

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

**FOR THE MONTH/YEAR: May 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	83	1.23%
Cleveland	387	5.71%
Grady	27	0.40%
Kingfisher	8	0.12%
Lincoln	17	0.25%
Logan	28	0.41%
McClain	42	0.62%
Oklahoma	5175	76.42%
Pottawatomie	122	1.80%
Garfield	69	1.02%
Grant	0	0.00%
Kay	33	0.49%
Noble	4	0.06%
Payne	25	0.37%
Other Oklahoma	116	1.71%
Not Oklahoma	478	7.06%
Unknown Location	158	2.33%
Total Calls	6772	100.00%

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

Type of Call Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	1	0.01%
Assessment and Referral (Includes assessment of caller need and referral)	5035	74.35%
Crisis (Mental health or life threatening intervention and connection to emergency services)	20	0.30%
Listening and Support( Listening, support or redirection of callers with emotional distress or complex issues)	502	7.41%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	887	13.10%
Total Caller Contacts		
Other/Administrative	327	4.83%
Total Calls	<b>6772</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	91	1.34%
1:00 -1:59AM	54	0.80%
2:00 – 2:59AM	45	0.66%
3:00 – 3:59AM	28	0.41%
4:00 – 4:59AM	33	0.49%
5:00 – 5:59AM	21	0.31%
6:00 – 6:59AM	56	0.83%
7:00 – 7:59AM	147	2.17%
8:00 – 8:59AM	504	7.44%
9:00 – 9:59AM	711	10.50%
10:00 – 10:59AM	771	11.39%
11:00 – 11:59AM	668	9.86%
12:00 – 12:59PM	641	9.47%
1:00 – 1:59PM	632	9.33%
2:00 – 2:59PM	653	9.64%
3:00 – 3:59PM	504	7.44%
4:00 – 4:59PM	388	5.73%
5:00 – 5:59PM	209	3.09%
6:00 – 6:59PM	163	2.41%
7:00 – 7:59PM	136	2.01%
8:00 – 8:59PM	97	1.43%
9:00 – 9:59PM	78	1.15%
10:00 – 10:59PM	83	1.23%
11:00 – 11:59PM	59	0.87%
<b>Total Call Records</b>	<b>6772</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	1 min 32 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	15 %	≤ 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 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	3 min 42 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	5035		
Random Calls Flagged for Quality Service Follow Up	509	10% of 5035	5%
Number of Outgoing Calls Made for Follow Up	732		
Callers Contacted For Follow Up	298	6% of 5035	2.5%
Average Number of Days Between Original Call and First Attempt to Follow Up			15
<b>Results of Quality Service Follow Up</b>			<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	199	67% of 298	85%
Callers Not Contacting Referral Agency	28	9% of 298	<20%
Callers Contacting Referral Agency	216	75% of 298	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	131	66% of 199	70%
Callers Contacting Agency Not Receiving Desired Services	85	43 % of 199	<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	4	0.06%
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 Total Needs
<b>1. Mental Health</b>	<b>670</b>	<b>31.77%</b>
<b>2. Financial Assistance</b> Utilities: Electric-2765 Rent-883 Gas-279	<b>618</b>	<b>29.30%</b>
<b>3. Information</b>	<b>325</b>	<b>15.41%</b>
<b>4. Health/Medical</b>	<b>211</b>	<b>10.00%</b>
<b>5. Food</b>	<b>136</b>	<b>6.45%</b>
<b>6. Clothing</b>	<b>49</b>	<b>2.32%</b>
<b>7. Emergencies</b>	<b>30</b>	<b>1.42%</b>
<b>8. Substance Abuse</b>	<b>26</b>	<b>1.23%</b>
<b>9. Transportation</b>	<b>23</b>	<b>1.09%</b>
<b>10. Household/Furniture</b>	<b>21</b>	<b>1.00%</b>

**Note: Numbers are tremendously low due to a server upgrade and corruption of data. However, as you can see, Emergencies topped the chart due to the May 16, 2010 Hail Storm.**

Agency	# Referrals	Need	Agency Type
Neighbor for Neighbor	174	Utility Assistance	Non-Profit
Upward Transitions	107	Family Outreach	Non-Profit
Salvation Army	96	Utility Assistance	Non-Profit
Neighborhood Services of Oklahoma	60	Rent Assistance	Non-Profit
Variety Care	38	Dental Care	Non-Profit
Our Lady's Cathedral	33	Financial Assistance	Faith-Based
Upward Transitions	32	Utility Assistance	Non-Profit
Neighborhood Services of Oklahoma	30	Dental Clinic	Non-Profit
St. Phillip Neri Catholic Church (SVDPS)	27	Financial Assistance	Faith-Based
Putnam City Baptist Church	26	Utility Assistance	Faith-Based

