

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR June  
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	6735	65.41%
Northeast OK	1323	12.85%
Southeast OK	892	8.66%
Other OK/211 Heartline	448	4.35%
Not OK	261	2.53%
Unknown Location	638	6.20%
<b>Total</b>	<b>10297</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)	7	0.07%
Assessment of Caller Need (Includes assessment of caller need with referral and assistance options)	5938	57.71%
Crisis (Mental health or life threatening intervention and connection to emergency services)	12	0.12%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3441	33.44%
Total Caller Contacts	9391	91.26%
Admin/Other	899	8.74%
Total Calls Records	<b>10290</b>	100.00%

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**CALL VOLUME BY HOUR AND PERCENT**

<b>Time</b>	<b># of Calls</b>	<b>Percent</b>
Midnight	54	0.52%
1am	49	0.48%
2am	36	0.35%
3am	32	0.31%
4am	19	0.18%
5am	51	0.50%
6am	107	1.04%
7am	288	2.80%
8am	737	7.16%
9am	1035	10.05%
10am	1129	10.96%
11am	1099	10.67%
Noon	1074	10.43%
1pm	1013	9.84%
2pm	921	8.94%
3pm	867	8.42%
4pm	594	5.77%
5pm	338	3.28%
6pm	245	2.38%
7pm	217	2.11%
8pm	119	1.16%
9pm	106	1.03%
10pm	97	0.94%
11pm	70	0.68%
<b>Total Calls</b>	<b>10297</b>	<b>100.00%</b>

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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.	73%	80%
211 Spanish: Service Level. Percentage of calls that were answered within the service level goal of 45 seconds or less in message queue.	72%	80%
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	10%	≤ 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 33 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 mins 28 seconds	

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

Language and Translation & Percent of Contacts	#		% of Contact
Non-English Calls Total	103	% of Total Call Volume	1.00%
Spanish Language Calls	101	% of Total Call Volume	0.98%
Other Non-English Calls or Deaf Translation	2	% of Total Call Volume	0.02%
% Non English Calls Taken by Bilingual Call Specialists	55	% of Non-English Call Total	0.53%
% Non English Calls Translated by Tele-Interpreter	45	% of Non-English Call Total	0.44%
% Non English Calls Translated by 3rd Party on Call	3	% of Non-English Call Total	0.03%
Deaf Translation Calls Using 7-1-1 Relay Service	0	% of Non-English Call Total	0.00%

**FOLLOW-UP CALLS REPORT**

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**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>5938</b>			
Number of Calls Flagged For QS Follow Up	<b>484</b>	<b>8.15%</b>		5%
Number of Outgoing Calls Made for QS Follow Up	<b>306</b>	<b>5.15%</b>		
Callers Contacted For QS Follow Up	<b>114</b>	<b>1.92%</b>	<b>of 5539</b>	2%
<b>Results of Quality Service Follow Up</b>				<b>Goal</b>
First Time to Call 211	<b>62</b>	<b>54.39%</b>		
Callers Expressing Satisfaction with 211 Services	<b>112</b>	<b>98.25%</b>	<b>of 114</b>	85%
Callers Who Plan to Use 211 again	<b>111</b>	<b>97.37%</b>		
Callers Who Did Not Contact Referral Agency	<b>21</b>	<b>18.42%</b>	<b>of 114</b>	<20%
Callers Who Contacted One or More Referral Agencies	<b>93</b>	<b>81.58%</b>	<b>of 114</b>	80%
Callers Contacting Referral Agency Receiving Services				
Including Those with Applications Pending	<b>65</b>	<b>69.89%</b>	<b>of 114</b>	70%
Callers Contacting Agency Not Receiving Desired Services	<b>28</b>	<b>30.11%</b>	<b>of 114</b>	<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.*

<b>Results of Crisis Service Follow Up</b>	<b>#</b>	<b>%</b>		<b>Goal</b>
Number of Callers Receiving Crisis Intervention Assessments	<b>9</b>			
Successful Verification of Connection to Crisis Services	<b>8</b>	<b>89%</b>		70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	<b>1</b>	<b>11%</b>		<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.*

<b>At-Risk Service Follow-Up</b>	<b>#</b>			<b>Goal</b>
Number of Advocacy/At-risk Callers Assessments	<b>10</b>			
Number of Outgoing Calls Made for At-risk Follow Up	<b>16</b>			
<b>Results of At-Risk Follow Up</b>				<b>Goal</b>
Successful Verification of Connection to Critical Services	<b>3</b>	<b>33%</b>	<b>of 10</b>	<b>70%</b>
Attempted Verification Not Successful Includes unable to contact caller and callers not contacting referral agencies	<b>7</b>	<b>67%</b>	<b>of 10</b>	<b>&lt;30%</b>

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

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<b>AIRS Needs</b>	<b>Definition</b>	<b>#</b>	<b>Percent</b>
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	60	0.55%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	433	3.95%
Disaster Services	Disaster relief, shelter and recovery services	379	3.46%
Education	Education and Facilities, School supplies, tutoring	77	0.70%
Employment	Job training, career counseling, job search	79	0.72%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	1329	12.12%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1193	10.88%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	1299	11.85%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	409	3.73%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	472	4.30%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	1941	17.70%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	847	7.72%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	555	5.06%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	205	1.87%
Transportation	Assistance with transportation or transportation for special needs	321	2.93%
Utility Assistance	Utility Assistance	1297	11.83%
Volunteers/Donations	Volunteer and or Donation Opportunities	70	0.64%
Total Needs		<b>10966</b>	<b>100.00%</b>

