

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

**FOR THE MONTH/YEAR: *January 2010* –
OKC - HEARTLINE**

CALL CENTER: HEARTLINE

COUNTIES COVERED: Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma and Pottawatomie.

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

COUNTY	#	%
Canadian	108	1.34%
Cleveland	389	4.84%
Grady	56	0.70%
Kingfisher	4	0.05%
Lincoln	24	0.30%
Logan	43	0.53%
McClain	46	0.57%
Oklahoma	5644	70.20%
Pottawatomie	121	1.50%
Other Oklahoma	566	7.04%
Not Oklahoma	518	6.44%
Unknown Location	521	6.48%
Total Calls	8040	100.00%

TOTAL NUMBER OF CONNECTED CALLS THIS MONTH BREAKDOWN

Type of Call Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	0	0.00%
Assessment and Referral (Includes assessment of caller need and referral)	5305	65.97%
Crisis (Mental health or life threatening intervention and connection to emergency services)	23	0.29%
Listening and Support(Listening, support or redirection of callers with emotional distress or complex issues)	361	4.49%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	1593	19.81%
Total Caller Contacts		
Other/Administrative	759	9.44%
Total Calls	8040	100.00%

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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	50	0.62%
1:00 -1:59AM	42	0.52%
2:00 – 2:59AM	29	0.36%
3:00 – 3:59AM	22	0.27%
4:00 – 4:59AM	25	0.31%
5:00 – 5:59AM	33	0.41%
6:00 – 6:59AM	63	0.78%
7:00 – 7:59AM	157	1.95%
8:00 – 8:59AM	560	6.97%
9:00 – 9:59AM	787	9.79%
10:00 – 10:59AM	936	11.64%
11:00 – 11:59AM	843	10.49%
12:00 – 12:59PM	930	11.57%
1:00 – 1:59PM	872	10.85%
2:00 – 2:59PM	749	9.32%
3:00 – 3:59PM	543	6.75%
4:00 – 4:59PM	453	5.63%
5:00 – 5:59PM	243	3.02%
6:00 – 6:59PM	186	2.31%
7:00 – 7:59PM	128	1.59%
8:00 – 8:59PM	114	1.42%
9:00 – 9:59PM	98	1.22%
10:00 – 10:59PM	104	1.29%
11:00 – 11:59PM	73	0.91%
Total Call Records	8040	100.00%

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	1 min 49 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	2.8%	≤ 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	2 min 47 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	7 min 31 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.*

Quality Service Follow-Up	#	% of ?	2-1-1 Goal
Number of Callers Receiving Referral Assistance	5305		
Random Calls Flagged for Quality Service Follow Up	303	5% of 5305	5%
Number of Outgoing Calls Made for Follow Up	271		
Callers Contacted For Follow Up	137	3% of 5305	2.5%
Average Number of Days Between Original Call and First Attempt to Follow Up	11		15
Results of Quality Service Follow Up			Goal
Callers Expressing Satisfaction with 211 Services	132	98% of 137	85%
Callers Not Contacting Referral Agency	20	16% of 137	<20%
Callers Contacting Referral Agency	112	84% of 137	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	86	77% of 112	70%
Callers Contacting Agency Not Receiving Desired Services	25	25 % of 112	<30%

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	% of Contacts
Non-English Calls Total		
Spanish Language Calls		
Other Non-English Calls		
Calls Taken by Bilingual Call Specialists	69	0.86%
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
1. Financial Assistance Utilities: Electric-1719 Rent-616 Gas-316	2975	37.67%
2. Information	1581	20.02%
3. Health-Medical	893	11.31%
4. Food	684	8.66%
5. Housing	593	7.51%
6. Mental Health	566	7.17%
7. Transportation	177	2.24%
8. Clothing	153	1.94%
9. Government	139	1.76%
10. Legal	136	1.72%

Agency	# Referrals	Need	Agency Type
Salvation Army	919	Utility Assistance	Non-Profit
Neighbor for Neighbor	717	Utility Assistance	Non-Profit
Upward Transitions	365	Family Outreach	Non-Profit
Shepherds of Love Ministries	278	Utility Assistance	Faith-Based
St. James Catholic Church	254	Financial Assistance	Faith Based
Putnam City Baptist Church	179	Utility Assistance	Faith-Based
Our Lady's Cathedral (SVDPS)	171	Financial Assistance	Faith-Based
St. Eugene (SVDPS)	156	Financial Assistance	Faith-Based
Quail Springs Baptist Church	153	Utility Assistance	Faith-Based
Epiphany Catholic Church (SVDPS)	134	Financial Assistance	Faith-Based

