

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR April 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	8205	73%
Northeast OK	1263	11%
Southeast OK	673	6%
Other OK/211 Heartline	91	1%
Not OK	275	2%
Unknown Location	804	7%
Total	11311	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)	8	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5765	51%
Crisis (Mental health or life threatening intervention and connection to emergency services)	3	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4708	42%
Total Caller Contacts	10484	93%
Admin/Other	827	7%
Total Calls Records	11311	100%

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CALL VOLUME BY HOUR AND PERCENT:

Time	# of Calls	Percent
Midnight	64	1%
1am	32	<1%
2am	31	<1%
3am	22	<1%
4am	21	<1%
5am	36	<1%
6am	84	1%
7am	348	3%
8am	893	8%
9am	1198	11%
10am	1267	11%
11am	1162	10%
Noon	1144	10%
1pm	1131	10%
2pm	1124	10%
3pm	853	8%
4pm	628	6%
5pm	380	3%
6pm	255	2%
7pm	216	2%
8pm	149	1%
9pm	116	1%
10pm	97	1%
11pm	60	1%
Total Calls	11311	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	45 Sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	10.7%	≤ 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	3 min 9 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	122	% of 11311	1%
Spanish Language Calls	119	% of 11311	1%
Other Non-English Calls or Deaf Translation	4	% of 11311	0%
% Non English Calls Taken by Bilingual Call Specialists	25	% of 122	20%
% Non English Calls Translated by Tele-Interpreter	95	% of 122	78%
% Non English Calls Translated by 3rd Party on Call	1	% of 122	1%
Deaf Translation Calls Using 7-1-1 Relay Service	1	% of 122	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	5765			
Number of Calls Flagged For QS Follow Up	348	6%	% of 5765	
Number of Outgoing Calls Made for QS Follow Up	469			
Callers Contacted For QS Follow Up	168	3%	% of 5765	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	49	29%	% of 168	
Callers Expressing Satisfaction with 211 Services	165	98%	% of 168	85%
Callers Who Plan to Use 211 again	167	99%	% of 168	
Callers Who Did Not Contact Referral Agency	31	18%	% of 168	<20%
Callers Who Contacted One or More Referral Agencies	160	95%	% of 168	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	129	81%	% of 160	70%
Callers Contacting Agency Not Receiving Desired Services	31	19%	% of 160	<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	3			
Successful Verification of Connection to Crisis Services	3	100%	% of 3	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	0	0%	% of 3	<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	8			
Number of Outgoing Calls Made for At-risk Follow Up	10			
Results of At-Risk Follow Up	#	%		Goal
Successful Verification of Connection to Critical Services	2	25%	% of 8	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	6	75%	% of 8	<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	40	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	481	4%
Disaster Services	Disaster relief, shelter and recovery services	38	<1%
Education	Education and Facilities, School supplies, tutoring	147	1%
Employment	Job training, career counseling, job search	140	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1507	13%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1632	14%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2594	22%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	553	5%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	559	5%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1700	14%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1181	10%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	644	5%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	175	1%
Transportation	Assistance with transportation or transportation for special needs	402	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	66	1%
Total Needs		11882	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	9	3%
Disaster Services	Disaster relief, shelter and recovery services	1	<1%
Education	Education and Facilities, School supplies, tutoring	5	2%
Employment	Job training, career counseling, job search	2	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	13	5%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	30	11%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	65	24%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	22	8%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	6	2%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	21	8%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	7	3%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	4	1%
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	81	30%
Volunteers/Donations	Volunteer and or Donation Opportunities	2	1%
Total Needs		268	100%

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TOP 15 AGENCY REFERRALS			
CATHOLIC CHARITIES	Faith Based Non Profit	1233	6%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	1114	6%
NEIGHBOR FOR NEIGHBOR	Faith Based Non Profit	848	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	779	4%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	769	4%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	476	2%
CITY OF TULSA	Governmental/Public Service	412	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	400	2%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	397	2%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	295	1%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	278	1%
JOHN 3:16 MISSION	Faith Based Non Profit	267	1%
HARVEST HOUSE	Faith Based Non Profit	252	1%
LEGAL AID SERVICES OF OKLAHOMA	Private Non Profit	250	1%
HEALTH DEPARTMENT - TULSA CITY COUNTY	Governmental/Public Service	248	1%
Top 15 Referrals		8018	41%
Other Referrals		11683	59%
Total Referrals		19701	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	10,100	13,215		13,965	
Answered	12,461	12,571	10,676	10,193	11,031	10,531	11,595	11,311	12,385		12,708	
Connectivity	89.9%	90%	92%	91%	92.2%	90.2%	92.80%	89.3%	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.

Where To Go For Help Guides

2-1-1 Helpline's complete set of popular Where to Go for Help guides have been updated and are now available. The guides included basic needs resources for those in need in Tulsa County. There one guide each for Food, Clothing, and Housing & Financial Assistance Resources. Guides may be downloaded from 2-1-1's website, www.211oklahomahelpline.org.

Comments about 211 services from April follow up calls

- **I always Get Friendly Helpful People When I Call 211. Thank You Very Much.**
- **211 Is Always Very Nice And Helpful, And Agencies Were A Big Help As Well.**
- **Thank You So Much For Calling Me. It means a lot To Know Where We Can Go For Help.**
- **Thank You Very Much. Will Be Calling 211 If We Have Another Need In Future.**
- **Thank You The Information Is Just Too Hard To Find Without 211!**