

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: December 2008

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	142	1.67%		
Cleveland	481	5.65%		
Grady	28	0.33%		
Kingfisher	9	0.11%		
Lincoln	16	0.19%		
Logan	39	0.46%		
McClain	23	0.27%		
Oklahoma	4862	57.10%		
Pottawatomie	73	0.86%		
Other OK Counties	275	3.23%		
Out of State	379	4.45%		
Unknown	2188	25.70%	December 2007	Percentage Changed
Total for December 08	8515	100.00%	9753*	Decrease 14%

* December 2007 Ice Storm impacted call volume.

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	121	1.42%
Hang-up	290	3.41%
Info & Referral	4930	57.90%
Intervention	22	0.26%
Listening	1231	14.46%
Listening/Referral	224	2.63%
Sexual/Manipulative	70	0.82%
Silent/Prank	186	2.18%
TTY	0	0.00%
Volunteer Info	0	0.00%
Wrong Number	167	1.96%
Other/Unknown	1274	14.96%
Totals for December 2008	8515	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
 Unable to obtain information at the time of this report.

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

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

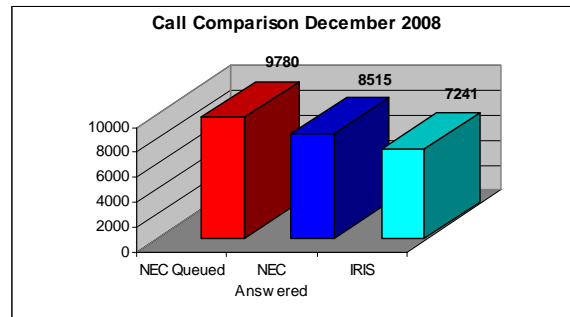
TDD/TTY/7-1-1 LINE: None
Number & Percentage

CALL MANAGEMENT STATISTICS

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

Hour	# Calls	Percent
12:00am-12:59am	132	1.56%
1:00am-1:59am	132	1.56%
2:00am-2:59am	62	0.73%
3:00am-3:59am	43	0.51%
4:00am-4:59am	52	0.62%
5:00am-5:59am	46	0.55%
6:00am-6:59am	65	0.77%
7:00am-7:59am	127	1.51%
8:00am-8:59am	550	6.52%
9:00am-9:59am	849	10.06%
10:00am-10:59am	888	10.53%
11:00am-11:59am	907	10.75%
12:00pm-12:59pm	936	11.10%
1:00pm-1:59pm	778	9.22%
2:00pm-2:59pm	780	9.25%
3:00pm-3:59pm	581	6.89%
4:00pm-4:59pm	440	5.22%
5:00pm-5:59pm	220	2.61%
6:00pm-6:59pm	176	2.09%
7:00pm-7:59pm	168	1.99%
8:00pm-8:59pm	157	1.86%
9:00pm-9:59pm	164	1.94%
10:00pm-10:59pm	139	1.65%
11:00pm-11:59pm	44	0.52%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

One Minute, six seconds: (1:06)

PERCENT OF ABANDONED CALLS: 13.0%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report: Two Minutes, Thirteen Seconds (2:13)

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

Total Average Call Length-**Four Minutes, Fifty-Two Seconds (4:52)**

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) **Three Minutes, Twenty-Two seconds (3:22)**

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 527/6.2%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 527*

*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: 527/100%

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: 46%

An additional six percent (6%) is “in process”

Five percent (5%) indicated they have not yet called referral agencies

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: 35%*

Primary Reasons for not receiving services:

Agency Out of Funds-68%

No Response from Agency-2.5%

Not Eligible-3.2%

OTHER REPORTING

Top 10 Needs	Number of Callers	Percentage of <u>TOTAL</u> Needs
1. Financial Assistance Utilities: Electric-884 Rent Assist-400 Natural Gas-223	3238	22.27%
2. Mental Health Assistance	2901	19.95%
3. Information	1953	13.43%
4. Medical Health Assistance	1493	10.27%
5. Food	1336	9.19%
6. Holiday Assistance	1011	6.95%
7. Housing	656	4.51%
8. Clothing	324	2.23%
9. Substance Abuse Info.	234	1.61%
10. Transportation Assistance	233	1.60%

These ten categories account for 92.02% of the total needs.

Top Referrals

Agency	# Referrals	Need	Agency Type
Upward Transitions	412	Utility Assistance	Non-Profit
Neighbor for Neighbor	282	Utility Assistance	Non-Profit
Jesus House	146	Crisis Assistance	Faith-Based
St. James (SVDPS)	118	Financial Assistance	Faith-Based
Red Andrews Christmas Dinner	112	Food Assistance	
Oklahoma Community Health Services	109	Dental Care	
Putnam City Baptist Church	108	Utility Assistance	Faith-Based
St. Eugene (SVDPS)	100	Financial Assistance	Faith-Based
Christ the King (SVDPS)	99	Financial Assistance	Faith-Based
Juan Diego	91	Financial Assistance	Faith-Based