

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 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	7594	75%
Northeast OK	1403	14%
Southeast OK	665	7%
Other OK/211 Heartline	143	1%
Not OK	255	3%
Unknown Location	0	<1%
<b>Total</b>	<b>10060</b>	<b>100%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**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)	9	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	6032	60%
Crisis (Mental health or life threatening intervention and connection to emergency services)	16	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3980	40%
Total Caller Contacts	10037	100%
Admin/Other	23	<1%
Total Calls Records	<b>10060</b>	100%

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	46	<1%
1am	37	<1%
2am	20	<1%
3am	21	<1%
4am	19	<1%
5am	41	<1%
6am	75	1%
7am	224	2%
8am	714	7%
9am	1135	11%
10am	1252	12%
11am	1131	11%
Noon	1069	11%
1pm	1038	10%
2pm	951	9%
3pm	835	8%
4pm	559	6%
5pm	259	3%
6pm	166	2%
7pm	144	1%
8pm	109	1%
9pm	96	1%
10pm	55	1%
11pm	64	1%
Total Calls	10060	100%

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**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 15 sec	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	85%	≤ 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 58 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 13 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	100	% of Total Call Volume	1%
Spanish Language Calls	100	% 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	58	% of Non-English Call Total	58%
% Non English Calls Translated by Tele-Interpreter	41	% of Non-English Call Total	41%
% 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%

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**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	6032			
Number of Calls Flagged For QS Follow Up	315	5%		<b>2%</b>
Number of Outgoing Calls Made for QS Follow Up	85			
Callers Contacted For QS Follow Up	47	1%		<b>2%</b>
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	24	51%		
Callers Expressing Satisfaction with 211 Services	47	100%		<b>85%</b>
Callers Who Plan to Use 211 again	47	100%		
Callers Who Did Not Contact Referral Agency	9	19%		<b>&lt;20%</b>
Callers Who Contacted One or More Referral Agencies	38	81%		<b>80%</b>
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	25	66%		
Callers Contacting Agency Not Receiving Desired Services	22	58%		<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	20			
Successful Verification of Connection to Crisis Services	16	80%		<b>70%</b>
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	4	20%		<b>&lt;30%</b>

**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	24			
Number of Outgoing Calls Made for At-risk Follow Up	52			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	12	50%		<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	12	50%		<b>&lt;30%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**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	33	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	420	4%
Disaster Services	Disaster relief, shelter and recovery services	18	<1%
Education	Education and Facilities, School supplies, tutoring	90	1%
Employment	Job training, career counseling, job search	107	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1538	13%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1564	13%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2621	22%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	420	4%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	1333	11%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1856	16%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	914	8%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	511	4%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	149	1%
Transportation	Assistance with transportation or transportation for special needs	309	3%
Volunteers/Donations	Volunteer and or Donation Opportunities	59	<1%
Total Needs		11942	100%

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**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	1	<1%
Clothing/Personal/ Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	25	6%
Disaster Services	Disaster relief, shelter and recovery services	3	1%
Education	Education and Facilities, School supplies, tutoring	1	<1%
Employment	Job training, career counseling, job search	1	<1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	10	2%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	23	5%
Housing/Utilities	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	88	20%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	30	7%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	164	38%
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	8	2%
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	0	<1%
Transportation	Assistance with transportation or transportation for special needs	52	12%
Volunteers/Donations	Volunteer and or Donation Opportunities	3	1%
Total Needs		430	100%

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**TOP 15 AGENCY REFERRALS**

<b>Agency Name</b>	<b>Agency Type</b>		
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	1044	5%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	882	4%
CATHOLIC CHARITIES	Faith Based Non Profit	842	4%
HELPING HANDS MINISTRY	Faith Based Non Profit	757	4%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	554	3%
TULSA DREAM CENTER	Private, Non Profit	553	3%
NEIGHBOR FOR NEIGHBOR	Private, Non Profit	501	3%
LOAVES & FISHES	Faith Based Non Profit	427	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	418	2%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	412	2%
US DEPARTMENT OF HEALTH AND HUMAN SERVICES	Governmental/Public Service	411	2%
MARINE TOYS FOR TOTS - OKLAHOMA FOUNDATION	Private, Non Profit	392	2%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	375	2%
JOHN 3:16 MISSION	Faith Based Non Profit	357	2%
CITY OF TULSA	Governmental/Public Service	293	1%
Top 15 Referrals		8218	42%
Other Referrals		11448	58%
Total Referrals		19666	100%



**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**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	13,738	14,792	13604	13,924	12575
Answered	12,952	12478	13,705	12061	11,372	11319	13,042	12227	12,129	11156	11,971	10060
Connectivity	88.1%	87%	88%	81%	85%	84%	81%	89%	82%	82%	86%	85%

**REFERRALS THROUGH ALTERNATIVE MEANS**

Contact Type	Total
ReferWeb Site Visits	1746
ReferWeb Searches for Service	2796
211 Info Email Requests for Referral	6
211Info Voicemail Requests for Referral	3

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

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

Insurance Question	Count	% of Total
Insured	5222	72
Not insured or under-insured	2062	28
Total Calls Status Verified	7284	100

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	515
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	876

**NAVIGATOR/ACA OUTREACH EVENTS**

	Count
Community Events this Month	2
Consumers attending community events this month	105
Small Business Events this Month	
Consumers attending small business events this month	

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**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.*

**\* Please note: December follow-ups were closed in advance in order to calculate year to date statistics.**

<b>Quality Service Follow-Up</b>		<b>%</b>		<b>Goal</b>
Number of Callers Receiving Assessment Services	6032			
Number of Calls Flagged For QS Follow Up	315	5%	% of 6032	<b>2%</b>
Number of Outgoing Calls Made for QS Follow Up	85			
Callers Contacted For QS Follow Up	47	1%	% of 6032	<b>2%</b>
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	24	51%	% of 6032	
Callers Expressing Satisfaction with 211 Services	47	100%	% of 6032	<b>85%</b>
Callers Who Plan to Use 211 again	47	100%	% of 6032	
Callers Who Did Not Contact Referral Agency	9	19%	% of 6032	<b>&lt;20%</b>
Callers Who Contacted One or More Referral Agencies	38	81%	% of 6032	<b>80%</b>
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	25	66%	% of 47	
Callers Contacting Agency Not Receiving Desired Services	22	58%	% of 47	<b>&lt;30%</b>
<b>Results of Crisis Service Follow Up</b>				
Number of Callers Receiving Crisis Intervention Assessments	20			
Successful Verification of Connection to Crisis Services	16	80%	% of 20	<b>70%</b>
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	4	20%	% of 20	<b>&lt;30%</b>
<b>At-Risk Service Follow-Up</b>				<b>Goal</b>
Number of Advocacy/At-risk Callers Assessments	24			
Number of Outgoing Calls Made for At-risk Follow Up	52			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	12	50%	% of 24	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	12	50%	% of 24	<b>&lt;30%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR DECEMBER 2014  
2-1-1 HELPLINE**

**Basic Needs and Seasonal Resource Guides:** 2-1-1 Helpline's Information Services department compiles and publishes annually "Where to go for Help in Tulsa County" basic needs resources guides. The Information Services Department also compiles a Back to School Resource Guide and Holiday Assistance guides which are posted online at [www.211oklahomahelpline.org](http://www.211oklahomahelpline.org) and distributed to our agency partners via Constant Contact. Seasonal guides provide services in the 37 county area. This information is also made available by calling 2-1-1 and online through 2-1-1's website. 533 referrals were made for assistance with school clothing and 879 for school supply assistance. 3,869 referrals were made through the call center for holiday assistance.