

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.

**FOR THE MONTH/YEAR: JUNE 2010
OKC - HEARTLINE**

COUNTIES COVERED: Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma , Pottawatomie, Grant, Garfield, Kay, Noble, Pawnee and Payne.

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

COUNTY	#	%
Canadian	161	1.73%
Cleveland	477	5.14%
Grady	33	0.36%
Kingfisher	6	0.06%
Lincoln	24	0.26%
Logan	57	0.61%
McClain	43	0.46%
Oklahoma	6986	75.23%
Pottawatomie	174	1.87%
Garfield	103	1.11%
Grant	1	0.01%
Kay	41	0.44%
Noble	4	0.04%
Payne	49	0.53%
Pawnee	17	0.18%
Other Oklahoma	201	2.16%
Not Oklahoma	418	4.50%
Unknown Location	491	5.29%
Total Calls	9286	100.00%

TOTAL NUMBER OF CONNECTED CALLS THIS MONTH BREAKDOWN

Type of Call Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	2	0.02%
Assessment and Referral (Includes assessment of caller need and referral)	6853	73.80%
Crisis (Mental health or life threatening intervention and connection to emergency services)	22	0.24%
Listening and Support(Listening, support or redirection of callers with emotional distress or complex issues)	518	5.58%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	1412	15.21%
Total Caller Contacts	8807	
Other/Administrative	479	5.16%
Total Calls	9286	100.00%

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CALL CENTER MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report):

Hour of Calls	# of Calls	%
12:00 – 12:59AM	69	0.74%
1:00 -1:59AM	56	0.60%
2:00 – 2:59AM	34	0.37%
3:00 – 3:59AM	30	0.32%
4:00 – 4:59AM	26	0.28%
5:00 – 5:59AM	33	0.36%
6:00 – 6:59AM	68	0.73%
7:00 – 7:59AM	202	2.18%
8:00 – 8:59AM	661	7.12%
9:00 – 9:59AM	920	9.91%
10:00 – 10:59AM	1004	10.81%
11:00 – 11:59AM	1050	11.31%
12:00 – 12:59PM	991	10.67%
1:00 – 1:59PM	952	10.25%
2:00 – 2:59PM	834	8.98%
3:00 – 3:59PM	632	6.81%
4:00 – 4:59PM	553	5.96%
5:00 – 5:59PM	318	3.42%
6:00 – 6:59PM	243	2.62%
7:00 – 7:59PM	188	2.02%
8:00 – 8:59PM	144	1.55%
9:00 – 9:59PM	127	1.37%
10:00 – 10:59PM	82	0.88%
11:00 – 11:59PM	69	0.74%
Total Call Records	9286	100.00%

CALL MANAGEMENT METRICS

Metric		2-1-1 Helpline GOAL
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	2 min 22 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	31 %	≤ 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	2 min 54 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	4 min 11 seconds	

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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 Referral assistance.*

Quality Service Follow-Up	#	% of ?	2-1-1 Goal
Number of Callers Receiving Referral Assistance	6853		
Random Calls Flagged for Quality Service Follow Up	505	7.4% of 6853	5%
Number of Outgoing Calls Made for Follow Up	773		
Callers Contacted For Follow Up	256	4% of 6853	2.5%
Average Number of Days Between Original Call and First Attempt to Follow Up	11		15
Results of Quality Service Follow Up			Goal
Callers Expressing Satisfaction with 211 Services	173	68% of 256	85%
Callers Not Contacting Referral Agency	23	9% of 256	<20%
Callers Contacting Referral Agency	186	73% of 256	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	104	56% of 186	70%
Callers Contacting Agency Not Receiving Desired Services	82	44 % of 186	<30%

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	% of Contacts
Non-English Calls Total		
Spanish Language Calls		
Other Non-English Calls		
Calls Taken by Bilingual Call Specialists	24	0.26%
Calls Translated by Tele-Interpreter Service		
Calls Translated by 3rd Party Interpreter on Call		
Deaf Translation Calls Using 7-1-1 Relay Service		

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TOP 10 NEEDS FOR THIS MONTH: A Caller May Have Multiple Needs or Requests
(This is the chart that is going to change)

Top 10 Needs	Number of Callers	Percentage of <u>Total</u> Needs
1. Financial Assistance Utilities: Electric-1958 Rent-806 Gas-299	3513	37.23%
2. Information	1489	15.78%
3. Health - Medical	1290	13.67%
4. Housing	833	8.83%
5. Mental Health	801	8.49%
6. Food	723	7.66%
7. Emergencies	215	2.28%
8. Legal	215	2.28%
9. Transportation	180	1.91%
10. Household/Furniture	178	1.89%

Agency	# Referrals	Need	Agency Type
Salvation Army	872	Utility Assistance	Non-Profit
Neighbor for Neighbor	652	Utility Assistance	Non-Profit
Upward Transitions	581	Family Outreach	Non-Profit
Community Action Agency	351	Utility Assistance	Non-Profit
Neighborhood Services Organization	231	Rent Assistance	Non-Profit
Community Action Agency	206	Utility Assistance	Non-Profit
St. Eugene Catholic Church (SVDPS)	199	Financial Assistance	Faith-Based
Putnam City Baptist Church	197	Utility Assistance	Faith-Based
St. James Catholic Church	191	Financial Assistance	Faith-Based
Guild of St. George	190	Utility Assistance	Faith-Based

