

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

**FOR THE MONTH/YEAR: APRIL 2010  
OKC - HEARTLINE**

**CALL CENTER: HEARTLINE**

**COUNTIES COVERED: Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma, Pottawatomie, Pawnee, Noble, Garfield, Grant, Kay and Payne.**

**CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):**

COUNTY	#	%
Canadian	129	1.53%
Cleveland	449	5.34%
Grady	42	0.50%
Kingfisher	6	0.07%
Lincoln	21	0.25%
Logan	50	0.59%
McClain	55	0.65%
Oklahoma	6476	77.04%
Pottawatomie	125	1.49%
Garfield	109	1.30%
Grant	1	0.01%
Kay	24	0.29%
Noble	2	0.02%
Payne	49	0.58%
Pawnee	23	0.27%
Other Oklahoma	160	1.90%
Not Oklahoma	465	5.53%
Unknown Location	220	2.62%
<b>Total Calls</b>	<b>8406</b>	<b>100.00%</b>

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

Type of Call Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	5	0.05%
Assessment and Referral (Includes assessment of caller need and referral)	6620	78.99%
Crisis (Mental health or life threatening intervention and connection to emergency services)	20	0.23%
Listening and Support( Listening, support or redirection of callers with emotional distress or complex issues)	427	5.09%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	951	11.34%
Total Caller Contacts		
Other/Administrative	383	4.55%
Total Calls	<b>8406</b>	<b>100.00%</b>

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**CALL CENTER MANAGEMENT STATISTICS**

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

Hour of Calls	# of Calls	%
12:00 – 12:59AM	58	0.69%
1:00 -1:59AM	55	0.65%
2:00 – 2:59AM	47	0.56%
3:00 – 3:59AM	46	0.55%
4:00 – 4:59AM	26	0.31%
5:00 – 5:59AM	25	0.30%
6:00 – 6:59AM	44	0.52%
7:00 – 7:59AM	196	2.33%
8:00 – 8:59AM	630	7.49%
9:00 – 9:59AM	903	10.74%
10:00 – 10:59AM	957	11.38%
11:00 – 11:59AM	990	11.78%
12:00 – 12:59PM	843	10.03%
1:00 – 1:59PM	851	10.12%
2:00 – 2:59PM	795	9.46%
3:00 – 3:59PM	608	7.23%
4:00 – 4:59PM	434	5.16%
5:00 – 5:59PM	237	2.82%
6:00 – 6:59PM	177	2.11%
7:00 – 7:59PM	135	1.61%
8:00 – 8:59PM	102	1.21%
9:00 – 9:59PM	85	1.01%
10:00 – 10:59PM	99	1.18%
11:00 – 11:59PM	63	0.75%
<b>Total Call Records</b>	<b>8406</b>	<b>100.00%</b>

**CALL MANAGEMENT METRICS**

Metric		2-1-1 Helpline GOAL
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	24 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	11 %	≤ 10%
Average Time a Caller is in Queue before Abandoning Call: Average time callers responding to auto attendant are in message queue prior to abandoning	1 min 51 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	2 min 32 seconds	

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**FOLLOW-UP CALLS REPORT**

**Service Quality Follow Up** : *Service Quality Follow-up services provided to a random sampling of caller contacts receiving Referral assistance.*

<b>Quality Service Follow-Up</b>	<b>#</b>	<b>% of ?</b>	<b>2-1-1 Goal</b>
Number of Callers Receiving Referral Assistance	6620		
Random Calls Flagged for Quality Service Follow Up	366	6% of 6620	5%
Number of Outgoing Calls Made for Follow Up	183		
Callers Contacted For Follow Up	142	2.2 % of 6620	2.5%
Average Number of Days Between Original Call and First Attempt to Follow Up	11		15
<b>Results of Quality Service Follow Up</b>			<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	130	92% of 142	85%
Callers Not Contacting Referral Agency	7	5% of 142	<20%
Callers Contacting Referral Agency	139	98 % of 142	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	116	83% of 139	70%
Callers Contacting Agency Not Receiving Desired Services	19	14 % of 139	<30%

**NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS**

<b>Language and Translation &amp; Percent of Contacts</b>	<b>#</b>	<b>% of Contacts</b>
Non-English Calls Total		
Spanish Language Calls		
Other Non-English Calls		
Calls Taken by Bilingual Call Specialists	20	0.24%
Calls Translated by Tele-Interpreter Service		
Calls Translated by 3rd Party Interpreter on Call		
Deaf Translation Calls Using 7-1-1 Relay Service		

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**TOP 10 NEEDS FOR THIS MONTH: A Caller May Have Multiple Needs or Requests**  
**(This is the chart that is going to change)**

Top 10 Needs	Number of Callers	Percentage of <u>Total</u> Needs
<b>1. Financial Assistance</b> Utilities: Electric-1238 Rent-751 Water-487	<b>2878</b>	<b>28.74%</b>
<b>2. Mental Health</b>	<b>2239</b>	<b>22.36%</b>
<b>3. Information</b>	<b>1439</b>	<b>14.37%</b>
<b>4. Health - Medical</b>	<b>1350</b>	<b>13.48%</b>
<b>5. Food</b>	<b>759</b>	<b>7.58%</b>
<b>6. Housing</b>	<b>627</b>	<b>6.26%</b>
<b>7. Clothing</b>	<b>189</b>	<b>1.89%</b>
<b>8. Legal</b>	<b>188</b>	<b>1.88%</b>
<b>9. Transportation</b>	<b>186</b>	<b>1.86%</b>
<b>10. Substance Abuse</b>	<b>160</b>	<b>1.60%</b>

Agency	# Referrals	Need	Agency Type
Neighbor for Neighbor	760	Utility Assistance	Non-Profit
Upward Transitions	496	Family Outreach	Non-Profit
Salvation Army of Oklahoma City	448	Utility Assistance	Non-Profit
Neighborhood Services Organization	393	Rent Assistance	Non-Profit
Putnam City Baptist Church	168	Utility Assistance	Faith Based
St. Charles Borromeo Church (SVDPS)	158	Utility Assistance	Non-Profit
St. Eugene Catholic Church (SVDPS)	153	Financial Assistance	Faith-Based
Neighborhood Services Organization	139	Dental Assistance	Faith-Based
Quail Springs Baptist Church	138	Utility Assistance	Non-Profit
Variety Care	134	Dental Assistance	Faith-Based