

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: January 2009

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	197	2.23%		
Cleveland	535	6.05%		
Grady	52	0.59%		
Kingfisher	13	0.15%		
Lincoln	24	0.27%		
Logan	43	0.49%		
McClain	51	0.58%		
Oklahoma	5199	58.83%		
Pottawatomie	108	1.22%		
Other OK Counties	264	2.99%		
Out of State	374	4.23%		
Unknown	1978	22.38%	January 2008	Percentage Changed
Total for January 09	8,838	100.00%	7,173	23% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN *

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	110	1.24%
Hang-up	366	4.14%
Info & Referral	5337	60.39%
Intervention	32	0.36%
Listening	1261	14.27%
Listening/Referral	208	2.35%
Sexual/Manipulative	48	0.54%
Silent/Prank	218	2.47%
TTY	0	0.00%
Volunteer Info	2	0.02%
Wrong Number	248	2.81%
Other/Unknown	607	6.87%
Crystal Darkness	401	4.54%
Totals for January 2009	8838	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: 0

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

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

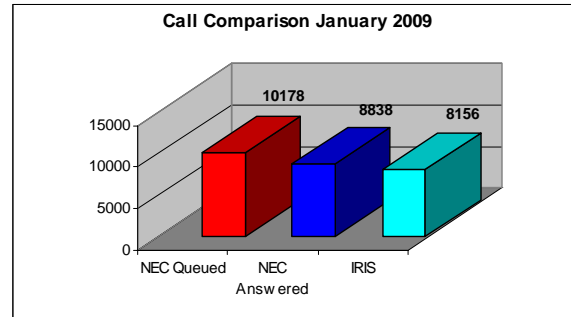
TDD/TTY/7-1-1 LINE: None
Number & Percentage

CALL MANAGEMENT STATISTICS

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

Hour	# Calls	Percent
12:00am-12:59am	119	1.36%
1:00am-1:59am	95	1.09%
2:00am-2:59am	65	0.75%
3:00am-3:59am	51	0.58%
4:00am-4:59am	35	0.40%
5:00am-5:59am	66	0.76%
6:00am-6:59am	66	0.76%
7:00am-7:59am	146	1.67%
8:00am-8:59am	544	6.24%
9:00am-9:59am	846	9.70%
10:00am-10:59am	846	9.70%
11:00am-11:59am	830	9.52%
12:00pm-12:59pm	896	10.28%
1:00pm-1:59pm	839	9.62%
2:00pm-2:59pm	739	8.48%
3:00pm-3:59pm	607	6.96%
4:00pm-4:59pm	504	5.78%
5:00pm-5:59pm	251	2.88%
6:00pm-6:59pm	243	2.79%
7:00pm-7:59pm	280	3.21%
8:00pm-8:59pm	187	2.14%
9:00pm-9:59pm	229	2.63%
10:00pm-10:59pm	186	2.13%
11:00pm-11:59pm	49	0.56%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):
Fifty-Two Seconds (00:52)

PERCENT OF ABANDONED CALLS:
13.1%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report: One minute, Forty-One Seconds (1:41))

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

Total Average Call Length- **Four Minutes, Fifty-Four Seconds (4:54)**

Average Call Length During Peak Call Volume Period (7:00am-7:00pm) **Three Minutes, Twenty-Three Seconds (3:23)**

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 661/7.5%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 661*

*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: 661/100%

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: 54%

An additional six percent (3%) is "in process"

Five percent (5%) indicated they have not yet called referral agencies

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: 31%*

Primary Reasons for not receiving services:

Agency Out of Funds-48%

No Response from Agency-4.7%

Not Eligible-11.4%

OTHER REPORTING

Top 10 Needs	Number of Callers	Percentage of <u>TOTAL</u> Needs
1. Financial Assistance Utilities: Electric-1089 Rent Assist-330 Natural Gas-272	3720	23.44%
2. Mental Health Assistance	3156	19.89%
3. Information	2581	16.26%
4. Medical Health Assistance	1790	11.28%
5. Food	1228	7.74%
6. Housing	617	3.89%
7. Substance Abuse Info.	412	2.60%
8. Government Information	304	1.92%
9. Legal Assistance	197	1.24%
10. Clothing	191	1.20%

These ten categories account for 89%% of the total needs.

Two categories of interest not listed above:

Crystal Darkness Event resulted in 401 total referrals;

Callers seeking employment assistance, as would be anticipated, has increased to 113 for the month of January.

Top Referrals

Agency	# Referrals	Need	Agency Type
Neighbor For Neighbor	390	Utility Assistance	Non-Profit
Jesus House	231	Crisis Assistance	Faith-Based
Salvation Army of OKC	206	Utility Assistance	Faith-Based
Putnam City Baptist Church	177	Utility Assistance	Faith-Based
Shepherds of Love Ministries	169	Utility Assistance	Faith-Based
Upward Transitions	166	Utility Assistance	Non-Profit
Central Oklahoma Integrated Network	156	Health Care	Non-Profit
Oklahoma Community Health Services	135	Dental Care	Non-Profit
St James SVDPS	132	Financial Assistance	Faith-Based
Juan Diego	116	Financial Assistance	Faith-Based