

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: May 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	75	1.48%
Cleveland	260	5.13%
Grady	23	0.45%
Kingfisher	19	0.37%
Lincoln	20	0.39%
Logan	23	0.45%
McClain	12	0.24%
Oklahoma	3456	68.21%
Pottawatomie	56	1.11%
Other OK Counties	567	11.19%
Out of State	47	0.93%
Unknown	509	10.05%
Total for May 2007	5067	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	5	0.10%
Hang-up	334	6.59%
Information & Referral	3087	60.92%
Intervention	16	0.32%
Listening	1243	24.53%
Listening/Referral	221	4.36%
Sexual/Manipulative	23	0.45%
Silent/Prank	37	0.73%
TTY	0	0.00%
Volunteer Information	4	0.08%
Wrong Number	97	1.91%
Totals for May 2007	5067	100.00%

STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):

Number & Percentage

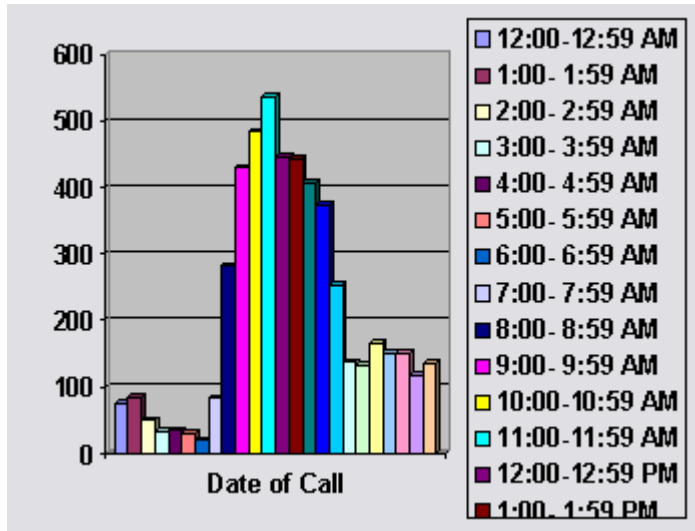
Not tracked

SEASONAL OR SPECIAL PROJECT CALLS:

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	12	0.237%
GateKeeper program	14	0.276%
Volunteer Center	4	0.079%

CALL MANAGEMENT STATISTICS

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



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

PERCENT OF ABANDONED CALLS (telephone system report): 10%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 3 minutes 20 sec.

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 4 minutes.

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: HeartLine is starting to use follow up protocol on calls during 24 hour periods twice a month. This will increase as this format is developed and evaluated.

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 72

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 89%

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: 92%

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT
ACCESSING HUMAN SERVICE SYSTEM: 0**

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 0

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage

Total of 18 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 Needs for May 2007

Type of Organization	Program	Need
Non-Profit	Emergency Financial Assistance	Financial
Non-Profit	Shelter, Counseling, Sub. Abuse	Emergency Srvcs.
Faith Based, Non-Profit	Emergency Financial Assistance	Financial
Faith Based, Non-Profit	Emergency Assistance	Basic Needs
Non-Profit	Rent Assistance, Health Srvcs, Mental Health Srvcs	Financial/Medical
Faith Based, Non-Profit	Utility Assistance, Food Program	Financial/Basic Needs
Governmental	Medical Assistance	Medical
Governmental	Housing Assistance	Housing
Faith Based, Non-Profit	Emergency Financial Assistance	Financial
Faith Based, Non-Profit	Emergency Financial Assistance	Financial

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:

Nothing unusual to report.

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!