

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: May 2008

CALL CENTER: HeartLine 2-1-1

COUNTIES COVERED:

- Canadian**
- Cleveland**
- Grady**
- Kingfisher**
- Lincoln**
- Logan**
- McClain**
- Oklahoma**
- Pottawatomie**

CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):

County/Location	Number of Calls	Percentage of Total Calls		
Canadian	100	1.35%		
Cleveland	404	5.46%		
Grady	37	0.50%		
Kingfisher	5	0.07%		
Lincoln	22	0.30%		
Logan	36	0.49%		
McClain	33	0.45%		
Oklahoma	4280	57.80%		
Pottawatomie	82	1.11%		
Other OK Counties	263	3.55%		
Out of State	337	4.55%		
Unknown	1806	24.39%	May 2007	Percentage Changed
Total for May 2008	7,405	100.00%	5,067	46% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	102	1.38%
Hang-up	442	5.97%
Information & Referral	4,375	59.08%
Intervention	24	0.32%
Listening	1318	17.80%
Listening/Referral	207	2.80%
Sexual/Manipulative	24	0.32%
Silent/Prank	177	2.39%
TTY	2	0.03%
Volunteer Information	0	0.00%
Wrong Number	165	2.23%
Unknown	1113	15.03%
Totals for May 2008	7405	100.00%

STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):
Number & Percentage
Not tracked

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)
CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage
Total of 8 calls taken by our bi-lingual staff person in May representing .11% of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE:
Number & Percentage 2/.03%

CALLER'S 3RD PARTY INTERPRETER: None
Number & Percentage

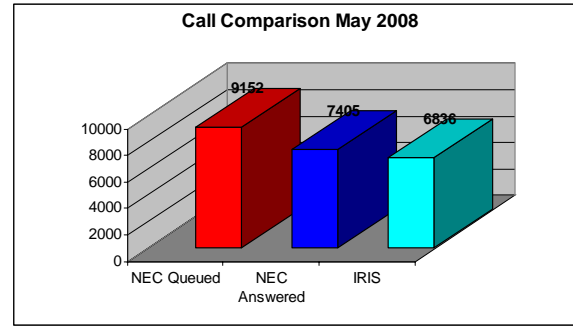
TDD/TTY/7-1-1 LINE: None
Number & Percentage

CALL MANAGEMENT STATISTICS

CALL VOLUME (answered) BY HOUR AND PERCENT (ACD Monitor)

Hour	# Calls	Percent
12:00am-12:59am	125	1.72%
1:00am-1:59am	99	1.36%
2:00am-2:59am	55	0.75%
3:00am-3:59am	47	0.65%
4:00am-4:59am	48	0.66%
5:00am-5:59am	41	0.56%
6:00am-6:59am	70	0.96%
7:00am-7:59am	154	2.11%
8:00am-8:59am	415	5.70%
9:00am-9:59am	678	9.31%
10:00am-10:59am	765	10.50%
11:00am-11:59am	690	9.47%
12:00pm-12:59pm	659	9.04%
1:00pm-1:59pm	667	9.15%
2:00pm-2:59pm	595	8.17%
3:00pm-3:59pm	523	7.18%
4:00pm-4:59pm	428	5.87%
5:00pm-5:59pm	226	3.10%
6:00pm-6:59pm	189	2.59%
7:00pm-7:59pm	191	2.62%
8:00pm-8:59pm	201	2.76%
9:00pm-9:59pm	189	2.59%
10:00pm-10:59pm	185	2.54%
11:00pm-11:59pm	46	0.63%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):
Thirty-Eight Seconds (00:38)

PERCENT OF ABANDONED CALLS:
18.8%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): Fifty-five seconds (00:55)

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):

Total Average Call Length-Four minutes, forty-five seconds (4:45)

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) Three minutes, thirty-one seconds (3:31)

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 601/8.1%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 601*

*Note: Actual call numbers would be higher, as our follow-up specialist will make up to three attempts before classifying the caller as being unreachable.

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 601/100%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 9 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98.5%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 46.5%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 7%

This category ranges from being hospitalized, receiving DHS Assistance directly, assistance from family, to simply taking care of the problem themselves.

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 36%

While down slightly from last month, it is apparent that the current economic trend is creating an increase demand for financial assistance. As fuel costs continue to rise, we should anticipate that the normal increase of financial assistance needed for utilities will be compounded by those needed assistance with transportation costs.

Other Reporting

Top 10 Needs	Number of Callers	Percentage of Total Needs
1. Financial Assistance Utilities-Electric 892 Gas 279 Rent Assistance 421	3267	27.15%
2. Mental Health Assistance	3256	27.06%
3. Information	1768	14.69%
4. Medical Health Assistance	1461	12.14%
5. Food Assistance	873	7.25%
6. Housing Assistance	533	4.43%
7. Transportation	319	2.65%
8. Governmental Information/Aid	209	1.74%
9. Substance Abuse	188	1.56%
10. Legal	160	1.33%

Top Referrals

Agency	# Referrals	Need	Agency Type
Shepherds of Love Ministries	647	Utility Assistance	Faith Based
Traveler's Aid	566	Utility Assistance	Non-Profit
Neighbor for Neighbor	507	Utility Assistance	Non-Profit
Jesus House	451	Crisis Assistance	Faith Based
Salvation Army	375	Utility Assistance	Faith Based
St. Charles Borromeo (SVDPS)	197	Financial	Faith-Based
OKC Neighborhood Services Org.	187	Rent Assistance	Government
CAA of Oklahoma and Canadian Cty	171	Rent Assistance	Non-Profit
Catholic Charities	163	Counseling	Faith-Based
Central Oklahoma Integrated Network	148	Health Care	Non-Profit

Please e-mail Monthly Reports to Carrie.DeWeese@okdhs.org, no later than the 15th of the following month. Thank you!