

OCLinks

3

year

Anniversary

(Statistics from October 2013 to October 2016)

On October 21, 2016, OCLinks celebrates its third year of connecting Orange County residents with over 200 county and contracted behavioral health services. OCLinks Navigators screen every caller for the best fit for their needs, and offers an immediate link to that program.

This year, OCLinks was honored with the 2016 National Association of Counties (NACO) Achievement Award for Human Services for demonstrating outstanding innovation in a government program. This award caps off an outstanding year where call volumes increased by 30% of last year's level, while improving caller satisfaction and linkage rates.

Navigators supported more callers this past year than ever before, while providing over 215 presentations and trainings at locations throughout the county, including community organizations, hospitals, police departments, family resource centers and colleges.

The response continues to exceed expectations, but there is still more work to do. Please take a moment to see the stats from OCLinks users, view their comments, and remember to tell a friend to call (855) OC-LINKS.

OCLinks Highlights

Total Calls: 34,423
Total Chats: 758
Total Calls & Chats: 35,181
Total Webpage Hits: 38,487
Callers Linked
Directly to Services: 32%

Top 5 Referrals for Services:
Alcohol & Drug Residential: 13,844
Adult & Older Adult Mental Health: 10,559
Alcohol & Drug Outpatient: 6,531
Prevention/Early Intervention: 3,875
Children & Youth Behavioral Health: 2,370
Total Referrals Made: 37,179

Callers' satisfaction with OCLinks

94% of all callers were satisfied with how easy OCLinks was to use.

Navigators knowledge of BHS

90% of all callers were satisfied with their Navigator's knowledge of BHS.

Customer service

95% of all callers were satisfied with the customer service received from their Navigator.

During this call/
chat, you received
the help you
needed:

97%

agreed or strongly
agreed that they
received the help
they needed during
the call/chat.

You would
recommend
OCLinks to a friend
or someone you
know:

97%

agreed or strongly
agreed that they
would recommend
OCLinks to a friend or
someone they know.

You will use what
you learned during
this call/chat to
access community
resources that are
available to you:

95%

agreed or strongly
agreed that they
would use what they
learned during this
call/chat to access
community resources
that are available to
them.

Based on their experience(s) with OCLinks:

Some comments from callers:

"I can't tell you
how thankful I am
for you. I had been
feeling that no one
listens to me, but
you have helped me
now so much."

"I feel less
overwhelmed and
confused now, as
you have provided
information and
resources to me."

"Thank you so
much, you have
given me hope and
encouragement
with my journey."

We've been listening to our callers. These are a few of our accomplishments based on what we've learned over our first three years:

- In order to reach out to the community and bring awareness of all of our behavioral health services, we provided information and resources at almost 100 events throughout the county last year.
- Implementation of a "follow-up" program component to check-in with callers a few days after their first contact to identify any additional need for assistance and to ensure linkage.
- Additional outreach to the Vietnamese community has resulted in an almost 70% increase in Vietnamese speaking callers accessing services.
- OCLinks monthly calls have increased from an average of 1,023 calls per month in 2015 to an average of 1,230 calls per month in 2016.

