

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: December, 2006**

**CALL CENTER:** 2-1-1 Tulsa Helpline

**COUNTIES COVERED:** Creek, Okmulgee, Osage, Rogers, Tulsa and Wagoner (Tulsa Area United Way Counties)

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

<b>County/Location</b>	<b>Number of Calls</b>	<b>Percentage of Total Calls</b>
Creek County	223	3.3%
Okmulgee County	36	.6%
Osage County	309	4.6%
Rogers County	93	1.4%
Tulsa County	4,878	73.3%
Wagoner County	101	1.5%
Other OK Counties	128	1.9%
Out of State	24	.4%
Unknown Location	869	13.0%
<b>Total Incoming Calls for December, 2006</b>	<b>6,661</b>	<b>100%</b>

**TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN**

<b>Type of Contact</b>	<b>Number of Type</b>	<b>Percentage of Total Calls</b>
Advocacy (Connects caller to additional assistance)	7	.1%
Crisis (Mental health or life threatening intervention and connection to emergency services)	17	.2%
Dropped Calls	33	.5%
Hang-up/Prank	221	3.2%
Information Only (Information about specified agency or program without an assessment of caller needs)	2,275	34.1%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	109	1.8%
Referral (Includes assessment of caller need and referral)	3,869	58.1%
Staff Call-In	58	.8%
Wrong Number * (Caller states that he/she has reached the wrong number)	72	1.2%
<b>Total Call Types for December, 2006</b>	<b>6,661</b>	<b>100%</b>

\* 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):**

<b>Hour of Calls</b>	<b>Number of Calls</b>	<b>% of Total Calls</b>
12:00 – 12:59AM	47	0.7%
1:00 -1:59AM	23	0.3%
2:00 – 2:59AM	20	0.3%
3:00 – 3:59AM	9	0.1%
4:00 – 4:59AM	17	0.3%
5:00 – 5:59AM	18	0.3%
6:00 – 6:59AM	37	0.6%
7:00 – 7:59AM	132	2.0%
8:00 – 8:59AM	537	8.0%
9:00 – 9:59AM	748	11.2%
10:00 – 10:59AM	740	11.1%
11:00 – 11:59AM	733	11.0%
12:00 – 12:59PM	691	10.4%
1:00 – 1:59PM	657	9.9%
2:00 – 2:59PM	638	9.6%
3:00 – 3:59PM	566	8.5%
4:00 – 4:59PM	354	5.3%
5:00 – 5:59PM	175	2.6%
6:00 – 6:59PM	118	1.8%
7:00 – 7:59PM	125	1.9%
8:00 – 8:59PM	85	1.3%
9:00 – 9:59PM	70	1.0%
10:00 – 10:59PM	76	1.1%
11:00 – 11:59PM	45	0.7%
<b>Total December, 2006 Incoming Calls</b>	<b>6,661</b>	<b>100%</b>

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**AVERAGE SPEED OF ANSWERING CALLS:** 22 seconds (Goal 45 seconds)

**PERCENT OF ABANDONED CALLS:** 7.7 % (Goal 10%)

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL:**

1 minute 29 seconds

**AVERAGE INCOMING CALL LENGTH:** 3 minutes 6 seconds

**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:** 420 = 6.3%

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:** 80

**\*TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:** 30 = .5%\*

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT:** 13 DAYS

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:** 88%

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:** 72%

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM:** 22%

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:** 6%

**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:** 42 = .6%

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:** 12 = .2%

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:** 2 = <.1%

**Number & Percentage**

**TDD/TTY/7-1-1 LINE:** 1 = <.1%

**\* Low number of completed follow-ups due to re-evaluation process for follow-up procedure**

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**OTHER REPORTING**

**TOP 10 NEEDS FOR THIS MONTH:**

Requests for Information	1661**
Health Care and Medical Treatment	926
Utility Assistance	796
Holiday Assistance	784***
Food Requests	582
Mental Health Inquiries	409
Housing & Shelter	336
Government Information Requests	281
Rent Assistance	259
Clothing & Household Items	241

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

\*\*\* Holiday assistance includes requests for Christmas gifts for children or senior citizens and Christmas food baskets

**TOP 12 REFERRALS CATEGORIZED BY AGENCY TYPE:**

Helping Hand Ministry (Boston Ave. HH – Utility Assistance)	604	Faith Based
Fin. Assist.-(Sal. Army Center/Hope – Util.Asst)	551	FB/Non-Profit
Christmas Party at the Dream Center	324	Faith Based
Family and Youth Center (John 3:16, Rent, Food)	314	Faith Based
Family Assistance (Neighbor for Neighbor)	277	Non-Profit
Toys for Tots (The Church at Battle Creek)	240	Faith Based
Utility Assistance (John 3:16, Utility)	217	Faith Based
Free Directory Assistance	205	National NP
Rent Assistance (Restore Hope Ministries)	181	Faith Based
Good Samaritan Mobile Clinic (Good Samaritan Health Services)	176	Faith Based
Emergency Assistance (Christ for Humanity)	155	Faith Based
OU Tulsa Bedlam Clinic (OU Health Sciences Center)	152	Government