

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: August 2007 (revised 2-15-08)

CALL CENTER: HeartLine 2-1-1

COUNTIES COVERED: Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma, Pottawatomie

CALL VOLUME BY COUNTY

County/Location	Number of Calls	Percentage of Total Calls
Canadian	87	1.36%
Cleveland	400	6.25%
Grady	17	0.27%
Kingfisher	4	0.06%
Lincoln	13	0.20%
Logan	4	0.06%
McClain	39	0.61%
Oklahoma	3867	60.46%
Pottawatomie	57	0.89%
Other OK Counties	438	6.85%
Out of State	46	0.72%
Unknown	1424	22.26%
Total for August 2007	6396	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	# of Calls	% of Total Calls
Abuse/Neglect	7	0.11%
Hang-up	288	4.50%
I&R	3870	60.51%
Intervention	35	0.55%
Listening	1099	17.18%
Listening/Referral	171	2.67%
Sexual/Manipulative	32	0.50%
Silent/Prank	39	0.61%
TTY	0	0.00%
Volunteer Info.	5	0.08%
Wrong Number	66	1.03%
Unclassified	784	12.26%
Totals for August 2007	6396	100.00%

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

CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (NEC Phone Monitor Report):

Hour	# Calls	Percent
12:00am-12:59am	104	1.65%
1:00am-1:59am	83	1.32%
2:00am-2:59am	74	1.17%
3:00am-3:59am	40	0.63%
4:00am-4:59am	33	0.52%
5:00am-5:59am	37	0.59%
6:00am-6:59am	41	0.65%
7:00am-7:59am	97	1.54%
8:00am-8:59am	309	4.90%
9:00am-9:59am	585	9.28%
10:00am-10:59am	731	11.59%
11:00am-11:59am	642	10.18%
12:00pm-12:59pm	575	9.12%
1:00pm-1:59pm	578	9.17%
2:00pm-2:59pm	580	9.20%
3:00pm-3:59pm	495	7.85%
4:00pm-4:59pm	374	5.93%
5:00pm-5:59pm	193	3.06%
6:00pm-6:59pm	158	2.51%
7:00pm-7:59pm	136	2.16%
8:00pm-8:59pm	140	2.22%
9:00pm-9:59pm	157	2.49%
10:00pm-10:59pm	115	1.82%
11:00pm-11:59pm	28	0.44%
Totals:	6305	100.00%

AVERAGE SPEED OF ANSWERING CALLS: 1 minutes 03 seconds

PERCENT OF ABANDONED CALLS: (telephone system report): 10.0%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 12 minutes

AVERAGE INCOMING CALL LENGTH: (does not include data entry time): 3 minutes

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 2%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 80

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 65%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 10 days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 78%

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

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 8%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 17 calls in Spanish = .001 % of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE: None

CALLER'S 3RD PARTY INTERPRETER: None

TDD/TTY/7-1-1 LINE: 1

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Agency	# Referrals	Need	Agency Type
Neighbor for Neighbor	392	Utility Assistance	Non-profit
Traveler's Aid	294	Financial	Non Profit
Salvation Army	209	Financial	Non Profit
Shepherds Love Ministries	1207	Financial	Faith Based
Guild of St. George	196	Financial	Faith-based
Neighbor for Neighbor	163	Rent Assistance	Faith-based
Putnam City Baptist Church	145	Financial	Faith-based
Central OK Integrated Networks	124	Health Care	Non-profit
Jesus House	121	Rental Assistance	Faith Based
St. Vincent de Paul	109	Rental Assistance	Faith Based

Top 10 Needs	Number of Callers	Percentage of Total Needs
Financial Assistance	1331	26%
Mental Health/Counseling	864	16%
Information	569	11%
Health/Medical	515	10%
Food	263	5%
Housing	198	4%
Transportation	119	2%
Clothing	80	1.5%
Substance Abuse	44	8%
Housing	44	8%

TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE:

47% of callers were referred to non-profit community resources;
42% referred to faith-based organizations;
11% referred to government services.

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

Large increase in number of utility assistance. This increase may be attributable to the rising temperatures as we approach summer.

ADDITIONAL ITEMS OF NOTE: None

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