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%

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### 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

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### Callers’ satisfaction with OCLinks

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

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### Navigators knowledge of BHS

- **90%** of all callers were satisfied with their Navigator’s knowledge of BHS.

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### Customer service

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

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855-OC-Links
(625-4657)
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.

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.

Total Calls: October 2013 - October 2016

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