

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: January 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	61	1.39%
Cleveland	275	6.28%
Grady	28	0.64%
Kingfisher	8	0.18%
Lincoln	15	0.34%
Logan	12	0.27%
McClain	19	0.43%
Oklahoma	2858	65.30%
Pottawatomie	15	0.34%
Other OK Counties	423	9.66%
Out of State	40	0.91%
Unknown	623	14.23%
Total for January 2007	4377	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	12	0.27%
Hang-up	273	6.24%
Information & Referral	2564	58.58%
Intervention	37	0.85%
Listening	1040	23.76%
Listening/Referral	243	5.55%
Sexual/Manipulative	23	0.53%
Silent/Prank	65	1.49%
TTY	0	0.00%
Volunteer Information	12	0.27%
Wrong Number	108	2.47%
Totals for January 2007	4377	100.00%

STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):

Number & Percentage

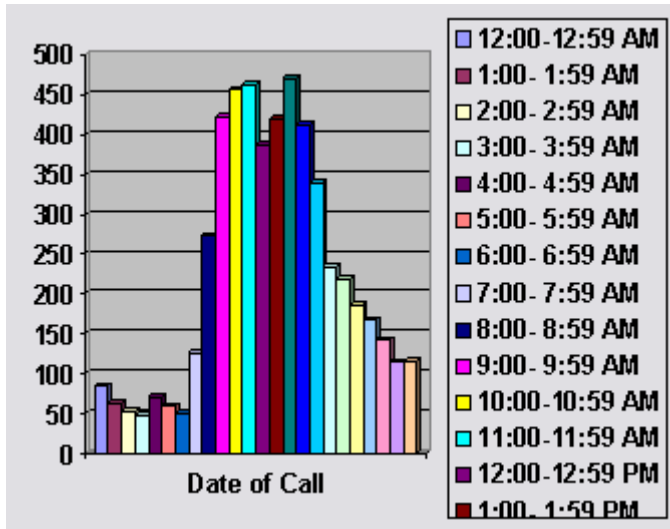
Not tracked

SEASONAL OR SPECIAL PROJECT CALLS:

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	6	0.137%
GateKeeper program	21	0.438%
Volunteer Center	2	0.046%

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): 15%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 3 minutes 15 sec.

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 5 minutes.

FOLLOW-UP CALLS REPORT

Follow up statistics will be available in the March 2007 call center report.

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: N/A

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: N/A

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: N/A

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: N/A

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RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: N/A

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: N/A

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

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: N/A

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage

Total of 12 calls taken by our bi-lingual staff person in January 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 January 2007

Type of Organization	Program	Need
Non-Profit	Emergency Financial Assistance	Financial
Non-Profit	Shelter, Counseling, Sub. Abuse	Emergency Srvcs.
Faith Based, Non-Profit	Emergency Financial Assistance	Financial
Faith Based, Non-Profit	Emergency Assistance	Basic Needs
Non-Profit	Rent Assistance, Health Srvcs, Mental Health Srvcs	Financial/Medical
Faith Based, Non-Profit	Utility Assistance, Food Program	Financial/Basic Needs
Governmental	Medical Assistance	Medical
Governmental	Housing Assistance	Housing
Faith Based, Non-Profit	Emergency Financial Assistance	Financial
Faith Based, Non-Profit	Emergency Financial Assistance	Financial

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:

This month we took many weather related calls and worked with the Oklahoma County Sheriffs office and Central Oklahoma Untied Way to deliver food to those who found themselves stranded due to the ice and snow.

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!