

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: June 2007

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	74	1.45%
Cleveland	287	5.63%
Grady	25	0.49%
Kingfisher	19	0.37%
Lincoln	23	0.45%
Logan	21	0.41%
McClain	23	0.45%
Oklahoma	3629	71.14%
Pottawatomie	49	0.96%
Other OK Counties	543	10.64%
Out of State	32	0.63%
Unknown	376	7.37%
Total for June 2006	5101	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	5	0.10%
Hang-up	307	6.02%
Information & Referral	3178	62.30%
Intervention	12	0.24%
Listening	1233	24.17%
Listening/Referral	220	4.31%
Sexual/Manipulative	20	0.39%
Silent/Prank	28	0.55%
TTY	0	0.00%
Volunteer Information	1	0.02%
Wrong Number	97	1.90%
Totals for June 2007	5101	100.00%

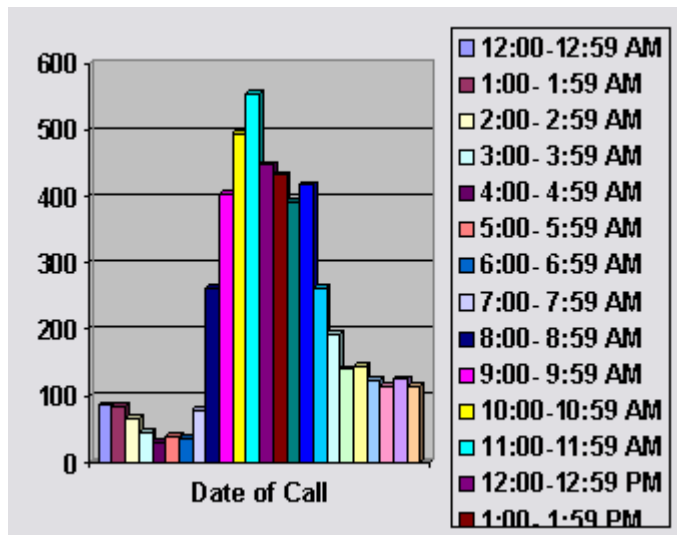
STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):
Number & Percentage
Not tracked

SEASONAL OR SPECIAL PROJECT CALLS:

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	16	0.314%
GateKeeper program	12	0.235%
Volunteer Center	3	0.059%

CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (IRis 3.0 call frequency report):



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

PERCENT OF ABANDONED CALLS (telephone system report): 8%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 3 minutes 10 sec.

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 3 minutes.

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: HeartLine is starting to use follow up protocol on calls during 24 hour periods twice a month. This will increase as this format is developed and evaluated and as we incorporate this into IRis.

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 70

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 90%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 10 days

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RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 92%

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT
ACCESSING HUMAN SERVICE SYSTEM: 0**

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 0

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage

Total of 18 calls taken by our bi-lingual staff person in May representing .001 % of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage None

CALLER'S 3RD PARTY INTERPRETER:

Number & Percentage None

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

Number & Percentage

OTHER REPORTING

Top Ten Needs for June 2007

Top Ten Needs for June 2006

Organization	Program	Need
Neighbor for Neighbor	Emergency Utility Assistance	Financial
Travelers Aid	Emergency Utility Assistance	Financial
Oklahoma City Salvation Army	Emergency Utility Assistance	Financial
Shepherds Love Ministries	Emergency Utility Assistance	Financial
Guild of St. George	Emergency Utility Assistance	Financial
Neighbor for Neighbor	Rent assistance program	Housing
Putnam City Baptist Church	Emergency Utility Assistance	Financial
Central OK Integrated Networks	Health Care	Health Care
Jesus House	Emergency Financial Assistance	Rental Assistance
St. Vincent de Paul	Emergency Financial Assistance	Rental Assistance

TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each: Government, Non-Profit, Faith-Based)

47% of callers were referred to non-profit community resources.

42% referred to faith-based organizations.

11% referred to government services.

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

Large increase in number of utility assistance calls. This increase may be attributable to the rising temperatures as we approach summer.

ADDITIONAL ITEMS OF NOTE:

Please e-mail Monthly Reports to Carrie.Wiggs@okdhs.org, no later than the 15th of the following month. Thank you!