

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: January 2010
2-1-1 HELPLINE

CALL CENTER: 2-1-1 Helpline

COUNTIES COVERED: Adair, Cherokee, Craig, Creek, Delaware, Mayes, McIntosh, Muskogee, Nowata, Okfuskee, Okmulgee, Osage, Ottawa, Rogers, Sequoyah, Tulsa, Wagoner and Washington.

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

COUNTY	#	%
ADAIR	11	0.10%
CHEROKEE	72	0.63%
CRAIG	23	0.20%
CREEK	402	3.52%
DELAWARE	48	0.42%
MAYES	92	0.81%
MC INTOSH	31	0.27%
MUSKOGEE	193	1.69%
NOWATA	8	0.07%
OKFUSKEE	16	0.14%
OKMULGEE	108	0.95%
OSAGE	102	0.89%
OTTAWA	77	0.67%
ROGERS	144	1.26%
SEQUOYAH	31	0.27%
TULSA	8789	76.98%
WAGONER	96	0.84%
WASHINGTON	160	1.40%
Other OK	94	0.82%
Not OK	43	0.38%
Unknown Location	877	7.68%
Total Calls	11417	100.00%

TOTAL NUMBER OF CONNECTED CALLS THIS MONTH BREAKDOWN

Type of Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	7	0.06%
Assessment and Referral (Includes assessment of caller need and referral)	6,393	56.00%
Crisis (Mental health or life threatening intervention and connection to emergency services)	3	0.03%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4,247	37.20%
Listening/Support (Support or redirection of callers with emotional distress or complex issues)	159	1.39%
Total Caller Contacts	10809	
Other (Administrative, prank, hang-ups)	608	5.33%
Total Calls Records	11417	
Total Calls Records	11417	100.00%

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CALL CENTER MANAGEMENT STATISTICS

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

Hour of Calls	# of Calls	%
12:00 – 12:59AM	49	0.43%
1:00 -1:59AM	42	0.37%
2:00 – 2:59AM	37	0.32%
3:00 – 3:59AM	18	0.16%
4:00 – 4:59AM	39	0.34%
5:00 – 5:59AM	28	0.25%
6:00 – 6:59AM	85	0.74%
7:00 – 7:59AM	270	2.36%
8:00 – 8:59AM	811	7.10%
9:00 – 9:59AM	1190	10.42%
10:00 – 10:59AM	1328	11.63%
11:00 – 11:59AM	1164	10.20%
12:00 – 12:59PM	1111	9.73%
1:00 – 1:59PM	1173	10.27%
2:00 – 2:59PM	1079	9.45%
3:00 – 3:59PM	972	8.51%
4:00 – 4:59PM	631	5.53%
5:00 – 5:59PM	391	3.42%
6:00 – 6:59PM	269	2.36%
7:00 – 7:59PM	207	1.81%
8:00 – 8:59PM	168	1.47%
9:00 – 9:59PM	142	1.24%
10:00 – 10:59PM	125	1.09%
11:00 – 11:59PM	88	0.77%
Total Call Records	11417	100.00%

CALL MANAGEMENT METRICS

Metric		GOAL
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	1 minute 21 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	16%	≤ 10%
Average Time a Caller is in Queue before Abandoning Call: Average time callers responding to auto attendant are in message queue prior to abandoning	2 minutes 11 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 minutes 4 seconds	

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FOLLOW-UP CALLS REPORT

Service Quality Follow Up : *Service Quality Follow-up services provided to a random sampling of caller contacts receiving Referral assistance.*

Quality Service Follow-Up	#	%	Goal
Number of Callers Receiving Referral Assistance	6393		
Random Calls Flagged for Quality Service Follow Up	360	6% of 6393	5%
Number of Outgoing Calls Made for Follow Up	317		
Callers Contacted For Follow Up*	186	3% of 6393	2%
Average Number of Days Between Original Call and First Contact-	9		15
Results of Quality Service Follow Up			Goal
Callers Expressing Satisfaction with 211 Services	185	99% of 186	85%
Callers Not Contacting Referral Agency	36	20% of 186	<20%
Callers Contacting Referral Agency	150	80% of 186	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	114	76% of 150	70%
Callers Contacting Agency Not Receiving Desired Services	36	24% of 150	<30%

