

APPROVED 6/01/06

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: June, 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):

County/Location	Number of Calls	Percentage of Total Calls
Creek County	204	3.4%
Okmulgee County	42	0.7%
Osage County	250	4.2%
Rogers County	74	1.2%
Tulsa County	4,332	73.0%
Wagoner County	85	1.4%
Other OK Counties	124	2.1%
Out of State	27	0.5%
Unknown Location	801	13.5%
Total Incoming Calls for June, 2006	5,939	100%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Contact	Number of Type	Percentage of Total Calls
Advocacy	9	<.01%
Crisis	22	0.3%
Hang-up/Prank	326	5.6%
Information Only	1630	27.4%
Problem Solving	80	1.3%
Referral	3715	62.6
Staff Call-In	53	0.9%
Weather Coalition (Seasonal)	104	1.9%
Total Call Types for June, 2006	5,939	100%

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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	26	0.4%
1:00 -1:59AM	15	0.3%
2:00 – 2:59AM	9	0.1%
3:00 – 3:59AM	16	0.3%
4:00 – 4:59AM	3	<.01%
5:00 – 5:59AM	13	0.2%
6:00 – 6:59AM	36	0.6%
7:00 – 7:59AM	91	1.5%
8:00 – 8:59AM	403	6.8%
9:00 – 9:59AM	601	10.1%
10:00 – 10:59AM	633	10.7%
11:00 – 11:59AM	683	11.5%
12:00 – 12:59PM	607	10.2%
1:00 – 1:59PM	627	10.6%
2:00 – 2:59PM	556	9.4%
3:00 – 3:59PM	552	9.3%
4:00 – 4:59PM	349	5.9%
5:00 – 5:59PM	177	3.0%
6:00 – 6:59PM	136	2.3%
7:00 – 7:59PM	104	1.8%
8:00 – 8:59PM	86	1.4%
9:00 – 9:59PM	95	1.6%
10:00 – 10:59PM	72	1.2%
11:00 – 11:59PM	49	.8%
Total June, 2006 Incoming Calls	5,939	100%

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AVERAGE SPEED OF ANSWERING CALLS: 24 seconds, Goal

PERCENT OF ABANDONED CALLS: 9.6% * Goal 10% (Does not include overnight remote calls) 568 abandoned calls out of 5,923 incoming calls received between 8AM and 8PM

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 59 seconds

AVERAGE INCOMING CALL LENGTH: 3 minutes, 16 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 951 = 16.0%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 586

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 281 = 5%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 10 DAYS

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 83%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 69%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 19%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 12%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 38 = .6%

CALLS TAKEN BY TELE-INTERPRETER SERVICE: 11 = .2%

**CALLER'S 3RD PARTY INTERPRETER: 2 = <.01%
Number & Percentage**

TDD/TTY/7-1-1 LINE: 4 = <.01%

FOR THE MONTH/YEAR: June, 2006

OTHER REPORTING**TOP 10 NEEDS FOR THIS MONTH:**

Health Care and Medical Treatment	1228
Utility Assistance	845
Requests for Information	697
Food Requests	476
Government Information Requests	369
Housing & Shelter	369
Mental Health Inquiries	327
Rent Assistance	252
Clothing & Household Items	235
Legal Services	235

TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE:

Emerg. Financial Assistance-(Sal. Army Center of Hope – Util.Asst)	647	Faith Based
Helping Hand Ministry (Boston Ave. HH – Utility Assistance)	612	Faith Based
Family and Youth Center (John 3:16, rent, food)	396	Faith Based
Temporary Util. Asst. (Neighbor for Neighbor)	335	Non-Profit
Rent Assistance (Restore Hope Ministries)	184	Faith-Based
Emergency Assistance (Christ for Humanity- Food, Util)	169	Faith Based
Emergency Assistance (Baptist Ministries – Food, Util)	165	Faith Based
Utility Assistance (John 3:16 – Utility Assistance)	157	Faith Based
Emergency Assistance (Catholic Charities – Food, Util)	149	Faith Based
Good Samaritan Mobile Clinic (Good Samaritan Health Services)	147	Faith Based

SPECIAL CIRCUMSTANCES

On June 6th the Tulsa emergency management system established a telephone hotline for mid-town residents affected by a damaging early morning micro-burst storm. At 3:30PM that afternoon, at the request of the Tulsa emergency management, the hotline function was transferred to 2-1-1. More 160 calls were received during the evening and next several days. 2-1-1's call assessment, documentation and follow-up capabilities proved invaluable toward assisting storm survivors. As a result of this cooperative effort, 2-1-1 Tulsa's role as primary resource in responding to future community emergencies is under discussion with local emergency management personnel.