

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR JULY 2014  
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, JUNEES, 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	8408	67%
Northeast OK	1419	11%
Southeast OK	779	6%
Other OK/211 Heartline	189	2%
Not OK	377	3%
Unknown Location	1306	10%
<b>Total</b>	<b>12478</b>	<b>100%</b>

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**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)	8	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6341	51%
Crisis (Mental health or life threatening intervention and connection to emergency services)	14	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4774	38%
Total Caller Contacts	11137	89%
Admin/Other	1341	11%
Total Calls Records	<b>12478</b>	100%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	71	1%
1am	52	<1%
2am	31	<1%
3am	32	<1%
4am	29	<1%
5am	30	<1%
6am	115	1%
7am	300	2%
8am	864	7%
9am	1312	11%
10am	1420	11%
11am	1340	11%
Noon	1222	10%
1pm	1228	10%
2pm	1130	9%
3pm	1021	8%
4pm	760	6%
5pm	396	3%
6pm	336	3%
7pm	244	2%
8pm	195	2%
9pm	145	1%
10pm	113	1%
11pm	92	1%
<b>Total Calls</b>	<b>12478</b>	<b>100%</b>

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**CALL MANAGEMENT-**

<b>Category</b>	<b>Standard</b>	<b>Actual</b>
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	1 min 4 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	13%	≤ 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 12 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 20 sec	

**NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS**

<b>Language and Translation &amp; Percent of Contacts</b>	<b>#</b>		<b>% of Contact</b>
Non-English Calls Total	114	% of Total Call Volume	1%
Spanish Language Calls	114	% of Total Call Volume	1%
Other Non-English Calls or Deaf Translation	0	% of Total Call Volume	<1%
% Non English Calls Taken by Bilingual Call Specialists	67	% of Non-English Call Total	59%
% Non English Calls Translated by Tele-Interpreter	46	% of Non-English Call Total	40%
% Non English Calls Translated by 3rd Party on Call	1	% of Non-English Call Total	1%
Deaf Translation Calls Using 7-1-1 Relay Service	0	% of Non-English Call Total	<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.*

<b>Quality Service Follow-Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Number of Callers Receiving Assessment Services	<b>6341</b>			
Number of Calls Flagged For QS Follow Up	<b>275</b>	<b>4%</b>	<b>% of 6341</b>	<b>2%</b>
Number of Outgoing Calls Made for QS Follow Up	<b>494</b>			
Callers Contacted For QS Follow Up	<b>124</b>	<b>2%</b>	<b>% of 6341</b>	
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	<b>35</b>	<b>28%</b>	<b>% of 124</b>	
Callers Expressing Satisfaction with 211 Services	<b>124</b>	<b>100%</b>	<b>% of 124</b>	<b>85%</b>
Callers Who Plan to Use 211 again	<b>122</b>	<b>98%</b>	<b>% of 124</b>	
Callers Who Did Not Contact Referral Agency	<b>25</b>	<b>20%</b>	<b>% of 124</b>	<b>&lt;20%</b>
Callers Who Contacted One or More Referral Agencies	<b>99</b>	<b>80%</b>	<b>% of 124</b>	<b>80%</b>
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	<b>66</b>	<b>67%</b>	<b>% of 99</b>	<b>70%</b>
Callers Contacting Agency Not Receiving Desired Services	<b>33</b>	<b>33%</b>	<b>% of 99</b>	<b>&lt;30%</b>

**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.*

<b>Results of Crisis Service Follow Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Number of Callers Receiving Crisis Intervention Assessments	<b>11</b>			
Successful Verification of Connection to Crisis Services	<b>8</b>	<b>73%</b>	<b>% of 11</b>	<b>70%</b>
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	<b>3</b>	<b>27%</b>	<b>% of 11</b>	<b>&lt;30%</b>

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**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 April be compromised. Follow Ups Made within three days of first contact.*

<b>At-Risk Service Follow-Up</b>	<b>#</b>			<b>Goal</b>
Number of Advocacy/At-risk Callers Assessments	<b>8</b>			
Number of Outgoing Calls Made for At-risk Follow Up	<b>11</b>			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	<b>5</b>	<b>63%</b>	<b>% of 8</b>	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	<b>3</b>	<b>38%</b>	<b>% of 8</b>	<b>&lt;30%</b>

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

<b>AIRS Needs</b>	<b>Definition</b>	<b>#</b>	<b>Percent</b>
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	59	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	721	5%
Disaster Services	Disaster relief, shelter and recovery services	95	1%
Education	Education and Facilities, School supplies, tutoring	582	4%
Employment	Job training, career counseling, job search	107	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1705	13%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1374	10%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2695	20%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	473	4%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	630	5%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	2285	17%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	1142	9%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	602	5%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	246	2%
Transportation	Assistance with transportation or transportation for special needs	380	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	66	1%
Total Needs		13162	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 April 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.*

