

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: June 2009

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	136	1.38%		
Cleveland	792	8.04%		
Grady	40	0.41%		
Kingfisher	10	0.10%		
Lincoln	26	0.26%		
Logan	49	0.50%		
McClain	42	0.43%		
Oklahoma	6379	64.79%		
Pottawatomie	126	1.28%		
Other OK Counties	121	1.23%		
Out of State	299	3.04%		
Unknown	1825	18.54%	June 2008	Percentage Changed
Total for June 09	9845	100.00%	6907	29% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Advocacy	601	6.10%
Assessment and Referral	5531	56.18%
Crisis	45	0.46%
Information Only	1193	12.12%
Listening/Support	1329	13.50%
Other	734	7.46%
Unknown	412	4.18%
Totals for August 2008	9845	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 33 calls taken by our bi-lingual staff person in September representing 32% of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage 0

CALLER'S 3RD PARTY INTERPRETER: None

Number & Percentage

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

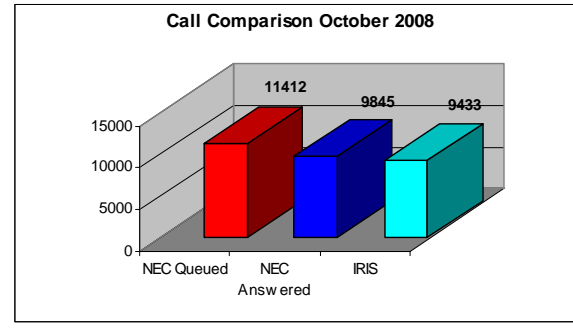
Number & Percentage

CALL MANAGEMENT STATISTICS

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

Hour	# Calls	Percent
12:00am-12:59am	133	1.37%
1:00am-1:59am	116	1.19%
2:00am-2:59am	83	0.85%
3:00am-3:59am	60	0.62%
4:00am-4:59am	54	0.55%
5:00am-5:59am	55	0.56%
6:00am-6:59am	85	0.87%
7:00am-7:59am	235	2.41%
8:00am-8:59am	640	6.57%
9:00am-9:59am	987	10.14%
10:00am-10:59am	1002	10.29%
11:00am-11:59am	989	10.16%
12:00pm-12:59pm	935	9.60%
1:00pm-1:59pm	891	9.15%
2:00pm-2:59pm	788	8.09%
3:00pm-3:59pm	717	7.36%
4:00pm-4:59pm	538	5.53%
5:00pm-5:59pm	312	3.20%
6:00pm-6:59pm	236	2.42%
7:00pm-7:59pm	235	2.41%
8:00pm-8:59pm	213	2.19%
9:00pm-9:59pm	196	2.01%
10:00pm-10:59pm	195	2.00%
11:00pm-11:59pm	41	0.42%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):
Fifty-nine seconds (0:59)

PERCENT OF ABANDONED CALLS:
14%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report: One Minute, Thirty one seconds (1:31))

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

Total Average Call Length-**Three Minutes Forty eight seconds (3:48)**

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) **Three Minutes Twenty five seconds (3:25)**

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 697

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 697*

*Note: Actual call numbers are 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: 697/100%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 9 Days (Minimum of five days)

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 99%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 207/44%

An additional 4% is “in process”.

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 8%

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: 173/37%*

Primary Reasons for not receiving services:

Agency Out of Funds-127

No Response from Agency-12

Not Eligible-11

OTHER REPORTING

Top 10 Needs	Number of Callers	Percentage of Total Needs
1. Financial Assistance Utilities: Electric-1634 Rent-471 Gas-237	5119	30.15%
2. Mental Health Assistance	3371	19.85%
3. Information	2767	16.29%
4. Health-Medical	2111	12.43%
5. Food	1405	8.27%
6. Housing	947	5.58%
7. Clothing	375	2.21%
8. Transportation	352	2.07%
9. Substance Abuse	273	1.61%
10. Legal	261	1.54%

Top Referrals

Agency	# Referrals	Need	Agency Type
Neighbor for Neighbor	614	Utility Assistance	Non-Profit
Jesus House	420	Crisis Assistance	Non-Profit
Shepherd of Love Ministries	315	Utility Assistance	Faith-Based
Putnam City Baptist Church	311	Utility Assistance	Faith-Based
Upward Transitions	262	Utility Assistance	Non-Profit
Salvation Army	239	Utility Assistance	Non-Profit
Upward Transitions	230	Family Outreach	Non-Profit
St. James (SVDPS)	189	Financial Assistance	Faith-Based
Guild of St. George	188	Utility Assistance	Faith-Based
Central Oklahoma Integrated Network	184	Health Care	Non-Profit

