

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: August 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	104	1.15%		
Cleveland	413	4.57%		
Grady	28	0.31%		
Kingfisher	9	0.10%		
Lincoln	11	0.12%		
Logan	39	0.43%		
McClain	34	0.38%		
Oklahoma	5908	65.40%		
Pottawatomie	99	1.10%		
Other OK Counties	267	2.96%		
Out of State	468	5.18%		
Unknown	1654	18.31%	August 2007	Percentage Changed
Total for August 2008	9034	100.00%	6,396	41% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	131	1.45%
Hang-up	451	4.99%
Information & Referral	5987	66.27%
Intervention	21	0.23%
Listening	1240	13.73%
Listening/Referral	194	2.15%
Sexual/Manipulative	116	1.28%
Silent/Prank	227	2.51%
TTY	0	0.00%
Volunteer Information	0	0.00%
Wrong Number	177	1.96%
Unknown	490	5.42%
Totals for August 2008	9034	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 5 calls taken by our bi-lingual staff person in June representing .05 % of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage 0

CALLER'S 3RD PARTY INTERPRETER: None

Number & Percentage

TDD/TTY/7-1-1 LINE: None

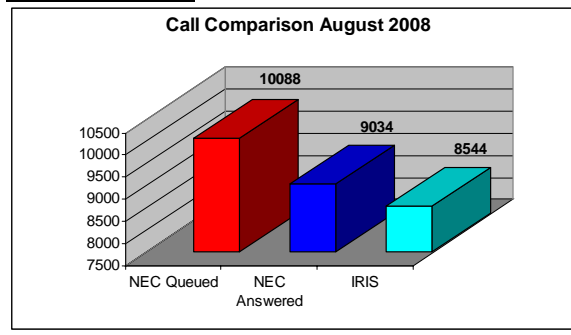
Number & Percentage

CALL MANAGEMENT STATISTICS

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

Hour	# Calls	Percent
12:00am-12:59am	179	2.01%
1:00am-1:59am	114	1.28%
2:00am-2:59am	69	0.77%
3:00am-3:59am	87	0.98%
4:00am-4:59am	56	0.63%
5:00am-5:59am	39	0.44%
6:00am-6:59am	59	0.66%
7:00am-7:59am	152	1.71%
8:00am-8:59am	509	5.71%
9:00am-9:59am	751	8.43%
10:00am-10:59am	976	10.95%
11:00am-11:59am	951	10.67%
12:00pm-12:59pm	824	9.24%
1:00pm-1:59pm	883	9.91%
2:00pm-2:59pm	845	9.48%
3:00pm-3:59pm	653	7.33%
4:00pm-4:59pm	501	5.62%
5:00pm-5:59pm	283	3.18%
6:00pm-6:59pm	227	2.55%
7:00pm-7:59pm	199	2.23%
8:00pm-8:59pm	171	1.92%
9:00pm-9:59pm	168	1.88%
10:00pm-10:59pm	164	1.84%
11:00pm-11:59pm	53	0.59%

NEC PHONE MONITORING STATISTICS



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

PERCENT OF ABANDONED CALLS:
10.6%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): One Minute, Three Seconds (1:03)

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

Total Average Call Length-**Five Minutes, one second (5:01)**

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) **Three Minutes, Thirty-five seconds (3:35)**

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 558/6.2%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 558*

*Note: Actual call numbers are 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: 558/100%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 9 Days (Minimum of five days)

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 99%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 147/40%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 5%

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: 172/47%*

*This number continues to grow, with the vast majority of individuals not receiving the desired service being due to the referral agencies in our database being out of funds (79%). While we are continuing to search for other available resources to provide financial aid to individuals with their utility bills, the need dramatically exceeds the ability of our referral agencies to assist. We were unable to contact 194/34% of the follow-up forms completed, which would impact the percentage of those accessing services as well as those not receiving the desired service.

OTHER REPORTING

Hurricane season is once again upon us, with Oklahoma Emergency Management providing shelter and other emergency assistance to our neighbors to the south/southeast. During the evacuation in anticipation of Hurricane Gustav, Oklahoma City opened a mass shelter at the former Lucent Facility, housing approximately 1800 evacuees from Louisiana and Texas. As a result of “lessons learned” during the ice storms of 2007, Oklahoma 2-1-1’s was designated as the agency to call for evacuation information. Due to months of prior planning with the area Emergency Managers, Non-Profit and Faith-Based organizations with the Oklahoma City metro area, and with the State Office of Emergency Management, the implementation of the shelter as well as communicating information worked very well. Heartline 211 once again was the coordinating agency for the arrangement of transportation between the shelter, local hospitals and the bus station, thanks to the United Way’s leadership on the issue.

Top 10 Needs	Number of Callers	Percentage of Total Needs
1. Financial Assistance Utilities: Electric-1770 Water-117 Rent Assistance-510	5096	30.36%
2. Mental Health Assistance	3154	18.79%
3. Medical Health Assistance	1769	10.54%
4. Information	1564	9.32%
5. Food Assistance	1273	7.58%
6. Housing Assistance	808	4.81%
7. Clothing	535	3.19%
8. Education	503	3.00%
9. Transportation	435	2.59%
10. Household/Furniture	234	1.39%

Top Referrals

Agency	# Referrals	Need	Agency Type
Traveler's Aid	892	Utility Assistance	Non-Profit
Neighbor for Neighbor	836	Utility Assistance	Non-Profit
Shepherds of Love Ministries	680	Utility Assistance	Faith Based
Jesus House	646	Crisis Assistance	Faith Based
Salvation Army of OKC	393	Utility Assistance	Faith-Based
St. Charles Borromeo (SVDPS)	256	Financial Assistance	Faith-Based
Putnam City Baptist Church	237	Utility Assistance	Faith-Based
Presbyterian Urban Mission	226	School Supplies	Faith Based
St. James (SVDPS)	221	Financial Assistance	Faith-Based
CAA of Oklahoma/Canadian Counties	205	School Supplies	Government