

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: February 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	149	1.93%		
Cleveland	513	6.64%		
Grady	38	0.49%		
Kingfisher	10	0.13%		
Lincoln	18	0.23%		
Logan	31	0.40%		
McClain	38	0.49%		
Oklahoma	4570	59.13%		
Pottawatomie	84	1.09%		
Other OK Counties	194	2.51%		
Out of State	366	4.74%		
Unknown	1718	22.23%	February 2008	Percentage Changed
Total for February 09	7729	100.00%	6124	21% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	117	1.51%
Hang-up	270	3.49%
Information & Referral	4780	61.84%
Intervention	31	0.40%
Listening	1058	13.69%
Listening/Referral	306	3.96%
Sexual/Manipulative	33	0.43%
Silent/Prank	172	2.23%
TTY	1	0.01%
Volunteer Information	2	0.03%
Wrong Number	207	2.68%
Unknown	752	9.73%
Totals for August 2008	7729	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 None

CALLS TAKEN BY TELE-INTERPRETER SERVICE:
Number & Percentage None

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

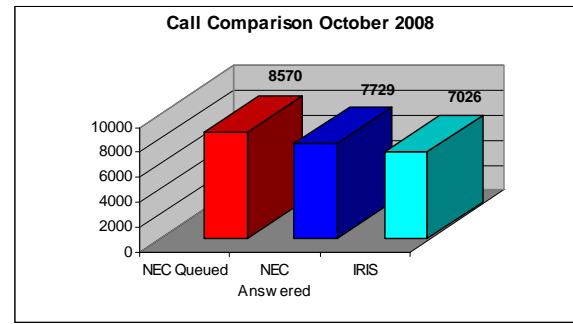
TDD/TTY/7-1-1 LINE:
Number & Percentage 1

CALL MANAGEMENT STATISTICS

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

Hour	# Calls	Percent
12:00am-12:59am	100	1.18%
1:00am-1:59am	91	1.07%
2:00am-2:59am	66	0.78%
3:00am-3:59am	49	0.58%
4:00am-4:59am	34	0.40%
5:00am-5:59am	48	0.57%
6:00am-6:59am	64	0.75%
7:00am-7:59am	169	1.99%
8:00am-8:59am	576	6.78%
9:00am-9:59am	869	10.24%
10:00am-10:59am	833	9.81%
11:00am-11:59am	821	9.67%
12:00pm-12:59pm	759	8.94%
1:00pm-1:59pm	824	9.71%
2:00pm-2:59pm	732	8.62%
3:00pm-3:59pm	657	7.74%
4:00pm-4:59pm	515	6.07%
5:00pm-5:59pm	287	3.38%
6:00pm-6:59pm	263	3.10%
7:00pm-7:59pm	172	2.03%
8:00pm-8:59pm	189	2.23%
9:00pm-9:59pm	193	2.27%
10:00pm-10:59pm	140	1.65%
11:00pm-11:59pm	39	0.46%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):
Fifty One seconds (0:51)

PERCENT OF ABANDONED CALLS:
10%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report: One Minute, One second (1:01)

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

Total Average Call Length- **Five Minutes (5:00)**

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: 535/7%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 535*

*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: 535/100%

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: 158/30%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 4%

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: 112/21%*

Primary Reasons for not receiving services:

Agency Out of Funds-1%

No Response from Agency-0

Not Eligible-3%

Other: 14% of follow up totals are due to callers not calling resources given.

OTHER REPORTING

Top 10 Needs	Number of Callers	Percentage of <u>Total</u> Needs
1. Financial Assistance Utilities: Electric-1037 Gas-252 Rent-223	3291	17.20%
2. Mental Health Assistance	2880	15.05%
3. Information	1968	10.28%
4. Health-Medical	1841	9.62%
5. Food	1165	6.09%
6. Housing	586	3.06%
7. Substance Abuse	413	2.16%
8. Government	405	2.12%
9. Transportation	231	1.21%
10. Legal	225	1.18%

Top Referrals

Agency	# Referrals	Need	Agency Type
Neighbor for Neighbor	340	Utility Assistance	Non-Profit
Shepherd of Love Ministries	211	Utility Assistance	Non-Profit
Jesus House	179	Crisis Assistance	Faith-Based
Oklahoma Community Health Services	158	Dental Care	Non-Profit
Salvation Army of Okla City	156	Utility Assistance	Faith Based
St. James (SVDPS))	147	Financial Assistance	Faith-Based
Putnam City Baptist Church	144	Utility Assistance	Faith-Based
Central Oklahoma Integrated Network	133	Health Care	Non-Profit
Upward Tranisitions	124	Utility Assistance	Non-Profit
St. Phillip Neri (SVDPS)	108	Financial Assistance	Faith-Based