

APPROVED 6/01/06

*r***MONTHLY 2-1-1 CALL CENTER REPORTING**

FOR THE MONTH/YEAR: July 2006

CALL CENTER: HeartLine 2-1-1

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

CALL VOLUME BY COUNTY (Number & Percentage of Total Calls): Will supply call volume by county as soon as Mike Walsh is able to extract the data.

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN (Number & Percentage of Total Calls - IRIS 3.0 call statistic: Type of Contact Report)

TOTAL CALLS 5241

INFORMATION CALLS (requests specific information: address, telephone, etc.):
Number & Percentage 450 (9%)

REFERRAL CALLS (assessment of caller needs and a referral given):
Number & Percentage 2734 (52%)

CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance): 32 (.006%)
Number & Percentage

OTHER CALLS (Specify):
Number & Percentage GateKeeper program = 12 (.002%)
Volunteer Center = 3 (.0006%)
Suicide = 356 (.07%)

ADVOCACY CALLS (contacts to link callers requiring special help):
Number & Percentage N/A

PROBLEM SOLVING CALLS (emotional distress or mental confusion):
Number & Percentage 1472

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**STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):
Number & Percentage N/A**

SEASONAL OR SPECIAL PROJECT CALLS:

Number & Percentage AIDS Care Fund of Oklahoma, AIDS/HIV = 18 (.003%)

GateKeeper program = 12 (.002%)

Volunteer Center = 3 (.0006%)

Suicide = 356 (.07%)

CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (IRis 3.0 call frequency report): N/A

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 2 minutes

PERCENT OF ABANDONED CALLS (telephone system report): 10% (533 out of 5241)

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 57

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 3 minutes 15 seconds

FOLLOW-UP CALLS REPORT

(Follow up will be implemented by HeartLine 2-1-1 when IRis 3.0 is up and stable and a protocol for follow up has been established.)

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: N/A

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: N/A

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: N/A

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: N/A

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RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: N/A

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: N/A

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: N/A

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: N/A

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage Total of 10 calls taken by our new bi-lingual staff person in July
.0002 % of total

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage None

CALLER'S 3RD PARTY INTERPRETER:

Number & Percentage None

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

Number & Percentage

OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Mental Health

Emergency Financial Aid

Health/Medical

Information

Housing

Food

Suicide

Housing/Furniture

Substance abuse

Homeless Services

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TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each: Government, Non-Profit, Faith-Based) 47% of callers were referred to non-profit community resources, 42% to faith-based organizations, and 11% to government services.

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

ADDITIONAL ITEMS OF NOTE: We are still working with our phone vendor to come up with a solution to our ACD issue. At HeartLine, there are times when the call taker will put a call on hold to access the lethality of an incoming call. This throws off the ACD and causes erroneous reporting statistics.

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