

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: March 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	167	1.90%		
Cleveland	634	7.21%		
Grady	41	0.47%		
Kingfisher	6	0.07%		
Lincoln	24	0.27%		
Logan	33	0.38%		
McClain	45	0.51%		
Oklahoma	5188	58.97%		
Pottawatomie	106	1.20%		
Other OK Counties	284	3.23%		
Out of State	398	4.52%		
Unknown	1871	21.27%	March 2008	Percentage Changed
Total for March 09	8797	100.00%	6907	27% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN *

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	126	1.43%
Hang-up	324	3.68%
Info & Referral	5557	63.17%
Intervention	34	0.39%
Listening	1240	14.10%
Listening/Referral	240	2.73%
Sexual/Manipulative	44	0.50%
Silent/Prank	250	2.84%
TTY	0	0.00%
Volunteer Info	0	0.00%
Wrong Number	222	2.52%
Other/Unknown	760	8.64%
Totals for March 2009	8797	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: 0

CALLS TAKEN BY TELE-INTERPRETER SERVICE:
Number & Percentage 0

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

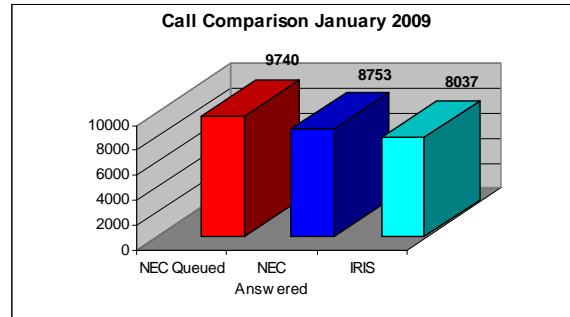
TDD/TTY/7-1-1 LINE: None
Number & Percentage

CALL MANAGEMENT STATISTICS

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

Hour	# Calls	Percent
12:00am-12:59am	140	1.45%
1:00am-1:59am	107	1.11%
2:00am-2:59am	77	0.80%
3:00am-3:59am	69	0.72%
4:00am-4:59am	47	0.49%
5:00am-5:59am	39	0.40%
6:00am-6:59am	64	0.66%
7:00am-7:59am	206	2.14%
8:00am-8:59am	566	5.87%
9:00am-9:59am	839	8.71%
10:00am-10:59am	945	9.81%
11:00am-11:59am	950	9.86%
12:00pm-12:59pm	919	9.54%
1:00pm-1:59pm	923	9.58%
2:00pm-2:59pm	811	8.42%
3:00pm-3:59pm	783	8.13%
4:00pm-4:59pm	658	6.83%
5:00pm-5:59pm	361	3.75%
6:00pm-6:59pm	294	3.05%
7:00pm-7:59pm	216	2.24%
8:00pm-8:59pm	197	2.04%
9:00pm-9:59pm	190	1.97%
10:00pm-10:59pm	187	1.94%
11:00pm-11:59pm	47	0.49%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

Forty-Seven Seconds (00:47)

PERCENT OF ABANDONED CALLS: 10.0%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report: One minute, Thirty-Seven Seconds (1:37))

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

Total Average Call Length- **Four Minutes, Thirty-One Seconds (4:31)**

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) **One Minute, Forty Seconds (1:40)**

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 605/6.9%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 605*

*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: 605/100%

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: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 51%

An additional five percent (5%) is "in process"

Six percent (6%) indicated they have not yet called referral agencies

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: 32%*

Primary Reasons for not receiving services:

Agency Out of Funds-40%

No Response from Agency-3.1%

Not Eligible-0.3%

OTHER REPORTING

Top 10 Needs	Number of Callers	Percentage of <u>TOTAL</u> Needs
1. Financial Assistance Utilities: Electric-1166 Rent Assist-356 Natural Gas-282	3862	24.33%
2. Mental Health Assistance	3408	21.47%
3. Information	2299	14.49%
4. Medical Health Assistance	2010	12.66%
5. Food	1299	8.18%
6. Housing	710	4.47%
7. Substance Abuse Info.	430	2.71%
8. Clothing	286	1.80%
9. Government Information	253	1.59%
10. Transportation	245	1.54%

Top Referrals

Agency	# Referrals	Need	Agency Type
Neighbor For Neighbor	374	Utility Assistance	Non-Profit
Putnam City Baptist Church	214	Utility Assistance	Faith-Based
Shepherds of Love Ministries	211	Utility Assistance	Faith-Based
Upward Transitions	189	Utility Assistance	Non-Profit
St James SVDPS	158	Financial Assistance	Faith-Based
Oklahoma Community Health Services	151	Dental Assistance	Non-Profit
Jesus House	146	Crisis Assistance	Faith-Based
Central Oklahoma Integrated Network	138	Health Care	Non-Profit
Guild of St George	133	Utility Assistance	Faith-Based
Corpus Christi (SVDPS)	131	Financial Assistance	Faith-Based