

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR March 2013
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, MAYES, 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	7583	72%
Northeast OK	1181	11%
Southeast OK	621	6%
Other OK/211 Heartline	110	1%
Not OK	251	2%
Unknown Location	785	7%
Total	10531	100%

**TOTAL NUMBER OF CONNECTED CALLS THIS MONTH by Service Level
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Service Level Provided to Caller	# of Calls	% of Total
Advocacy /At-Risk(Connects caller to additional assistance)	1	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5242	50%
Crisis (Mental health or life threatening intervention and connection to emergency services)	11	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4481	43%
Total Caller Contacts	9735	92%
Admin/Other	796	8%
Total Calls Records	10531	100%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
Midnight	50	<1%
1am	39	<1%
2am	30	<1%
3am	40	<1%
4am	36	<1%
5am	34	<1%
6am	69	1%
7am	322	3%
8am	807	8%
9am	1056	10%
10am	1109	11%
11am	1130	11%
Noon	1035	10%
1pm	1053	10%
2pm	1005	10%
3pm	867	8%
4pm	606	6%
5pm	362	3%
6pm	244	2%
7pm	196	2%
8pm	139	1%
9pm	121	1%
10pm	96	1%
11pm	85	1%
Total Calls	10531	100%

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CALL MANAGEMENT

Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	43 Sec	≤ 45 seconds
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	2 min 32 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 5 Sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	370	% of 10531	4%
Spanish Language Calls	369	% of 10531	4%
Other Non-English Calls or Deaf Translation	1	% of 10531	0%
% Non English Calls Taken by Bilingual Call Specialists	209	% of 370	56%
% Non English Calls Translated by Tele-Interpreter	106	% of 370	29%
% Non English Calls Translated by 3rd Party on Call	3	% of 370	1%
Deaf Translation Calls Using 7-1-1 Relay Service	0	% of 370	<1%

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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	5242			
Number of Calls Flagged For QS Follow Up	236	5%	% of 5242	
Number of Outgoing Calls Made for QS Follow Up	346			
Callers Contacted For QS Follow Up	119	2%	% of 5242	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	29	24%	% of 119	
Callers Expressing Satisfaction with 211 Services	119	100%	% of 119	85%
Callers Who Plan to Use 211 again	116	97%	% of 119	
Callers Who Did Not Contact Referral Agency	6	5%	% of 119	<20%
Callers Who Contacted One or More Referral Agencies	113	95%	% of 119	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	100	88%	% of 113	70%
Callers Contacting Agency Not Receiving Desired Services	13	12%	% of 113	<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	11			
Successful Verification of Connection to Crisis Services	8	73%	% of 11	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	3	27%	% of 11	<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 may be compromised. Follow Ups Made within three days of first contact.*

At-Risk Service Follow-Up	#	%		Goal
Number of Advocacy/At-risk Callers Assessments	1			
Number of Outgoing Calls Made for At-risk Follow Up	8			
Results of At-Risk Follow Up	#	%		Goal
Successful Verification of Connection to Critical Services	1	100%	% of 1	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	0	0%	% of 1	<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	124	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	1185	3%
Disaster Services	Disaster relief, shelter and recovery services	60	<1%
Education	Education and Facilities, School supplies, tutoring	476	1%
Employment	Job training, career counseling, job search	404	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	4473	13%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	4659	14%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	7366	21%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	1968	6%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	1630	5%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	4990	15%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	3297	10%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	1924	6%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	465	1%
Transportation	Assistance with transportation or transportation for special needs	1119	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	224	1%
Total Needs		34364	100%

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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 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 Unmet Needs	Definition	#	Percent
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	0	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	34	5%
Disaster Services	Disaster relief, shelter and recovery services	0	<1%
Education	Education and Facilities, School supplies, tutoring	7	1%
Employment	Job training, career counseling, job search	3	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	20	3%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	90	13%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	220	32%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	44	6%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	25	4%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	0	<1%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	24	3%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	14	2%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	0	<1%
Transportation	Assistance with transportation or transportation for special needs	199	29%
Volunteers/Donations	Volunteer and or Donation Opportunities	8	1%
Total Needs		688	100%

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TOP 15 AGENCY REFERRALS			
CATHOLIC CHARITIES	Faith Based Non Profit	1042	6%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	909	5%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	716	4%
NEIGHBOR FOR NEIGHBOR	Faith Based Non Profit	681	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	632	4%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	477	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	414	2%
CITY OF TULSA	Governmental/Public Service	370	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	306	2%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	300	2%
JOHN 3:16 MISSION	Faith Based Non Profit	258	1%
FAMILY & CHILDREN'S SERVICES	Private Non Profit	235	1%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	214	1%
HARVEST HOUSE	Faith Based Non Profit	212	1%
LEGAL AID SERVICES OF OKLAHOMA	Private Non Profit	208	1%
Top 15 Referrals		6974	39%
Other Referrals		10817	61%
Total Referrals		17791	100%

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Call Volumes Analysis- 2013 compared to same time period in 2012 Jan to Dec

	January		February		March		April		May		June	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Incoming	13,846	13,968	11,530	11,201	11,990	11,675	12,495		13,215		13,965	
Answered	12,461	12,571	10,676	10,193	11,031	10,531	11,595		12,385		12,708	
Connectivity	89.9%	90%	92%	91%	92.2%	90.2%	92.80%		93.3%		91%	
	July		August		September		October		November		December	
	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012	2013
Incoming	16,180		16,808		15,145		16,325		15,474		12,265	
Answered	14,238		15,632		12,864		14,521		13,381		11,580	
Connectivity	87.60%		93%		86%		88%		87%		94%	

Notes and Seasonal Programs:

Primary requests for assistance continues to be for basic needs, with requests for financial assistance for utility bill payments, rent and other housing related expenses as the number one request for financial assistance. Call volumes for the first quarter show decrease of 800 calls as compared to previous years. The relatively mild winter without a major storm event is a factor in the lower call volumes.

Tax Preparation Assistance: 2-1-1 Helpline updated resources information for Volunteer Income Tax Assistance (VITA) and other tax preparation assistance programs in the service area. 2-1-1 Helpline responded to 855 requests for free and low cost tax preparation assistance in the first quarter of 2013.

Comments about 211 services from March follow up calls

- 211 Always Helps Me.
- You Were Just Wonderful. Thank You So Much.
- Very Grateful For The Help Received And Thanks For Calling Back.
- The Info About The Ramp For My Mother Was Very Helpful.
- Good Information Leading To Possible Solutions. Thank You All So Much.