

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR JANUARY 2013
HEARTLINE OKLAHOMA**

CALL CENTER: HeartLine Oklahoma

COUNTIES COVERED: 40 counties in Western Oklahoma

Central Oklahoma Counties: Canadian, Cleveland, Garfield, Grady, Grant, Kay, Kingfisher, Lincoln, Logan, McClain, Noble, Oklahoma, Payne, Pawnee, Pottawatomie

Northwestern Oklahoma Counties: Alfalfa, Beaver, Blaine, Cimarron, Custer, Dewey, Ellis, Harper, Major, Roger Mills, Texas, Woods, Woodward

Southwestern Oklahoma Counties: Beckham, Caddo, Comanche, Cotton, Greer, Harmon, Jackson, Jefferson, Kiowa, Stephens, Tillman, Washita

CALL VOLUME BY AREA (Number & Percentage of Total Calls):

County	# of Calls	%
Central Oklahoma	10,187	73.20%
NW Oklahoma	76	0.55%
Not Oklahoma	735	5.28%
Other Oklahoma	255	1.83%
SW Oklahoma	603	4.33%
Unknown Location	2,061	14.81%
Total	13,917	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)	113	0.81%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	9,564	68.97%
Crisis (Mental health or life threatening intervention and connection to emergency services)	56	0.40%
Listening and Support(Listening, support or redirection of callers with emotional distress or complex issues)	1,795	12.94%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	559	4.03%
Total Caller Contacts	12,087	87.16%
Other	1,780	12.84%
Total Calls Records	13,867	100.00%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
12:00-01:00 AM	257	1.85%
01:00-02:00 AM	207	1.49%
02:00-03:00 AM	149	1.07%
03:00-04:00 AM	129	0.93%
04:00-05:00 AM	144	1.04%
05:00-06:00 AM	132	0.95%
06:00-07:00 AM	151	1.09%
07:00-08:00 AM	330	2.38%
08:00-09:00 AM	900	6.49%
09:00-10:00 AM	1,315	9.48%
10:00-11:00 AM	1,463	10.55%
11:00-12:00 PM	1,267	9.14%
12:00-01:00 PM	1,253	9.04%
01:00-02:00 PM	1,169	8.43%
02:00-03:00 PM	1,139	8.21%
03:00-04:00 PM	1,015	7.32%
04:00-05:00 PM	792	5.71%
05:00-06:00 PM	398	2.87%
06:00-07:00 PM	361	2.60%
07:00-08:00 PM	330	2.38%
08:00-09:00 PM	254	1.83%
09:00-10:00 PM	273	1.97%
10:00-11:00 PM	239	1.72%
11:00-12:00 AM	200	1.44%
Total Calls	13,867	100.00%

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CALL MANAGEMENT

Metric		GOAL
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	1 Min 00 Sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	15.39%	≤ 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 54 Sec	N/A
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 Min 18 Sec	N/A

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	% of Contact
Non-English Calls Total	91	0.66%
Spanish Language Calls	91	0.66%
Other Non-English Calls or Deaf Translation	0	0.00%
% Non English Calls Taken by Bilingual Call Specialists	87	0.63%
% Non English Calls Translated by Tele-Interpreter	2	0.01%
% Non English Calls Translated by 3rd Party on Call	2	0.01%
Deaf Translation Calls Using 7-1-1 Relay Service	0	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 need assistance. Calls are made within 15 days of original contact date.*

Quality Service Follow-Up	#	%	Goal
Number of Callers Receiving Assessment Services	9,564	68.97% of 13,867	N/A
Number of Calls Flagged For QS Follow Up	674	7.05% of 9,564	5%
Number of Outgoing Calls Made for QS Follow Up	323	N/A	N/A
Callers Contacted For QS Follow Up	143	1.5% of 9,564	2.50%
Results of Quality Service Follow Up			Goal
Callers Expressing Satisfaction with 211 Services	142	99.30% of 143	85%
Callers Who Plan to Use 211 again	141	98.60% of 143	N/A
Callers Who Did Not Contact Referral Agency	14	9.79% of 143	<20%
Callers Who Contacted One or More Referral Agencies	129	90.21% of 143	80%
Callers Contacting Referral Agency Receiving Services			
Including Those with Applications Pending	118	82.52% of 143	70%
Callers Contacting Agency Not Receiving Desired Services	25	17.48% of 143	<30%