Enhanced Service Crisis Call Follow Up: *Verification of connection to crisis and/or emergency services within 24 hours of providing crisis intervention assistance to caller*

Results of Crisis Service Follow Up	#	%	Goal
Number of Callers Receiving Crisis Intervention Assistance	3		
Successful Verification of Connection to Crisis Services	2	66%	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	1	34%	<30%

Enhanced Service At-Risk Call Follow Up: *Follow up services offered to all callers receiving advocacy assistance and callers assessed to be at-risk when the caller's physical, mental or emotional state may be compromised.*

At-Risk Service Follow-Up	#	%	Goal
Number of Advocacy Calls	7		
Number of Callers Flagged for At-Risk Follow Up	16		
Number of Outgoing Calls Made for At-risk Follow Up	28		
Percentage of Callers Flagged Contacted For At-Risk Follow Up	10	63% of 16	70%
Average Number of Days Between Original Call and First Contact	4		3
Results of At-Risk Follow Up	#	%	Goal
Callers Expressing Satisfaction with 211 Services	100	100% of 10	85%
Callers Not Contacting Referral Agency	1	10% of 10	<20%
Callers Contacting Referral Agency	9	90% of 10	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	9	100% of 9	70%
Callers Contacting Agency Not Receiving Desired Services	0	0% of 9	<30%

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NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	% of Contact
Non-English Calls Total	180	1.58% of total calls
Spanish Language Calls	180	1.58% of total calls
Other Non-English Calls or Deaf Translation	0	0.00%
% Non English Calls Taken by Bilingual Call Specialists	54	30.00% of Spanish Calls
% Non English Calls Translated by Tele-Interpreter	123	68.33% of Spanish Calls
% Non English Calls Translated by 3rd Party on Call	3	1.67% of Spanish Calls
Deaf Translation Calls Using 7-1-1 Relay Service	0	

Caller Needs/Request Categories: A Caller May Have Multiple Needs or Requests

AIRS Needs Category	Definition	Count	%
Arts, Culture and Recreation	Community Events, Park and Recreation Activities	17	0.14%
Clothing/Personal/Household	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	369	2.96%
Disaster Services	Disaster relief, shelter and recovery services	63	0.51%
Education	Education and Facilities, School supplies, tutoring	104	0.83%
Employment	Job training, career counseling, job search	82	0.66%
Food/Meal	Food pantries, meals and emergency infant services for formula and baby food	731	5.87%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1320	10.59%
Housing Expenses/Shelter	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2785	22.35%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	454	3.64%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	136	1.09%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	4556	36.56%
Legal/Consumer/Public/Safety	Free or sliding scale legal assistance, Victim Services, Law Enforcement	580	4.65%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	521	4.18%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	444	3.56%
Transportation	Assistance with transportation or transportation for special needs ,	217	1.74%
Volunteer/Donations	Volunteer and or Donation Opportunities	83	0.67%
	Total	12462	100.00%

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Notes and Seasonal Programs:

Call Volumes and Caller Needs.

9-Jan	10,215	
10-Jan	11,417	
Increase	1,202	12%

Primary request for assistance continues to be for basic needs, with requests for financial assistance for utility bill payments, rent and other housing related expenses as the number one request for financial assistance.

Tax Preparation Assistance: 2-1-1 Helpline updated resources information for Volunteer Income Tax Assistance (VITA) and other tax preparation assistance programs in the service area. 2-1-1 Helpline responded to 286 requests for free and low cost tax preparation assistance.

Emergency Response: 2-1-1 Helpline coordinated efforts with state and local emergency response agencies in preparation for a late January winter storm forecast to impact metropolitan and rural areas of the state. The January 28th through 30th snow storm resulted in numerous business and school closing in the 2-1-1 Helpline area. The Lawton area and Southwestern 211 Oklahoma service area experienced widespread power outages with extremely cold temperatures. 2-1-1 Helpline responded to 177 storm-related calls in the month of January.