistance | 51 | 24.17% |
| Income Support/Assistance | SS,SSDI, Workman's Comp, Unemployment , Taxes | 22 | 10.43% |
| Individual, Family and Community Support | Assistance with holiday gifts and meals, child care, animal services, misc financial assistance | 12 | 5.69% |
| Information Services | Agency contact information w/o specified needs, I&R services and products for public & helping profession | 5 | 2.37% |
| Legal, Consumer and Public Safety Services | Free or sliding scale legal assistance, Victim Services, Law Enforcement | 5 | 2.37% |
| Mental Health/Addictions | Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups | 4 | 1.90% |
| Other Government/Economic Services | Public Utility Services, City Services, Contact Information for State and Federal Offices | 1 | 0.47% |
| Transportation | Assistance with transportation or transportation for special needs | 40 | 18.96% |
| Utility Assistance | Utility Assistance | 30 | 14.22% |
| Volunteers/Donations | Volunteer and or Donation Opportunities | 4 | 1.90% |
| Total Unmet Needs | | 211 | 100.00% |

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TOP 15 AGENCY REFERRALS

| Agency Name | Type | # Referrals | % |
|---|------------------------|------------------------|----------|
| CATHOLIC CHARITIES | | 651 | 4.94% |
| SALVATION ARMY - TULSA CENTER OF HOPE | | 538 | 4.08% |
| HELPING HANDS MINISTRY | | 493 | 3.74% |
| NEIGHBOR FOR NEIGHBOR | | 443 | 3.36% |
| OKLAHOMA STATE DEPARTMENT OF HUMAN SERVICES | | 391 | 2.96% |
| TULSA CITY COUNTY LIBRARY | | 339 | 2.57% |
| FIRST BAPTIST CHURCH OF TULSA | | 303 | 2.30% |
| US DEPARTMENT OF HEALTH AND HUMAN SERVICES | | 284 | 2.15% |
| RESTORE HOPE MINISTRIES | | 246 | 1.87% |
| CITY OF TULSA | | 215 | 1.63% |
| HARVEST HOUSE - RIVERGATE CHURCH | | 214 | 1.62% |
| FREE DIRECTORY ASSISTANCE | | 198 | 1.50% |
| AARP OKLAHOMA | | 191 | 1.45% |
| LEGAL AID SERVICES OF OKLAHOMA | | 178 | 1.35% |
| TULSA COUNTY SOCIAL SERVICES | | 170 | 1.29% |
| | Total of Top 15 | 4854 | 36.80% |
| | Total Other Agencies | 8336 | 63.20% |
| | Total Referrals | 13190 | 100.00% |

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REFERRALS THROUGH ALTERNATIVE MEANS

| Contact Type | Total |
|---|--------------|
| ReferWeb Site Visits | 2,381 |
| ReferWeb Searches for Service | 2,960 |
| 211 Info Email Requests for Referral | 2 |
| 211Info Voicemail Requests for Referral | 2 |

REFERWEB SEARCHES

| Top 6 ReferWeb Referral Searches | |
|---|-----|
| Adult Protective Services | 206 |
| Utility Assistance | 184 |
| Homeless Shelter | 80 |
| Food Pantries | 70 |
| Rent Payment Assistance | 54 |
| Tax Organizations and Services | 52 |

HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

| Insurance Question | Count | % of Total |
|------------------------------|--------------|-------------------|
| Insured | 4278 | 76 |
| Not insured or under-insured | 1316 | 24 |
| Total Calls Status Verified | 5594 | |

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

| Provided Assistance or Referral | Count |
|--|--------------|
| Calls Provided Navigator Assistance Services | 371 |
| ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals | 446 |

*Navigator assistance/referrals lowered in March due to the end of Health Care Open Enrollment.

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NAVIGATOR/ACA OUTREACH EVENTS

| | Count |
|--|-------|
| Community Events this Month | 1 |
| Consumers attending community events this month | 100 |
| 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?"**

| |
|---|
| Elec Would Have Been Disconnected, |
| Electricity Would Not Have Been Turned On. |
| Electricity Would Have Been Cut Off |
| Got The Money On Hr Own, But Still Glad She Called. |
| Has No Idea, Lost Her Mom And Not In A Good Place, 211 Helped Her To Talk To Someone |
| I Don't Know. |
| I Would Have Had To Put Money On Utilitie And There Would Have Been No Christmas. |
| It Would Have Been Real Hard, Recently Moved Here needed help, 211 helped me |
| It Would have Not Been Good |
| More Difficulties With Finances And Getting Help For Baby. |
| No Electricity |
| No Help With Utilities |
| Not Be On The Waiting List. |
| Not Found A Home For Puppy |
| Not Gotten Any Food. |
| Not Have As Many Options. |
| Not Have Food. |
| Not Have Hot Water. |
| Not Have Medical Appointment |
| Not Have Propane |
| Not Sure What She Would've Done. 211 Has Been So Wonderful And Great. Will Use Services Again |