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AIRS NEEDS CATEGORIES: CALLER NEEDS FOR ALL 2-1-1 CALLS

AIRS Needs	Definition	#	Percent
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	8	0.06%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	446	3.34%
Disaster Services	Disaster relief, shelter and recovery services	21	0.16%
Education	Education and Facilities, School supplies, tutoring	90	0.67%
Employment	Job training, career counseling, job search	99	0.74%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1,426	10.69%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1,561	11.71%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	3,956	29.66%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	392	2.94%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	428	3.21%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1,311	9.83%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	614	4.60%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	2,460	18.45%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	65	0.49%
Transportation	Assistance with transportation or transportation for special needs ,	426	3.19%
Volunteers/Donations	Volunteer and or Donation Opportunities	33	0.25%
Total Needs		13,336	100.00%

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Unmet Needs: *The Unmet needs category is a subset of AIRS Caller Needs for all 2-1-1 Calls. A need is identified as unmet when no referral source is available to meet the caller's need. Need may 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 Needs	Definition	#	Percent
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	2	0.32%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	33	5.30%
Disaster Services	Disaster relief, shelter and recovery services	0	0.00%
Education	Education and Facilities, School supplies, tutoring	11	1.77%
Employment	Job training, career counseling, job search	4	0.64%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	22	3.53%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	50	8.03%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	349	56.02%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	25	4.01%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	13	2.09%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	18	2.89%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	16	2.57%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	7	1.12%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	1	0.16%
Transportation	Assistance with transportation or transportation for special needs ,	70	11.24%
Volunteers/Donations	Volunteer and or Donation Opportunities	2	0.32%
Total Unmet needs		623	100.00%

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	TOP AGENCY REFERRALS	Agency Type	Count	Percent
1	HLOK4004- SALVATION ARMY CENTRAL OKLAHOMA AREA COMMAND	Faith-based, Non-Profit	1,617	8.65%
2	HLOK482- CATHOLIC CHARITIES ARCHDIOCESE OF OKLAHOMA CITY	Non-Profit	1,379	7.38%
3	HLOK796- COMMUNITY ACTION AGENCY OF OKLAHOMA & CANADIAN COUNTY	Non-Profit	831	4.44%
4	HLOK16253- COUNTY OF OKLAHOMA	Public-County	575	3.08%
5	HLOK4526-UPWARD TRANSITIONS TRAVELERS AID	Non-Profit	564	3.02%
6	HLOK1416- FREE DIRECTORY ASSISTANCE	For Profit	355	1.90%
7	HLOK4551- VARIETY CARE FAMILY HEALTH	Private, Non-Profit	344	1.84%
8	HLOK730- CITY RESCUE MISSION	Faith-based, Non-Profit	271	1.45%
9	HLOK1548- GOOD SHEPHERD MINISTRIES	Non-Profit	271	1.45%
10	HLOK4244- ST CHARLES BORROMEIO CONFERENCE	Faith-based, Non-Profit	247	1.32%
11	HLOK2604- NEIGHBORHOOD SERVICES ORGANIZATION	Faith Based	225	1.20%
12	HLOK2031- JESUS HOUSE	Non-Profit	200	1.07%
13	HLOK4130- SKYLINE URBAN MINISTRY	Faith-based, Non-Profit	190	1.02%
14	HLOK666- CHRIST THE KING CATHOLIC CHURCH, ST LAWRENCE MINISTRY	Faith-based, Non-Profit	169	0.90%
15	HLOK4266- ST JAMES THE GREATER CATHOLIC CHURCH	Faith-based, Non-Profit	161	0.86%
	Top 15 Referrals		7,399	39.57%
	Other Referrals		11,298	60.43%
	Total Referrals		18,697	100.00%