

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: November 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	108	1.26%		
Cleveland	547	6.36%		
Grady	27	0.31%		
Kingfisher	9	0.10%		
Lincoln	22	0.26%		
Logan	30	0.35%		
McClain	34	0.40%		
Oklahoma	5038	58.55%		
Pottawatomie	66	0.77%		
Other OK Counties	218	2.53%		
Out of State	472	5.49%		
Unknown	2034	23.64%	November 2007	Percentage Changed
Total for November 08	8605	100.00%	6072	42% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	142	1.65%
Hang-up	381	4.43%
Info & Referral	5236	60.85%
Intervention	29	0.34%
Listening	1052	12.23%
Listening/Referral	245	2.85%
Sexual/Manipulative	148	1.72%
Silent/Prank	168	1.95%
TTY	0	0.00%
Volunteer Info	0	0.00%
Wrong Number	179	2.08%
Other/Unknown	1025	11.91%
Totals for November 2008	8605	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

Our bi-lingual call specialists answered nine calls this month in Spanish. (.10%)

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage 0

CALLER'S 3RD PARTY INTERPRETER: None

Number & Percentage

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

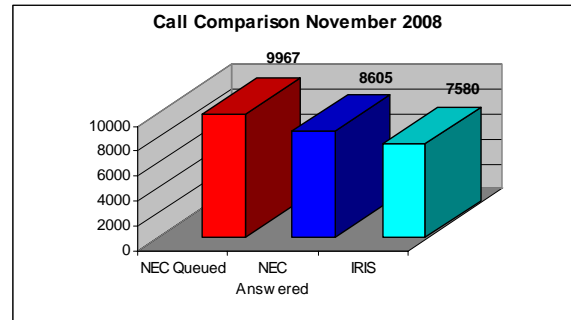
Number & Percentage

CALL MANAGEMENT STATISTICS

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

Hour	# Calls	Percent
12:00am-12:59am	173	2.03%
1:00am-1:59am	124	1.46%
2:00am-2:59am	63	0.74%
3:00am-3:59am	42	0.49%
4:00am-4:59am	37	0.43%
5:00am-5:59am	32	0.38%
6:00am-6:59am	54	0.63%
7:00am-7:59am	202	2.37%
8:00am-8:59am	635	7.46%
9:00am-9:59am	858	10.07%
10:00am-10:59am	938	11.01%
11:00am-11:59am	867	10.18%
12:00pm-12:59pm	915	10.74%
1:00pm-1:59pm	804	9.44%
2:00pm-2:59pm	711	8.35%
3:00pm-3:59pm	506	5.94%
4:00pm-4:59pm	443	5.20%
5:00pm-5:59pm	247	2.90%
6:00pm-6:59pm	175	2.05%
7:00pm-7:59pm	186	2.18%
8:00pm-8:59pm	143	1.68%
9:00pm-9:59pm	166	1.95%
10:00pm-10:59pm	156	1.83%
11:00pm-11:59pm	40	0.47%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):
One Minute, three seconds: (1:03)

PERCENT OF ABANDONED CALLS:
13.7%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report: One Minute, Fifty Seconds (1:50)

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

Total Average Call Length-**Four Minutes, Thirty-Six Seconds (4:36)**

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) **Three Minutes, Twenty seconds (3:20)**

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 649/7.5%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 649*

*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: 649/100%

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: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 168/40%

An additional ten (2%) is “in process”.

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: 177/42%*

Primary Reasons for not receiving services:

- Agency Out of Funds-74%
- No Response from Agency-10%
- Not Eligible-3.4%

OTHER REPORTING

Top 10 Needs	Number of Callers	Percentage of <u>TOTAL</u> Needs
1. Financial Assistance Utilities: Electric-1969 Rent Assist-390 Natural Gas-248	3820	26.43%
2. Mental Health Assistance	2365	16.36%
3. Health-Medical	1539	10.65%
4. Information	1695	11.73%
5. Holiday Assistance	1425	9.86%
6. Food	1415	9.79%
7. Housing	519	3.59%
8. Clothing	290	2.01%
9. Transportation	239	1.65%
10. Suicide Information/Calls	157	1.09%

These ten categories account for 93.15% of the total needs.

Top Referrals

Agency	# Referrals	Need	Agency Type
Neighbor for Neighbor	370	Utility Assistance	Non-Profit
Upward Transitions	281	Utility Assistance	Non-Profit
Putnam City Baptist Church	178	Utility Assistance	Faith-Based
Presbyterian Urban Mission	173	Holiday Assistance	Faith-Based
St. James (SVDPS)	161	Financial Assistance	Faith-Based
Toys for Tots	152	Holiday Assistance	Non-Profit
Salvation Army	152	Utility Assistance	Faith-Based
Juan Diego	126	Financial Assistance	Faith-Based
St. Phillip Neri (SVDPS)	125	Financial Assistance	Faith-Based
St. Eugene (SVDPS)	125	Financial Assistance	Faith-Based