

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR April 2015
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	6856	68%
Northeast OK	1247	12%
Southeast OK	677	7%
Other OK/211		
Heartline	120	1%
Not OK	303	3%
Unknown Location	837	8%
Total	10040	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)	17	<1%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5668	56%
Crisis (Mental health or life threatening intervention and connection to emergency services)	12	<1%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3544	35%
Total Caller Contacts	9241	92%
Admin/Other	799	8%
Total Calls Records	10040	100%

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CALL VOLUME BY HOUR AND PERCENT

Time	# of Calls	Percent
Midnight	60	1%
1am	43	<1%
2am	25	<1%
3am	29	<1%
4am	29	<1%
5am	45	<1%
6am	97	1%
7am	269	3%
8am	729	7%
9am	1043	10%
10am	1102	11%
11am	1099	11%
Noon	954	10%
1pm	971	10%
2pm	915	9%
3pm	801	8%
4pm	604	6%
5pm	337	3%
6pm	304	3%
7pm	175	2%
8pm	146	1%
9pm	101	1%
10pm	80	1%
11pm	82	1%
Total Calls	10040	100%

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CALL MANAGEMENT-

Metric		GOAL
211 English: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	72%	80%
211 Spanish: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	66%	80%
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	12%	≤ 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 25 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 8 Sec	

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	86	% of Total Call Volume	1%
Spanish Language Calls	84	% 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	0	% of Non-English Call Total	<1%
% Non English Calls Translated by Tele-Interpreter	0	% of Non-English Call Total	<1%
% 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.*

Quality Service Follow-Up	#	%		Goal
Number of Callers Receiving Assessment Services	5668			
Number of Calls Flagged For QS Follow Up	441			
Number of Outgoing Calls Made for QS Follow Up	237			
Callers Contacted For QS Follow Up	137	2%	of 5568	2%
Results of Quality Service Follow Up				Goal
First Time to Call 211	73			
Callers Expressing Satisfaction with 211 Services	136	99%	of 137	85%
Callers Who Plan to Use 211 again	130			
Callers Who Did Not Contact Referral Agency	15	11%	of 137	<20%
Callers Who Contacted One or More Referral Agencies	122	89%	of 137	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	93	76%	of 122	70%
Callers Contacting Agency Not Receiving Desired Services	29	24%	of 122	<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	13			
Successful Verification of Connection to Crisis Services	10	77%	of 13	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	3	23%	of 13	<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	17			
Number of Outgoing Calls Made for At-risk Follow Up	35			
Results of At-Risk Follow Up				Goal
Successful Verification of Connection to Critical Services	8	47%	of 17	70%
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	9	53%	of 17	<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	37	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	392	4%
Disaster Services	Disaster relief, shelter and recovery services	86	1%
Education	Education and Facilities, School supplies, tutoring	98	1%
Employment	Job training, career counseling, job search	84	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1276	12%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1282	12%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1175	11%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	812	8%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	419	4%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1932	18%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	914	9%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	545	5%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	169	2%
Transportation	Assistance with transportation or transportation for special needs	328	3%
Utility Assistance	Utility Assistance	1141	11%
Volunteers/Donations	Volunteer and or Donation Opportunities	61	1%
Total Needs		10751	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	0	<1%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	0	<1%
Disaster Services	Disaster relief, shelter and recovery services	5	2%
Education	Education and Facilities, School supplies, tutoring	7	2%
Employment	Job training, career counseling, job search	2	1%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	17	6%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	25	8%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	68	22%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	38	12%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	17	6%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	18	6%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	9	3%
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	50	16%
Utility Assistance	Utility Assistance	13	4%
Volunteers/Donations	Volunteer and or Donation Opportunities	8	3%
Total Needs		308	100%

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TOP 15 AGENCY REFERRALS

Agency Name	Agency Type		
OKLAHOMA DEPARTMENT OF HUMAN SERVICES	Governmental/Public Service	1025	6%
CATHOLIC CHARITIES	Faith Based Non Profit	910	5%
HELPING HANDS MINISTRY	Faith Based Non Profit	614	3%
SALVATION ARMY - TULSA CENTER OF HOPE	Faith Based Non Profit	613	3%
NEIGHBOR FOR NEIGHBOR	Private, Non Profit	517	3%
TULSA CITY COUNTY LIBRARY	Governmental/Public Service	501	3%
FREE DIRECTORY ASSISTANCE	Governmental/Public Service	407	2%
FIRST BAPTIST CHURCH OF TULSA	Faith Based Non Profit	351	2%
CITY OF TULSA	Governmental/Public Service	329	2%
RESTORE HOPE MINISTRIES	Faith Based Non Profit	323	2%
AARP OKLAHOMA	Private, Non Profit	303	2%
UNITED WAY - TULSA	Private, Non Profit	302	2%
TULSA COUNTY SOCIAL SERVICES	Governmental/Public Service	227	1%
HARVEST HOUSE - RIVERGATE CHURCH	Faith Based Non Profit	193	1%
2-1-1 TEXAS	Private, Non Profit	191	1%
Top 15 Referrals		6806	38%
Other Referrals		10881	62%
Total Referrals		17687	100%

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REFERRALS THROUGH ALTERNATIVE MEANS

Contact Type	Total
ReferWeb Site Visits	1575
ReferWeb Searches for Service	2540
211 Info Email Requests for Referral	4
211Info Voicemail Requests for Referral	3

REFERWEB SEARCHES

Top 5 ReferWeb Referral Searches	
Utility Assistance	72
Adult Protective Services	57
Substance Abuse Treatment Programs	45
Rent Payment Assistance	37
Donated Specialty Items	20

HEALTH CARE INSURANCE NAVIGATOR SERVICES INSURANCE STATUS by Question

Insurance Question	Count	% of Total
Insured	5390	76%
Not insured or under-insured	1716	24%
Total Calls Status Verified	1706	100%

HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	164
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	29

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*Navigator assistance/referrals lowered in March due to the end of Health Care Open Enrollment.

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

COMMENTS FROM CALLERS WHEN ASKED "IF IT HAD NOT BEEN FOR 2-1-1, WHAT WOULD HAVE HAPPENED?"

- I Don't Even Want To Think About Where I'd Be Without The Info You Guys Gave Me.
- Thank You So Much For The Help, I Know That I Can Always Rely On You.
- I Don't Know What I Would've Done. I Hope I Never Have To Find Out!
- I Might Have Been Homeless If It Weren't For Your Help.
- I Would Never Find This Information On My Own!
- I Wouldn't Have Known Where To Start Looking.
- Utility Would Have Been Cut Off.
- You Guys Always Help Me When I Need It.
- I Would've Gotten Sicker And Sicker. I Can't Imagine Not Having You To Call!
- It Has Saved Me More Than Once When I Needed Help. Can't Say Enough Good Things.
- Just Glad 211 Is There When People Need Help.