

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: September 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):**

<b>County/Location</b>	<b>Number of Calls</b>	<b>Percentage of Total Calls</b>		
Canadian	127	1.30%		
Cleveland	722	7.38%		
Grady	44	0.45%		
Kingfisher	9	0.09%		
Lincoln	26	0.27%		
Logan	58	0.59%		
McClain	52	0.53%		
Oklahoma	6053	61.90%		
Pottawatomie	134	1.37%		
Other OK Counties	305	3.12%		
Out of State	713	7.29%		
Unknown	1536	15.71%	September 2007	Percentage Changed
<b>Total for September 08</b>	<b>9779</b>	<b>100.00%</b>	<b>5,613</b>	<b>74% Increase</b>

**\*NOTE-Actual Call Volumes for the month were higher. The majority of the call data collected on 9-15 and 9-16 was inadvertently deleted due to re-installation of our ACD software.**

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

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	149	1.52%
Hang-up	369	3.77%
Information & Referral	6805	69.59%
Intervention	22	0.22%
Listening	1339	13.69%
Listening/Referral	229	2.34%
Sexual/Manipulative	114	1.17%
Silent/Prank	198	2.02%
TTY	0	0.00%
Volunteer Information	41	0.42%
Wrong Number	237	2.42%
Unknown	276	2.82%
Totals for August 2008	9779	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

Total of 21 calls taken by our bi-lingual staff person in September representing .21 % of total calls. The increase is attributed to the number of Hurricane Ike evacuee's needing Spanish translation services from our in-house bilingual specialists.

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:**

Number & Percentage 0

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:** None

Number & Percentage

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

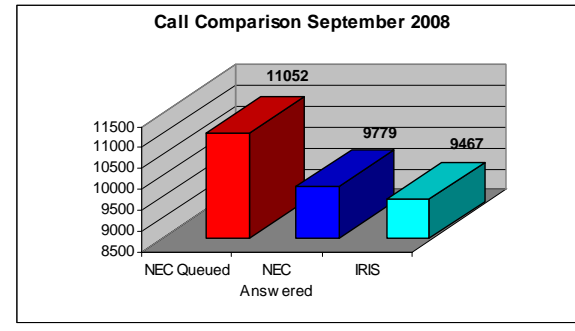
Number & Percentage

## **CALL MANAGEMENT STATISTICS**

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

Hour	# Calls	Percent
12:00am-12:59am	129	1.33%
1:00am-1:59am	103	1.07%
2:00am-2:59am	63	0.65%
3:00am-3:59am	44	0.46%
4:00am-4:59am	50	0.52%
5:00am-5:59am	53	0.55%
6:00am-6:59am	62	0.64%
7:00am-7:59am	208	2.15%
8:00am-8:59am	583	6.03%
9:00am-9:59am	901	9.32%
10:00am-10:59am	1016	10.51%
11:00am-11:59am	944	9.76%
12:00pm-12:59pm	868	8.98%
1:00pm-1:59pm	890	9.21%
2:00pm-2:59pm	855	8.84%
3:00pm-3:59pm	680	7.03%
4:00pm-4:59pm	599	6.20%
5:00pm-5:59pm	358	3.70%
6:00pm-6:59pm	292	3.02%
7:00pm-7:59pm	243	2.51%
8:00pm-8:59pm	242	2.50%
9:00pm-9:59pm	232	2.40%
10:00pm-10:59pm	200	2.07%
11:00pm-11:59pm	53	0.55%

## **NEC PHONE MONITORING STATISTICS**



**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):**  
Fifty-One Seconds (00:51)

**PERCENT OF ABANDONED CALLS:**  
**11.7%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):** One Minute, Twenty-Four Seconds (1:24)

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

Total Average Call Length-**Three Minutes, Fifty-Seven Seconds (3:57)**

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) **Three Minutes, Thirty-two seconds (3:32)**

## **FOLLOW-UP CALLS REPORT**

**NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 834/8.5%**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 834\***

\*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: 834/100%**

**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: 245/46%**

An additional 4% is “in process”.

**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: 220/41%\***

Primary Reasons for not receiving services:

Agency Out of Funds-79%

No Response from Agency-8%

Not Eligible-4.5%

**OTHER REPORTING**

Hurricane Gustav/Hurricane Ike

During the evacuation in anticipation of Hurricane Gustav, Oklahoma City opened a mass shelter at the former Lucent Facility, housing approximately 1800 evacuees from Louisiana and Texas. Due to months of prior planning with the area Emergency Managers, Non-Profit and Faith-Based organizations with the Oklahoma City metro area, and with the State Office of Emergency Management, the implementation of the shelter as well as communicating information worked very well. Heartline 211 once again was the coordinating agency for the arrangement of transportation between the shelter, local hospitals and the bus station, thanks to the *United Way's* leadership on the issue. Heartline 2-1-1 made 61 calls to make arrangements for 97 individuals to be transported in this process.

While it is difficult to extract data from our database regarding specific calls relating to the hurricane(s), a conservative estimate is as follows:

<b>Hurricane Gustav</b>		<b>Hurricane Ike</b>	
Disaster Information Not Specific to a Need:	45	Disaster Information Not Specific To a Need	89
Emergency Financial Assistance	18	Emergency Financial Assistance	20
Emergency Food	58	Emergency Food	76
Shelter	67	Shelter	61
Traveler's Aid Assistance (Fuel)	75	Traveler's Aid Assistance (Fuel)	46
Special Needs Transportation	47	Special Needs Transportation	16
Other Transportation Assistance	146	Other Transportation Assistance	73

<b>Top 10 Needs</b>	<b>Number of Callers</b>	<b>Percentage of <u>Total</u> Needs</b>
<b>1. Financial Assistance</b> Utilities: Electric-2061 Water-129 Rent Assistance-425	<b>5649</b>	<b>29.52%</b>
<b>2. Mental Health Assistance</b>	<b>3179</b>	<b>16.61%</b>
<b>3. Information**</b>	<b>2677</b>	<b>13.99%</b>
<b>4. Health-Medical</b>	<b>2051</b>	<b>10.72%</b>
<b>5. Food**</b>	<b>1525</b>	<b>7.97%</b>
<b>6. Housing**</b>	<b>892</b>	<b>4.66%</b>
<b>7. Transportation**</b>	<b>666</b>	<b>3.48%</b>
<b>8. Clothing**</b>	<b>330</b>	<b>1.72%</b>
<b>9. Emergency Assistance**</b>	<b>305</b>	<b>1.59%</b>
<b>10. Legal Assistance</b>	<b>200</b>	<b>1.05%</b>

**\*\*NOTE-Categories signified by \*\* would include individuals seeking assistance reference Hurricane Ike/Hurricane Gustav, as they are significantly higher this month.**

### **Top Referrals**

<b>Agency</b>	<b># Referrals</b>	<b>Need</b>	<b>Agency Type</b>
Neighbor for Neighbor	946	Utility Assistance	Non-Profit
Shepherds of Love Ministries	556	Utility Assistance	Faith-Based
Putnam City Baptist Church	327	Utility Assistance	Faith-Based
St. Charles Borromeo (SVDPS)	260	Financial Assistance	Faith-Based
Traveler's Aid	232	Utility Assistance	Non-Profit
St. James (SVDPS)	231	Financial Assistance	Faith-Based
St. Phillip Neri (SVDPS)	188	Financial Assistance	Faith-Based
St. Paul the Apostle (SVDPS)	177	Financial Assistance	Faith-Based
Central Oklahoma Integrated Network	174	Health Care	Non-Profit
OKC Corpus Christi (SVDPS)	171	Financial Assistance	Faith-Based