

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR MAY 2015
HEARTLINE OKLAHOMA**

CALL CENTER: HeartLine Oklahoma

COUNTIES COVERED: 40 counties in Western Oklahoma

Central Oklahoma: 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	7,548	80.28%
NW Oklahoma	52	0.55%
Not Oklahoma	502	5.34%
Other Oklahoma	132	1.40%
SW Oklahoma	473	5.03%
Unknown Location	695	7.39%
Total	9,402	100%

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)	183	1.96%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6,801	72.67%
Crisis (Mental health or life threatening intervention and connection to emergency services)	67	0.72%
Listening and Support (Listening, support or redirection of callers with emotional distress or complex issues)	949	10.14%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	537	5.74%
Total Caller Contacts	8,537	91.22%
Other	822	8.78%
Total Calls Records	9,359	100%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
12:00-01:00 AM	93	0.99%
01:00-02:00 AM	104	1.11%
02:00-03:00 AM	41	0.44%
03:00-04:00 AM	30	0.32%
04:00-05:00 AM	38	0.41%
05:00-06:00 AM	60	0.64%
06:00-07:00 AM	100	1.07%
07:00-08:00 AM	215	2.30%
08:00-09:00 AM	658	7.03%
09:00-10:00 AM	937	10.01%
10:00-11:00 AM	1,016	10.86%
11:00-12:00 PM	963	10.29%
12:00-01:00 PM	873	9.33%
01:00-02:00 PM	875	9.35%
02:00-03:00 PM	827	8.84%
03:00-04:00 PM	675	7.21%
04:00-05:00 PM	586	6.26%
05:00-06:00 PM	288	3.08%
06:00-07:00 PM	209	2.23%
07:00-08:00 PM	214	2.29%
08:00-09:00 PM	174	1.86%
09:00-10:00 PM	154	1.65%
10:00-11:00 PM	128	1.37%
11:00-12:00 AM	101	1.08%
Total Calls	9,359	100%

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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 04 Sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	16.71%	≤ 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 55 Sec	
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 56 Sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	Count	%
Non-English Calls Total	61	0.65%
Spanish Language Calls	57	0.61%
Other Non-English Calls or Deaf Translation	0	0.00%
% Non English Calls Taken by Bilingual Call Specialists	57	0.61%
% Non English Calls Translated by Tele-Interpreter	1	0.01%
% Non English Calls Translated by 3rd Party on Call	3	0.03%
Deaf Translation Calls Using 7-1-1 Relay Service	0	0.00%

2-1-1 ONLINE DATABASE

Web Activity	Count
Site Visits	2,798
Search Sessions	2,637
Total Searches	3,194
Average Visit Length	20 Min

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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	Count	%	Goal
Number of Callers Receiving Assessment Services	6,801	72.67% of 9,359	N/A
Number of Calls Flagged For QS Follow Up	265	3.9% of 6,801	5%
Number of Outgoing Calls Made for QS Follow Up	613	N/A	N/A
Callers Contacted For QS Follow Up	132	1.94% of 6,801	2.50%
Results of Quality Service Follow Up	Count		Goal
Callers Expressing Satisfaction with 211 Services	130	98.48% of 132	85%
Callers Who Plan to Use 211 again	128	96.97% of 132	N/A
Callers Who Did Not Contact Referral Agency	29	21.97% of 132	<20%
Callers Who Contacted One or More Referral Agencies	103	78.03% of 132	80%
Callers Contacting Referral Agency Receiving Services			
Including Those with Applications Pending	76	73.79% of 103	70%
Callers Contacting Agency Not Receiving Desired Services	27	26.21% of 103	<30%

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

AIRS Needs	Definition	Count	Percent
Arts, Culture and Recreation	Programs that allow people to fully participate in and enjoy a variety of recreational, social, spiritual, artistic, cultural and intellectual opportunities.	32	0.32%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	267	2.70%
Disaster Services	Disaster relief, shelter and recovery services	645	6.51%
Education	Education and Facilities, School supplies, tutoring	30	0.30%
Employment	Job training, career counseling, job search	48	0.48%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	875	8.84%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance.	1,264	12.76%
Housing	Temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and housing alternatives.	1,518	15.33%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	171	1.73%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	331	3.34%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	890	8.99%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	450	4.54%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	1,293	13.06%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	57	0.58%
Transportation	Assistance with transportation or transportation for special needs	227	2.29%
Volunteers/Donations	Volunteer and or Donation Opportunities	1,764	17.81%
Utility Assistance	Provides services for residential and business consumers; and/or offer financial assistance or other forms of support.	41	0.41%
Total Needs Met		9,903	100%

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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	Count	Percent
Arts, Culture and Recreation	Programs that allow people to fully participate in and enjoy a variety of recreational, social, spiritual, artistic, cultural and intellectual opportunities.	0	0.00%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	14	4.36%
Disaster Services	Disaster relief, shelter and recovery services	10	3.12%
Education	Education and Facilities, School supplies, tutoring	2	0.62%
Employment	Job training, career counseling, job search	1	0.31%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	10	3.12%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance.	26	8.10%
Housing	Temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and housing alternatives.	67	20.87%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	8	2.49%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	0	0.00%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	66	20.56%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	11	3.43%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	6	1.87%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	2	0.62%
Transportation	Assistance with transportation or transportation for special needs ,	24	7.48%
Volunteers/Donations	Volunteer and or Donation Opportunities	0	0.00%
Utility Assistance	Provides services for residential and business consumers; and/or offer financial assistance or other forms of support.	74	23.05%
Total Unmet needs		321	100%

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	TOP 15 AGENCY REFERRALS	Agency Type	Count	Percent
1	HLOK482 - CATHOLIC CHARITIES ARCHDIOCESE OF OKLAHOMA CITY	Non-Profit	1,262	8.84%
2	HLOK4004 - SALVATION ARMY CENTRAL OKLAHOMA AREA COMMAND	Faith-based, Non-Profit	901	6.31%
3	HLOK1713 - HEARTLINE	Private, Non-Profit	501	3.51%
4	HLOK730 - CITY RESCUE MISSION (IMPACT FOOD RESOURCE CENTER)	Non-Profit	343	2.40%
5	HLOK3103 - OKLAHOMA HOUSING FINANCE AGENCY	Governmental	338	2.37%
6	HLOK18841 - 2-1-1 HEARTLINE DISASTER RESOURCES	No Agency Type	330	2.31%
7	HLOK4536 - US DEPARTMENT OF HEALTH & HUMAN SERVICES	Governmental	266	1.86%
8	HLOK16253 - COUNTY OF OKLAHOMA	County Government	256	1.79%
9	HLOK4753 - W.W.J.D. - WHAT WOULD JESUS DO	Faith Based, Non-Profit	253	1.77%
10	HLOK4551 - VARIETY CARE FAMILY HEALTH	Non-Profit	217	1.52%
11	HLOK268 - BAPTIST MISSION CENTER	Faith-based, Non-Profit	211	1.48%
12	HLOK4244 - ST CHARLES BORROMEIO CONFERENCE	Faith-based, Non-Profit	210	1.47%
13	HLOK2598 - NEIGHBOR FOR NEIGHBOR	Non-Profit	184	1.29%
14	HLOK2604 - NEIGHBORHOOD SERVICES ORGANIZATION	Non-Profit	176	1.23%
15	HLOK666 - CHRIST THE KING CATHOLIC CHURCH, ST LAWRENCE MINISTRY - SVDP	Faith-based, Non-Profit	171	1.20%
	Top 15 Referrals		5,619	39.36
	Other Referrals		8,657	60.64
	Total Referrals		14,276	100%