

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

COUNTY	#	%
ADAIR	12	0.10%
CHEROKEE	68	0.57%
CRAIG	21	0.17%
CREEK	395	3.29%
DELAWARE	30	0.25%
MAYES	93	0.77%
MC INTOSH	44	0.37%
MUSKOGEE	157	1.31%
NOWATA	16	0.13%
OKFUSKEE	12	0.10%
OKMULGEE	85	0.71%
OSAGE	106	0.88%
OTTAWA	43	0.36%
ROGERS	123	1.02%
SEQUOYAH	31	0.26%
TULSA	9501	79.07%
WAGONER	85	0.71%
WASHINGTON	219	1.82%
Other OK	88	0.73%
Not OK	33	0.27%
Unknown Location	854	7.11%
Total Calls	12016	100.00%

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

TOTAL NUMBER OF CONNECTED CALLS THIS MONTH BREAKDOWN

Type of Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	1	0.01%
Assessment and Referral (Includes assessment of caller need and referral)	6,309	52.50%
Crisis (Mental health or life threatening intervention and connection to emergency services)	7	0.06%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4,904	40.81%
Listening/Support (Support or redirection of callers with emotional distress or complex issues)	193	1.61%
Total Caller Contacts	11414	
Other (Administrative, prank, hang-ups)	602	5.01%
Total Calls Records	12016	
Total Calls Records	12016	100.00%

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.

FOR THE MONTH/YEAR: March 2010
211 HELPLINE

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	51	0.42%
1:00 -1:59AM	40	0.33%
2:00 – 2:59AM	42	0.35%
3:00 – 3:59AM	19	0.16%
4:00 – 4:59AM	25	0.21%
5:00 – 5:59AM	33	0.27%
6:00 – 6:59AM	70	0.58%
7:00 – 7:59AM	248	2.06%
8:00 – 8:59AM	953	7.93%
9:00 – 9:59AM	1250	10.40%
10:00 – 10:59AM	1429	11.89%
11:00 – 11:59AM	1259	10.48%
12:00 – 12:59PM	1248	10.39%
1:00 – 1:59PM	1229	10.23%
2:00 – 2:59PM	1114	9.27%
3:00 – 3:59PM	1026	8.54%
4:00 – 4:59PM	643	5.35%
5:00 – 5:59PM	375	3.12%
6:00 – 6:59PM	285	2.37%
7:00 – 7:59PM	231	1.92%
8:00 – 8:59PM	164	1.36%
9:00 – 9:59PM	120	1.00%
10:00 – 10:59PM	100	0.83%
11:00 – 11:59PM	62	0.52%
Total Call Records	12016	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	45 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	9%	≤ 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	1 minutes 45 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	2 minutes 50 seconds	

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: March2010
211 HELPLINE

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			
Random Calls Flagged for Quality Service Follow Up		6% of 5587	5%
Number of Outgoing Calls Made for Follow Up			
Callers Contacted For Follow Up*		3% of 5587	2%
Average Number of Days Between Original Call and First Contact-			15
Results of Quality Service Follow Up			Goal
Callers Expressing Satisfaction with 211 Services		100% of 156	85%
Callers Not Contacting Referral Agency		15% of 156	<20%
Callers Contacting Referral Agency		85% of 156	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending		73% of 156	70%
Callers Contacting Agency Not Receiving Desired Services		27% of 156	<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			
Successful Verification of Connection to Crisis Services		71%	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns		29%	<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			
Number of Callers Flagged for At-Risk Follow Up			
Number of Outgoing Calls Made for At-risk Follow Up			
Percentage of Callers Flagged Contacted For At-Risk Follow Up		69% of 13	70%
Average Number of Days Between Original Call and First Contact			3
Results of At-Risk Follow Up	#	%	Goal
Callers Expressing Satisfaction with 211 Services		100% of 9	85%
Callers Not Contacting Referral Agency		22% of 9	<20%
Callers Contacting Referral Agency		78% of 9	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending		100% of 7	70%
Callers Contacting Agency Not Receiving Desired Services		0% of 7	<30%

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

NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	% of Contact
Non-English Calls Total	135	1.11%
Spanish Language Calls	133	1.11%
Other Non-English Calls or Deaf Translation	2	>1%
% Non English Calls Taken by Bilingual Call Specialists	52	39.10% of Spanish
% Non English Calls Translated by Tele-Interpreter	72	54.14%of Spanish
% Non English Calls Translated by 3rd Party on Call	7	5.26%of Spanish
Deaf Translation Calls Using 7-1-1 Relay Service	2	>1%

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	32	0.24%
Clothing/Personal/Household	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	390	2.97%
Disaster Services	Disaster relief, shelter and recovery services	8	0.06%
Education	Education and Facilities, School supplies, tutoring	146	1.11%
Employment	Job training, career counseling, job search	116	0.88%
Food/Meal	Food pantries, meals and emergency infant services for formula and baby food	768	5.85%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1622	12.34%
Housing Expenses/Shelter	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2486	18.92%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment , Taxes	339	2.58%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	195	1.48%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	4759	36.22%
Legal/Consumer/Public/Safety	Free or sliding scale legal assistance, Victim Services, Law Enforcement	701	5.34%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling , Case Management and Support Groups	690	5.25%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	558	4.25%
Transportation	Assistance with transportation or transportation for special needs ,	268	2.04%
Volunteer/Donations	Volunteer and or Donation Opportunities	61	0.46%
	Total	13139	100.00%

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

Notes and Seasonal Programs:

Call Volumes and Caller Needs.

March-09	9,730	
March-10	12,016	
Increase	2,286	23%

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.

OKAIRS Update: Janice Harris, 2-1-1 Helpline Service Coordinator serves as the current president of the Oklahoma Affiliate of the Alliance and Information Systems (OKAIRS). OKAIRS meets monthly with members from 2-1-1s and I&R providers across the state. The conference date for the annual OKAIRS has been set for October 21st and 22nd 2010 with several speakers already scheduled. New this year, OKAIRS members are in the process of planning regional I&R skills trainings which should begin in the Tulsa area in June.