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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	1	0.27%
Clothing/Personal/Household Needs	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	20	5.31%
Disaster Services	Disaster relief, shelter and recovery services	71	18.83%
Education	Education and Facilities, School supplies, tutoring	2	0.53%
Employment	Job training, career counseling, job search	1	0.27%
Food/Meals	Food pantries, meals and emergency infant services for formula and baby food	11	2.92%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	28	7.43%
Housing	Rent,, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	87	23.08%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	24	6.37%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	18	4.77%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	12	3.18%
Legal, Consumer and Public Safety Services	Free or sliding scale legal assistance, Victim Services, Law Enforcement	3	0.80%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	3	0.80%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	0	0.00%
Transportation	Assistance with transportation or transportation for special needs	60	15.92%
Utility Assistance	Utility Assistance	35	9.28%
Volunteers/Donations	Volunteer and or Donation Opportunities	1	0.27%
Total Needs		<b>377</b>	<b>100.00%</b>

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**TOP 15 AGENCY REFERRALS**

<b>Agency Name</b>	<b>Type</b>	<b># Referrals</b>	<b>%</b>
CATHOLIC CHARITIES		980	5.71%
SALVATION ARMY - TULSA CENTER OF HOPE		697	4.06%
HELPING HANDS MINISTRY		671	3.91%
NEIGHBOR FOR NEIGHBOR		608	3.54%
OKLAHOMA DEPARTMENT OF HUMAN SERVICES		598	3.48%
TULSA CITY COUNTY LIBRARY		498	2.90%
CITY OF TULSA		426	2.48%
FIRST BAPTIST CHURCH OF TULSA		330	1.92%
RESTORE HOPE MINISTRIES		313	1.82%
FREE DIRECTORY ASSISTANCE		276	1.61%
HARVEST HOUSE - RIVERGATE CHURCH		254	1.48%
LEGAL AID SERVICES OF OKLAHOMA		241	1.40%
TULSA COUNTY SOCIAL SERVICES		230	1.34%
JOHN 3:16 MISSION		207	1.21%
FAMILY & CHILDREN'S SERVICES		180	1.05%
	<b>Total of Top 15</b>	<b>6509</b>	<b>37.92%</b>
	Total Other Agencies	10657	62.08%
	<b>Total Referrals</b>	<b>17166</b>	<b>100.00%</b>

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**CALL VOLUME ANALYSIS  
2014 compared to same time period in 2015 Jan to Dec**

Month	January		February		March		April		May		June	
Year	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
<b>Incoming</b>	15,097	<b>12,745</b>	12,676	10,959	13,684	11188	13,400	11,819	11817	10501	11,731	10,297
<b>Connected</b>	13,134	10658	11,155	9514	11495	9957	11658	10,040	10652	9541	11262	9,391
<b>%</b>	87%	84%	88%	87%	84%	89%	87%	89%	90%	90%	96%	
Month	July		August		September		October		November		December	
Year	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015
<b>Incoming</b>	14,342		14890		13475				13604		12575	
<b>Connected</b>	12478		12061		11319		12,227		<b>11156</b>		10060	
<b>%</b>	87%		81%		84%				82%		85%	

**REFERRALS THROUGH ALTERNATIVE MEANS**

Contact Type	Total
ReferWeb Site Visits	1,839
ReferWeb Searches for Service	2,613
211 Info Email Requests for Referral	0
211Info Voicemail Requests for Referral	6

**REFERWEB SEARCHES**

Top 6 ReferWeb Referral Searches	
<b>Utility Assistance</b>	125
<b>Food Pantries</b>	65
<b>Adult Protective Services</b>	52
<b>Rent Payment Assistance</b>	40
<b>Assessment for Substance Abuse</b>	38
<b>911 Services</b>	30

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

Insurance Question	Count	% of Total
Insured	<b>5710</b>	<b>76</b>
Not insured or under-insured	<b>1847</b>	<b>24</b>
Total Calls Status Verified	<b>7557</b>	

**HEALTH CARE NAVIGATOR SERVICES ASSISTANCE/REFERRALS**

Provided Assistance or Referral	Count
Calls Provided Navigator Assistance Services	69
ACA Information Insurance Counseling Referrals to healthcare.gov or person to person assistance locations* *Callers may be provided with multiple referrals	82

\*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

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

I Would Been In The Street Or Homeless.
Rely on friends for Additional Money to Pay Bills.
I Don't Know
Would have had to go to Emergency Room for services.
Would Have Not Know Agency Exists.
Would Have had some utilities cut off.
Caller Stated She Would Be Freaking Out Without Help.
I Don't Know Limited Doing Things Physically So All The Help Is Useful.
I Really Dont Know! I'm A Soical Worker And I Use You Guys All The Time! Thanks So Much For Being There!
I Don't Know But I Thank Ya!
Probably Wouldn't Have Been Able To Do Anything, Because I Don't Have Any Other Resources.
She Would Have Been Without Food For The Remaining Of The Month.
It Would Have Taken Longer To Get The Assistance Need.
Go Hungry.
Oh, I don't know. She was so helpful and I thank you so much.
Been In A Bind Has Extra Family Living With Her. Having phone issued due to rainy weather.
Tried To Look In Phone But Without Help.
Would Have Not Been Able to pay bills.