<b>AIRS Unmet Needs</b>	<b>Definition</b>	<b>#</b>	<b>Percent</b>
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	2	<1%
Clothing/Personal/ Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	42	9%
Disaster Services	Disaster relief, shelter and recovery services	22	5%
Education	Education and Facilities, School supplies, tutoring	57	12%
Employment	Job training, career counseling, job search	1	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	22	5%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	36	8%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	131	28%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	27	6%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	23	5%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	18	4%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	5	1%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	3	1%
Other Government/ Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	3	1%
Transportation	Assistance with transportation or transportation for special needs	73	16%
Volunteers/Donations	Volunteer and or Donation Opportunities	1	<1%
Total Needs		466	100%



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**TOP 15 AGENCY REFERRALS**

<b>Agency Name</b>	<b>Agency Type</b>		
CATHOLIC CHARITIES	Faith Based Non Profit	1114	5%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	861	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	781	4%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	780	4%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	741	4%
NEIGHBOR FOR NEIGHBOR	Faith Based Non Profit	621	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	567	3%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	458	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	449	2%
CITY OF TULSA	Governmental/Public Service	432	2%
NEW HEIGHTS CHURCH OF OWASSO	Faith Based Non Profit	291	1%
JOHN 3:16 MISSION	Faith Based Non Profit	290	1%
HARVEST HOUSE	Faith Based Non Profit	266	1%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	255	1%
IRON GATE AT TRINITY	Faith Based Non Profit	238	1%
Top 15 Referrals		8144	39%
Other Referrals		12541	61%
Total Referrals		<b>20685</b>	100%

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**CALL VOLUME ANALYSIS  
2014 compared to same time period in 2013 Jan to Dec**

	January		February		March		April		May		June	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Incoming	13,968	15,097	11,201	12,676	11,675	13,684	12,666	13,400	12,865	11,817	13,553	11,731
Answered	12,571	13,134	10,193	11,155	10,531	11,495	11,311	11,658	11,759	10,652	11,927	11,262
Connectivity	90%	87%	91%	88%	90.2%	84%	89.3%	87%	91.4%	90%	88%	96%
	July		August		September		October		November		December	
	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014	2013	2014
Incoming	14,718	14,342	15,574		13,378		16,101		14,792		13,924	
Answered	12,952	12,478	13,705		11,372		13,042		12,129		11,971	
Connectivity	88.1%	87%	88%		85%		81%		82%		86%	

**REFERRALS THROUGH ALTERNATIVE MEANS**

Contact Type	June 2014
ReferWeb Site Visits	2123
ReferWeb Searches for Service	3358
211 Info Email Requests for Referral	1
211Info Voicemail Requests for Referral	4

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**HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question**

Insurance Question	Count	% of Total
Insured	6310	73
Not insured or under-insured	2285	27
Total Calls Status Verified	8595	100

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	121
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	150

**NAVIGATOR/ACA OUTREACH EVENTS**

	Count
Community Events this Month	0
Consumers attending community events this month	0
Small Business Events this Month	0
Consumers attending small business events this month	0

**Notes and Seasonal Programs:**

**Heat Related Calls.** 2-1-1 Helpline experiences a rise in call volume during summer months due to its work with the Tulsa Weather Coalition and with EMSA, the National Weather Service and Tulsa Area Emergency Management Agency to promote health safety during the hot summer months. Tulsa is experiencing a relatively mild summer to date and heat related calls are down from previous years. Since May, 2-1-1 responded to 200 heat related calls including 113 screenings for Weather Coalition loaner air conditioners and locations of cooling stations.

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**Expanding Services and a New Partnership.** 2-1-1 recently began answering after-hours crisis line calls for Domestic Violence Intervention Services/Call Rape. Enhanced features of 2-1-1's "cloud" based phone have been beneficial in managing the new after-hours service. Service Specialists are alerted of incoming DVIS calls and the calls are automatically prioritized for the next available specialists. Access to a 24/hour service staffed with professionals trained to triage crisis calls was a key factor in DVIS contracting with 2-1-1 for this service. 2-1-1 is anticipating handling over 4,000 calls on the after-hours service. These calls are in addition to domestic violence related callers to the 2-1-1 three digit number. Another advantage of the partnership is the specialized training provided by DVIS that enhances 2-1-1's expertise in responding to callers' domestic related issues.

**COMMENTS FROM FOLLOW-UP CALLS**

- 211 Really Helped Thank You.
- Appreciate It Very Much. Was Very Helpful.
- I Got Just What I Needed. Thank You So Much. You Are Wonderful.
- I Sure Am Glad To Know About The 211 Number. I Told My Friend About It, We'd Never Heard Of It Before. It Sure Is A Good Thing To Have.
- Talked With Provider. Got Food From Agency And It Was Very Good.