

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR SEPTEMBER 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	7,169	80.57%
NW Oklahoma	58	0.65%
Not Oklahoma	505	5.68%
Other Oklahoma	165	1.85%
SW Oklahoma	466	5.24%
Unknown Location	535	6.01%
Total	8,898	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)	117	1.31%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6,781	76.21%
Crisis (Mental health or life threatening intervention and connection to emergency services)	55	0.62%
Listening and Support (Listening, support or redirection of callers with emotional distress or complex issues)	955	10.73%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	287	3.23%
Total Caller Contacts	8,195	92.10%
Other	703	7.90%
Total Calls Records	8,898	100.00%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
12:00-01:00 AM	89	1.00%
01:00-02:00 AM	105	1.18%
02:00-03:00 AM	34	0.38%
03:00-04:00 AM	33	0.37%
04:00-05:00 AM	44	0.50%
05:00-06:00 AM	61	0.69%
06:00-07:00 AM	72	0.81%
07:00-08:00 AM	171	1.92%
08:00-09:00 AM	604	6.79%
09:00-10:00 AM	896	10.07%
10:00-11:00 AM	1,005	11.29%
11:00-12:00 PM	982	11.04%
12:00-01:00 PM	874	9.82%
01:00-02:00 PM	824	9.26%
02:00-03:00 PM	801	9.00%
03:00-04:00 PM	679	7.63%
04:00-05:00 PM	518	5.82%
05:00-06:00 PM	259	2.91%
06:00-07:00 PM	203	2.28%
07:00-08:00 PM	178	2.00%
08:00-09:00 PM	138	1.55%
09:00-10:00 PM	140	1.57%
10:00-11:00 PM	102	1.15%
11:00-12:00 AM	86	0.97%
Total Calls	8,898	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 15 Sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	18.06%	≤ 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	2 Min 06 Sec	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	4 Min 03 Sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	Count	%
Non-English Calls Total	52	0.58%
Spanish Language Calls	50	0.56%
Other Non-English Calls or Deaf Translation	2	0.02%
% Non English Calls Taken by Bilingual Call Specialists	50	0.56%
% Non English Calls Translated by Tele-Interpreter	2	0.02%
% Non English Calls Translated by 3rd Party on Call	0	0.00%
Deaf Translation Calls Using 7-1-1 Relay Service	0	0.00%

2-1-1 ONLINE DATABASE

Web Activity	Count
Site Visits	4,011
Search Sessions	4,111
Total Searches	4,501
Average Visit Length	14 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	6,781	76.21% of 8,898	N/A
Number of Calls Flagged For QS Follow Up	310	4.57% of 6,781	5%
Number of Outgoing Calls Made for QS Follow Up	526	N/A	N/A
Callers Contacted For QS Follow Up	111	1.64% of 6,781	2.50%
Results of Quality Service Follow Up	Count		Goal
Callers Expressing Satisfaction with 211 Services	110	99.10% of 111	85%
Callers Who Plan to Use 211 again	109	98.20% of 111	N/A
Callers Who Did Not Contact Referral Agency	3	2.70% of 111	<20%
Callers Who Contacted One or More Referral Agencies	108	97.30% of 111	80%
Callers Contacting Referral Agency Receiving Services			
Including Those with Applications Pending	69	63.89% of 108	70%
Callers Contacting Agency Not Receiving Desired Services	39	36.11% of 108	<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.	12	0.13%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	244	2.60%
Disaster Services	Disaster relief, shelter and recovery services	32	0.34%
Education	Education and Facilities, School supplies, tutoring	39	0.42%
Employment	Job training, career counseling, job search	53	0.57%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	924	9.85%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance.	1,315	14.02%
Housing	Temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and housing alternatives.	1,317	14.04%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	168	1.79%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	355	3.79%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	688	7.34%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	437	4.66%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	1,398	14.91%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	50	0.53%
Transportation	Assistance with transportation or transportation for special needs	204	2.18%
Volunteers/Donations	Volunteer and or Donation Opportunities	37	0.39%
Utility Assistance	Provides services for residential and business consumers; and/or offer financial assistance or other forms of support	2,106	22.45%
Total Needs Met		9,379	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	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	20	5.48%
Disaster Services	Disaster relief, shelter and recovery services	0	0.00%
Education	Education and Facilities, School supplies, tutoring	3	0.82%
Employment	Job training, career counseling, job search	1	0.27%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	19	5.21%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance.	42	11.51%
Housing	Temporary shelter for people who are in emergency situations, home improvement programs, housing location assistance and housing alternatives.	82	22.47%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	2	0.55%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	12	3.29%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	51	13.97%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	4	1.10%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	11	3.01%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	0	0.00%
Transportation	Assistance with transportation or transportation for special needs	27	7.40%
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	91	24.93%
Total Unmet needs		365	100.00%

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	TOP 15 AGENCY REFERRALS	Agency Type	Count	Percent
1	Salvation Army Central Oklahoma Area Command	Faith-based; Non-Profit	1,412	10.70%
2	Catholic Charities	Faith-based; Non-Profit	1,328	10.06%
3	HeartLine	Private, Non-Profit	403	3.05%
4	City Rescue Mission	Non-Profit	341	2.58%
5	US Dept. of Health & Human Services	Government	291	2.21%
6	Baptist Mission Center	Faith-based; Non-Profit	257	1.95%
7	County of Oklahoma	Government	217	1.64%
8	Variety Care Family Health	Non-Profit	207	1.57%
9	Christ the King Catholic Church	Faith-based; Non-Profit	198	1.50%
10	St. Paul the Apostle Catholic Church	Faith-based; Non-Profit	182	1.38%
11	Corpus Christi Catholic Church	Faith-based; Non-Profit	175	1.33%
12	St. Charles Borromeo Catholic Church	Faith-based; Non-Profit	170	1.29%
13	Skyline Urban Ministry	Faith-based; Non-Profit	169	1.28%
14	Neighborhood Services Organization	Non-Profit	150	1.14%
15	Community Health Centers	Non-Profit	148	1.12%
	Top 15 Referrals		5,645	42.78%
	Other Referrals		7,551	57.22%
	Total Referrals		13,196	100.00%