

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: July 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	115	1.51%		
Cleveland	424	5.58%		
Grady	34	0.45%		
Kingfisher	9	0.12%		
Lincoln	12	0.16%		
Logan	42	0.55%		
McClain	34	0.45%		
Oklahoma	4907	64.63%		
Pottawatomie	82	1.08%		
Other OK Counties	386	5.08%		
Out of State	346	4.56%		
Unknown	1202	15.83%	June 2007	Percentage Changed
Total for July 2008	7,593	100.00%	5,115	48% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	93	1.22%
Hang-up	322	4.24%
Information & Referral	5088	67.01%
Intervention	19	0.25%
Listening	1159	15.26%
Listening/Referral	179	2.36%
Sexual/Manipulative	36	0.47%
Silent/Prank	249	3.28%
TTY	0	0.00%
Volunteer Information	1	0.01%
Wrong Number	133	1.75%
Unknown	314	4.14%
Totals for July 2008	7593	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 4 calls taken by our bi-lingual staff person in June representing .05 % of total calls.

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

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

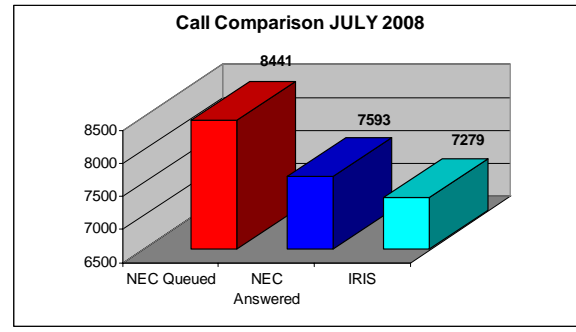
TDD/TTY/7-1-1 LINE: None
Number & Percentage

CALL MANAGEMENT STATISTICS

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

Hour	# Calls	Percent
12:00am-12:59am	133	1.77%
1:00am-1:59am	94	1.25%
2:00am-2:59am	55	0.73%
3:00am-3:59am	76	1.01%
4:00am-4:59am	43	0.57%
5:00am-5:59am	33	0.44%
6:00am-6:59am	63	0.84%
7:00am-7:59am	151	2.01%
8:00am-8:59am	439	5.84%
9:00am-9:59am	670	8.91%
10:00am-10:59am	779	10.36%
11:00am-11:59am	769	10.23%
12:00pm-12:59pm	692	9.21%
1:00pm-1:59pm	692	9.21%
2:00pm-2:59pm	669	8.90%
3:00pm-3:59pm	616	8.20%
4:00pm-4:59pm	444	5.91%
5:00pm-5:59pm	226	3.01%
6:00pm-6:59pm	210	2.79%
7:00pm-7:59pm	195	2.59%
8:00pm-8:59pm	153	2.04%
9:00pm-9:59pm	143	1.90%
10:00pm-10:59pm	153	2.04%
11:00pm-11:59pm	18	0.24%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):
Forty-two Seconds (00:42)

PERCENT OF ABANDONED CALLS:
10.04%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report: One Minute, Thirteen Seconds (1:13)

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

Total Average Call Length-**Three Minutes, Twenty-Nine seconds (3:29)**

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) **Three Minutes, Fifty-Six seconds (3:56)**

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 728/9.58%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 728*

*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: 728/100%

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: 45%

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: 38%

*It is apparent that the current economic trend is creating an increase demand for financial assistance. As fuel costs continue to rise, we should anticipate that the normal increase of financial assistance needed for utilities will be compounded by those needed assistance with transportation costs. July 08 is the highest month this year of individuals needing assistance with their electricity bill.

Other Reporting

Top 10 Needs	Number of Callers	Percentage of Total Needs
1. Financial Assistance Utilities: Electric-1078 Water-136 Rent Assistance-497	3793	29.64%
2. Mental Health Assistance	2527	19.75%
3. Medical Health Assistance	1711	13.37%
4. Information	1562	12.21%
5. Food Assistance	1143	8.93%
6. Housing Assistance	699	5.46%
7. Transportation	485	3.79%
8. Clothing	382	2.99%
9. Education	258	2.02%
10. Governmental	235	1.84%

Top Referrals

Agency	# Referrals	Need	Agency Type
Jesus House	654	Crisis Assistance	Faith Based
Travelers Aid	602	Utility Assistance	Non-Profit
Salvation Army of OKC	549	Utility Assistance	Faith Based
Shepherds of Love Ministries	530	Utility Assistance	Faith Based
Neighbor For Neighbor	505	Utility Assistance	Non-Profit
Central Oklahoma Integrated Network	187	Health Care	Non-Profit
OKC Neighborhood Services Org. -NSO	167	Rent Assistance	Government
St. Charles Borromeo (SVDPS)	163	Financial	Faith Based
CAA of Okla. & Canadian Counties	162	Rent Assistance	Government
Oklahoma Community Health Services	160	Dental Care	Government