

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: August, 2007

CALL CENTER: 2-1-1 Tulsa Helpline

COUNTIES COVERED: Adair, Cherokee, Creek, McIntosh, Muskogee, Okfuskee, Okmulgee, Osage, Rogers, Sequoyah, Tulsa and Wagoner.

CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):

County/Location	Number of Calls	Percentage of Total Calls
Adair County	14	.16%
Cherokee County	23	.50%
Creek County	277	3.18%
McIntosh County	4	0.05%
Muskogee County	69	0.79%
Okfuskee County	6	0.07%
Okmulgee County	79	0.66%
Osage County	71	0.82%
Rogers County	117	1.34%
Sequoyah County	3	0.03%
Tulsa County	7419	85.28%
Wagoner County	58	0.67%
Other OK Counties	111	1.28%
Out of State	26	0.30%
Unknown Location	423	4.86%
Total Incoming Call Contacts for	8,700	100%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Contact	Number of Type	Percentage of Total Calls
Advocacy (Connects caller to additional assistance)	1	.01%
Crisis (Mental health or life threatening intervention and connection to emergency services)	12	.13%
Information Only (Information about specified agency or program without an assessment of caller needs)	2986	32.43%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	146	1.58%
Referral (Includes assessment of caller need and referral)	5555	60.34%
Subtotal of August, 2007 Incoming Caller Contacts	8700	94.49%
Dropped Calls	49	.53%
Hang-up/Prank	265	2.87%
Staff Call-In	24	.26%
Wrong Number * (Caller states that he/she has reached the wrong number)	167	1.81%
Total Incoming Calls for August, 2007	9205	100%

*Tracking wrong numbers as a contact type in effort to determine if rise in numbers is associated with cell phone connectivity

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CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report):

Hour of Calls	Number of Calls	% of Total Calls
12:00 – 12:59AM	35	0.38%
1:00 -1:59AM	27	0.29%
2:00 – 2:59AM	27	0.29%
3:00 – 3:59AM	17	0.18%
4:00 – 4:59AM	11	0.12%
5:00 – 5:59AM	12	0.13%
6:00 – 6:59AM	35	0.38%
7:00 – 7:59AM	166	1.80%
8:00 – 8:59AM	691	7.51%
9:00 – 9:59AM	962	10.45%
10:00 – 10:59AM	1053	11.44%
11:00 – 11:59AM	1003	10.90%
12:00 – 12:59PM	957	10.40%
1:00 – 1:59PM	984	10.69%
2:00 – 2:59PM	942	10.23%
3:00 – 3:59PM	774	8.41%
4:00 – 4:59PM	494	5.37%
5:00 – 5:59PM	302	3.28%
6:00 – 6:59PM	186	2.02%
7:00 – 7:59PM	164	1.78%
8:00 – 8:59PM	127	1.38%
9:00 – 9:59PM	109	1.18%
10:00 – 10:59PM	73	0.79%
11:00 – 11:59PM	54	0.59%
Total August, 2007 Incoming Calls	9205	100%

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AVERAGE SPEED OF ANSWERING CALLS: 25 seconds (Goal ≤ 45 seconds)

PERCENT OF ABANDONED CALLS: 8% (Goal ≤ 10%)

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 1 minute 17 secs

Average Incoming Call Length: 3 minutes 1 second

FOLLOW-UP CALLS REPORT

***PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 330=6% OF ELIGIBLE CALLERS (GOAL =5% TAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 441

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 123 = 2.0% (GOAL =2%)

AVERAGE LENGTH OF TIME BETWEEN CALL AND FIRST CONTACT: 12 DAYS

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & SUCCESSFUL FOLLOW-UP CONTACT: 17 DAYS

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 89%

PERCENTAGE OF CALLERS CONTACTING REFERRAL AGENCY: 73% (90 CALLERS)

OF THOSE CALLERS CONTACTING REFERRAL AGENCY PERCENTAGE REPORTING HAVING ACCESSED SERVICES INCLUDES PARTIALLY MET NEEDS AND THOSE WHOSE APPLICATION IS PENDING: 84% (76 CALLERS)

OF THOSE CALLERS CONTACTING REFERRAL AGENCY PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 16% (14 CALLERS)

PERCENTAGE OF CALLERS WHO DID NOT CONTACT REFERRAL AGENCY INCLUDING THOSE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 27% (33 CALLERS)

*Follow-up services provided to a random sampling of at least 5% of all caller contacts receiving Referral, Advocacy, Crisis or Problem Solving assistance. Number of callers eligible for follow-up was equal to 5,714

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

LANGUAGE CALLS- SPANISH: 74 = 0.9% MICRONEASIAN = 1

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 54 >1%

CALLS TAKEN BY TELE-INTERPRETER SERVICE: 21 >1%

CALLER'S 3RD PARTY INTERPRETER: 0 >1%

TDD/TTY/7-1-1 LINE: 2 >1%

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OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Requests for Agency Contact Info	2,802*
Financial Assistance (e.g. Rent and Utilities)	1,967
Utilities	1169
Rent	346
Gas & Car Repair	95
Other	357
Health Care and Medical Treatment	1,538
Air Conditioner-Health Related	178
Food Requests	784
Mental Health/Substance Abuse/Crisis	519
Clothing (Includes School Clothing)	516
Education (Includes School Supplies)	492
Housing & Shelter	478
Government Information Requests	405
Legal Issues	382

* Requests for agency contact information and caller does not specify a specific need

TOP 15 REFERRALS CATEGORIZED BY AGENCY TYPE:

Utility Assistance.-Tulsa (Salvation Army Center/Hope)	643	Faith Based
Utility Assistance –Tulsa (John 3:16 Mission)	570	Faith Based
Utility Assistance -Tulsa (Boston Ave Helping Hands)	534	Faith Based
Rent Assistance- Tulsa (Boston Ave Helping Hands)	308	Faith Based
Rent Assistance –Tulsa (Restore Hope Ministry)	276	Faith Based
School Supplies Assistance –Tulsa (Restore Hope Ministry)	272	Faith Based
Mobile Clinic-Tulsa (Good Samaritan)	248	Faith Based
Operation School Bell (Assistance League)	209	Non-Profit
Emergency Food-Tulsa (Catholic Charities)	192	Faith Based
Emergency Food-Tulsa (Christ for Humanity)	162	Faith Based
Temporary Utility Assistance (Neighbor for Neighbor)	159	Non-Profit
Dental Clinic (Morton Comprehensive Health)	152	Non-Profit
Food Pantry and Clothing (First Baptist Church)	151	Faith Based
Emergency Shelter-Tulsa (Tulsa County Social Services)	148	Government
Medical Clinic-(OU Tulsa Bedlam)	148	Government
Klothes for Kids-Tulsa (John 3:16 Mission)	147	Faith-Based

Notes and Seasonal Programs:

In August, the 2-1-1 Helpline call volume reached a record high of 9,205 calls with 92% connectivity (10,005 incoming calls). The highest single day call volume was Monday, August 13th with 486 calls. Heat related requests, including financial assistance with utility bills and assistance with medical related air conditioner needs and assistance with back to school supplies are the primary drivers of increased call volumes in summer months. The number of callers requesting contact information for specific agencies is an increasing trend.