

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: June 2008

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	81	1.17%		
Cleveland	434	6.28%		
Grady	31	0.45%		
Kingfisher	7	0.10%		
Lincoln	17	0.25%		
Logan	26	0.38%		
McClain	36	0.52%		
Oklahoma	4,059	58.77%		
Pottawatomie	63	0.91%		
Other OK Counties	297	4.30%		
Out of State	304	4.40%		
Unknown	1,552	22.47%	June 2007	Percentage Changed
Total for June 2008	6,907	100.00%	5,101	35% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	113	1.64%
Hang-up	328	4.75%
Information & Referral	4,141	59.95%
Intervention	10	0.14%
Listening	1,212	17.54%
Listening/Referral	268	3.90%
Sexual/Manipulative	27	0.39%
Silent/Prank	158	2.29%
TTY	1	0.01%
Volunteer Information	0	0.00%
Wrong Number	105	1.52%
Unknown	544	7.87%
Totals for June 2008	6,907	100.00%

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

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)
CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage
Total of 10 calls taken by our bi-lingual staff person in June representing .14% of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE:
Number & Percentage 1/.01%

CALLER'S 3RD PARTY INTERPRETER: None
Number & Percentage

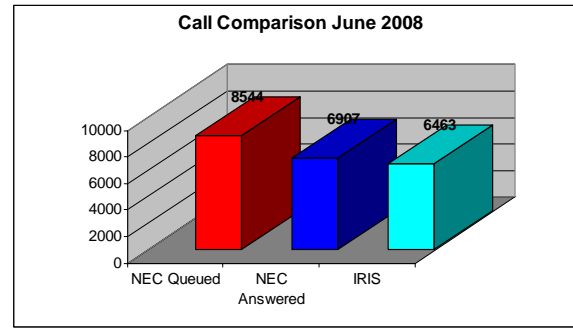
TDD/TTY/7-1-1 LINE: None
Number & Percentage

CALL MANAGEMENT STATISTICS

CALL VOLUME (answered) BY HOUR AND PERCENT (ACD Monitor)

Hour	# Calls	Percent
12:00am-12:59am	104	1.52%
1:00am-1:59am	73	1.07%
2:00am-2:59am	83	1.22%
3:00am-3:59am	49	0.72%
4:00am-4:59am	35	0.51%
5:00am-5:59am	41	0.60%
6:00am-6:59am	50	0.73%
7:00am-7:59am	164	2.40%
8:00am-8:59am	362	5.30%
9:00am-9:59am	567	8.31%
10:00am-10:59am	709	10.39%
11:00am-11:59am	689	10.09%
12:00pm-12:59pm	638	9.35%
1:00pm-1:59pm	629	9.21%
2:00pm-2:59pm	595	8.72%
3:00pm-3:59pm	536	7.85%
4:00pm-4:59pm	401	5.87%
5:00pm-5:59pm	222	3.25%
6:00pm-6:59pm	175	2.56%
7:00pm-7:59pm	198	2.90%
8:00pm-8:59pm	153	2.24%
9:00pm-9:59pm	174	2.55%
10:00pm-10:59pm	144	2.11%
11:00pm-11:59pm	36	0.53%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):
Forty-three Seconds (00:43)

PERCENT OF ABANDONED CALLS:
19.2%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): Fifty-four seconds (00:54)

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

Total Average Call Length-Five minutes, sixteen seconds (5:16)

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) Two minutes, thirty-eight seconds (2:38)

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 644/9.95%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 644*

*Note: Actual call numbers would be higher, as our follow-up specialist will make up to three attempts before classifying the caller as being unreachable.

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 644/100%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 9 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 48%

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

This category ranges from being hospitalized, receiving DHS Assistance directly, assistance from family, to simply taking care of the problem themselves.

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 35%

*It is apparent that the current economic trend is creating an increase demand for financial assistance. As fuel costs continue to rise, we should anticipate that the normal increase of financial assistance needed for utilities will be compounded by those needed assistance with transportation costs.

Other Reporting

Top 10 Needs	Number of Callers	Percentage of Total Needs
1. Financial Assistance Utilities: Electric-895 Gas-227; Water-119 Rent Assistance-369	3292	28.68%
2. Mental Health Assistance	3036	26.45%
3. Medical Health Assistance	1442	12.56%
4. Information	1273	11.09%
5. Food Assistance	871	7.58%
6. Housing Assistance	594	5.17%
7. Transportation	330	2.87%
8. Household needs/Furniture	232	2.02%
9. Legal	231	2.01%
10. Substance Abuse	175	1.52%

Top Referrals

Agency	# Referrals	Need	Agency Type
Traveler's Aid	609	Utility Assistance	Non-Profit
Shepherds of Love Ministries	560	Utility Assistance	Faith Based
Jesus House	543	Crisis Assistance	Faith Based
Neighbor for Neighbor	478	Utility Assistance	Non-Profit
Salvation Army	477	Utility Assistance	Faith Based
St. Charles Borromeo (SVDPS)	176	Financial	Faith-Based
OKC Neighborhood Services Org. -NSO	164	Rent Assistance	Government
Central Oklahoma Integrated Network	148	Health Care	Non-Profit
CAA of Okla. & Canadian Counties	143	Rent Assistance	Government
Okla. Community Health Services, Inc.	142	Dental Care	Government

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