

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR NOVEMBER 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	7493	67%
Northeast OK	1339	12%
Southeast OK	740	7%
Other OK/211 Heartline	176	2%
Not OK	225	2%
Unknown Location	1183	11%
Total	11156	100%

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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)	14	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6180	55%
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)	3745	34%
Total Caller Contacts	9950	89%
Admin/Other	1206	11%
Total Calls Records	11156	100%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	33	<1%
1am	55	<1%
2am	40	<1%
3am	32	<1%
4am	29	<1%
5am	62	1%
6am	131	1%
7am	313	3%
8am	887	8%
9am	1171	10%
10am	1259	11%
11am	1148	10%
Noon	1111	10%
1pm	1147	10%
2pm	1050	9%
3pm	894	8%
4pm	578	5%
5pm	350	3%
6pm	225	2%
7pm	188	2%
8pm	179	2%
9pm	128	1%
10pm	88	1%
11pm	58	1%
Total Calls	11156	100%

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CALL MANAGEMENT-

Category	Standard	Actual
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	1 min 54 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	82%	≤ 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 16 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 12 sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	79	% of Total Call Volume	1%
Spanish Language Calls	78	% of Total Call Volume	1%
Other Non-English Calls or Deaf Translation	1	% of Total Call Volume	<1%
% Non English Calls Taken by Bilingual Call Specialists	36	% of Non-English Call Total	46%
% Non English Calls Translated by Tele-Interpreter	42	% of Non-English Call Total	53%
% Non English Calls Translated by 3rd Party on Call	0	% of Non-English Call Total	<1%
Deaf Translation Calls Using 7-1-1 Relay Service	1	% 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.*

Quality Service Follow-Up	#	%		Goal
Number of Callers Receiving Assessment Services	6180			
Number of Calls Flagged For QS Follow Up	314	5%		2%
Number of Outgoing Calls Made for QS Follow Up	353			
Callers Contacted For QS Follow Up	158	3%		2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	48	30%		
Callers Expressing Satisfaction with 211 Services	146	92%		85%
Callers Who Plan to Use 211 again	157	99%		
Callers Who Did Not Contact Referral Agency	6	4%		<20%
Callers Who Contacted One or More Referral Agencies	152	96%		80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	131	83%		
Callers Contacting Agency Not Receiving Desired Services	27	17%		<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	5	45%		70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	6	55%		<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 April be compromised. Follow Ups Made within three days of first contact.*

At-Risk Service Follow-Up	#			Goal
Number of Advocacy/At-risk Callers Assessments	14			
Number of Outgoing Calls Made for At-risk Follow Up	1			
Results of At-Risk Follow Up				Goal
Successful Verification of Connection to Critical Services	11	79%		70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	3	21%		<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	32	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	472	4%
Disaster Services	Disaster relief, shelter and recovery services	23	<1%
Education	Education and Facilities, School supplies, tutoring	82	1%
Employment	Job training, career counseling, job search	64	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1491	13%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1197	10%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2565	22%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	335	3%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	2006	17%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1674	14%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	862	7%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	503	4%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	166	1%
Transportation	Assistance with transportation or transportation for special needs	1493	13%
Volunteers/Donations	Volunteer and or Donation Opportunities	64	1%
Total Needs		11867	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.*

AIRS Unmet Needs	Definition	#	Percent
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	1	<1%
Clothing/Personal/ Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	14	4%
Disaster Services	Disaster relief, shelter and recovery services	4	1%
Education	Education and Facilities, School supplies, tutoring	3	1%
Employment	Job training, career counseling, job search	0	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	13	3%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	27	7%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	119	30%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	12	3%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	106	27%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	22	6%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	6	2%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	2	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	64	16%
Volunteers/Donations	Volunteer and or Donation Opportunities	4	1%
Total Needs		397	100%

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TOP 15 AGENCY REFERRALS

Agency Name	Agency Type		
CATHOLIC CHARITIES	Faith Based Non Profit	1184	6%
JOHN 3:16 MISSION	Faith Based Non Profit	1170	6%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	750	4%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	742	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	719	4%
NEIGHBOR FOR NEIGHBOR	Faith Based Non Profit	616	3%
LOAVES & FISHES	Faith Based Non Profit	589	3%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	502	3%
TULSA DREAM CENTER	Private, Non Profit	487	2%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	459	2%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	456	2%
MARINE TOYS FOR TOTS - OKLAHOMA FOUNDATION	Private, Non Profit	441	2%
CITY OF TULSA	Governmental/Public Service	315	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	307	2%
HARVEST HOUSE - RIVERGATE CHURCH	Faith Based Non Profit	258	1%
Top 15 Referrals		8995	45%
Other Referrals		10891	55%
Total Referrals		19886	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	10652	11,927	11262
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	14890	13,378	13475	16,101		14,792	13604	13,924	
Answered	12,952	12478	13,705	12061	11,372	11319	13,042		12,129	11156	11,971	
Connectivity	88.1%	87%	88%	81%	85%	84%	81%		82%	82%	86%	

REFERRALS THROUGH ALTERNATIVE MEANS

Contact Type	Total
ReferWeb Site Visits	2105
ReferWeb Searches for Service	3186
211 Info Email Requests for Referral	3
211Info Voicemail Requests for Referral	1

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HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

Insurance Question	Count	% of Total
Insured	5845	76
Not insured or under-insured	1839	24
Total Calls Status Verified	7684	100

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	194
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	286

NAVIGATOR/ACA OUTREACH EVENTS

	Count
Community Events this Month	2
Consumers attending community events this month	29
Small Business Events this Month	0
Consumers attending small business events this month	0

COMMENTS FROM FOLLOW-UP CALLS

- I Really Appreciate 211 Being There For Me. I Feel So Much Better Knowing I Can Call Ya'll.
- Always Receive Good Service From 2-1-1.
- I Love You Guys! The Services You Provide Are Amazing.
- I Was So Lost And I Don't Know What I Would've Done Without You All.
- I Am Blind And I Would Not Be Able To Get Help Without You.
- You Guys Are Always Helpful.
- Wouldn't Have Food For Thanksgiving.