

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: July 2007

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	45	0.88%
Cleveland	159	3.11%
Grady	13	0.25%
Kingfisher	15	0.29%
Lincoln	9	0.18%
Logan	4	0.08%
McClain	9	0.18%
Oklahoma	2159	42.21%
Pottawatomie	14	0.27%
Other OK Counties	118	2.31%
Out of State	36	0.70%
Unknown	2534	49.54%
Total for July 2006	5115	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	2	0.04%
Information & Referral	3325	65.00%
Intervention	20	0.39%
Listening	1126	22.01%
Listening/Referral	170	3.32%
Sexual/Manipulative	11	0.22%
TTY	0	0.00%
Volunteer Information	5	0.10%
Wrong Number	85	1.66%
Unclassified	94	1.84%
Totals for July 2007	5115	94.58%

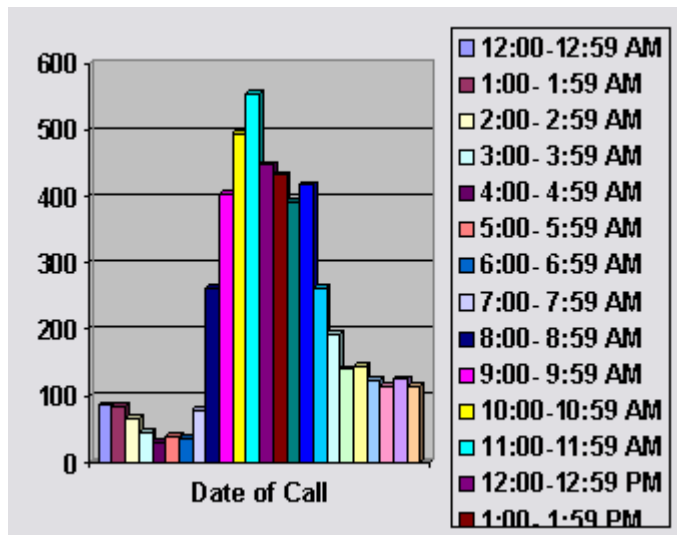
STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):
Number & Percentage
Not tracked

SEASONAL OR SPECIAL PROJECT CALLS:

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	11	0.314%
GateKeeper program	21	0.235%
Volunteer Center	2	0.059%

CALL MANAGEMENT STATISTICS

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



AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 2 minutes 39 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 12%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 12 Minutes

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

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 2%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 70

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 90%

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

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RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 90%

**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:

Number & Percentage

Total of 16 calls taken by our bi-lingual staff person in May representing .001 % of total calls.

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 Ten Referrals by Agency for July 2007

Organization	Program	Need	Number of Callers
Neighbor for Neighbor	Emergency Utility Assistance	Financial	382
Travelers Aid	Emergency Utility Assistance	Financial	293
Oklahoma City Salvation Army	Emergency Utility Assistance	Financial	192
Shepherds Love Ministries	Emergency Utility Assistance	Financial	180
Guild of St. George	Emergency Utility Assistance	Financial	178
Neighbor for Neighbor	Rent assistance program	Housing	163
Putnam City Baptist Church	Emergency Utility Assistance	Financial	161
Central OK Integrated Networks	Health Care	Health Care	118
Jesus House	Emergency Financial Assistance	Rental Assistance	114
St. Vincent de Paul	Emergency Financial Assistance	Rental Assistance	109

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	008%
Housing	44	008%

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% 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 calls. This increase may be attributable to the rising temperatures as we approach summer.

ADDITIONAL ITEMS OF NOTE:

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