

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

**FOR THE MONTH/YEAR: August 2006**

**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):**

<b>County/Location</b>	<b>Number of Calls</b>	<b>Percentage of Total Calls</b>
<b>Canadian</b>	108	1.66%
<b>Cleveland</b>	377	5.79%
<b>Grady</b>	36	0.55%
<b>Kingfisher</b>	17	0.26%
<b>Lincoln</b>	26	0.40%
<b>Logan</b>	46	0.71%
<b>McClain</b>	35	0.54%
<b>Oklahoma</b>	4707	72.26%
<b>Pottawatomie</b>	34	0.52%
<b>Other OK Counties</b>	142	2.18%
<b>Out of State</b>	34	0.52%
<b>Unknown</b>	952	14.61%
<b>Total for August 2006</b>	<b>6514</b>	<b>100.00%</b>

**TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN**

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	2	0.03%
Hang-up	332	5.10%
Information & Referral	3754	57.63%
Intervention	18	0.28%
Listening	1786	27.42%
Listening/Referral	429	6.59%
Sexual/Manipulative	25	0.38%
Silent/Prank	72	1.11%
TTY	0	0.00%
Volunteer Information	8	0.12%
Wrong Number	88	1.35%
<b>Totals for August 2006</b>	<b>6514</b>	<b>100.00%</b>

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.*

*FOR THE MONTH/YEAR: August 2006*

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

**Number & Percentage**

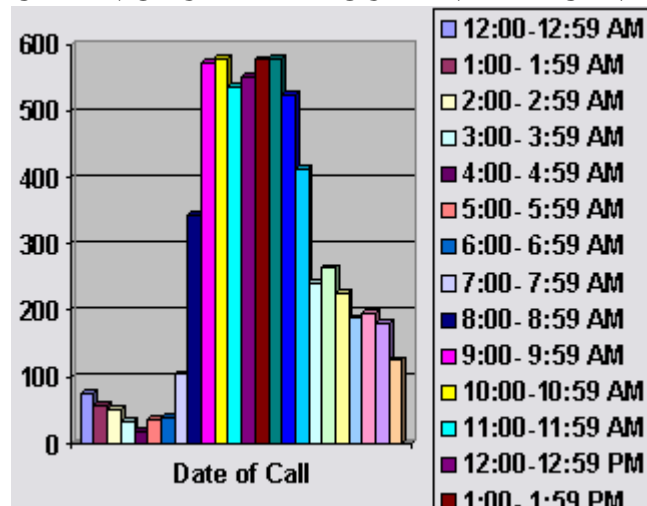
Our center would like clarification on staff calls and how they impact 2-1-1 call statistics. Currently HeartLine does not count these types of calls.

**SEASONAL OR SPECIAL PROJECT CALLS:**

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	11	0.169%
GateKeeper program	10	0.154%
Volunteer Center	8	0.123%

## CALL MANAGEMENT STATISTICS

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



### **AVERAGE SPEED OF ANSWERING CALLS (telephone system report):**

We are continuing to work with our ACD vendor to improve our call statistics. In the next week we will begin experimenting with how our crisis calls are addressed. Currently, our call takers have the ability to place a call on hold to access the lethality another call coming in. This process is corrupting our ADC statistics by labeling calls as “non-ACD” and skewing call data.

**PERCENT OF ABANDONED CALLS (telephone system report): 14%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 2 minutes**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 2 minutes 30 seconds**

## FOLLOW-UP CALLS REPORT

Follow up will be implemented by HeartLine 2-1-1 starting in November. We are currently working toward implementing a follow up format and assigning and training staff to carry out these calls.

**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**

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.*

*FOR THE MONTH/YEAR: August 2006*

**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 13 calls taken by our new bi-lingual staff person in August representing .002 %  
of total calls.

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:**

**Number & Percentage None**

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:**

**Number & Percentage None**

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

**Number & Percentage**

## OTHER REPORTING

### Top Ten Needs for August 2006

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:**

The increase in call volume may be a reflection of back-to-school queries, utility assistance needs due to high bills, and depletion of resources at local agencies that caused those agencies to refer to 2-1-1.

#### **ADDITIONAL ITEMS OF NOTE:**

Please e-mail Monthly Reports to [Carrie.Wiggs@okdhs.org](mailto:Carrie.Wiggs@okdhs.org), no later than the 15<sup>th</sup> of the following month. Thank you!