

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: May, 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	0	<.1%
Cherokee County	15	.2%
Creek County	229	3.4%
McIntosh County	3	<.1%
Muskogee County	21	.3%
Okfuskee County	0	.0%
Okmulgee County	53	0.8%
Osage County	41	0.6%
Rogers County	90	1.3%
Sequoyah County	4	<.1%
Tulsa County	5763	85.8%
Wagoner County	55	0.8%
Other OK Counties	77	1.20%
Out of State	21	0.3%
Unknown Location	343	5.0%
Total Incoming Call Contacts for	6,715	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)	8	.1%
Crisis (Mental health or life threatening intervention and connection to emergency services)	13	.2%
Information Only (Information about specified agency or program without an assessment of caller needs)	2,509	34.6%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	139	1.9%
Referral (Includes assessment of caller need and referral)	4,046	55.8%
Subtotal of May, 2007 Incoming Caller Contacts	6,715	92.6%
Dropped Calls	15	.2%
Hang-up/Prank	290	4.0%
Staff Call-In	27	.4%
Wrong Number * (Caller states that he/she has reached the wrong number)	198	2.7%
Total Incoming Calls for May, 2007	7,245	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	41	0.57%
1:00 -1:59AM	18	0.25%
2:00 – 2:59AM	19	0.26%
3:00 – 3:59AM	15	0.21%
4:00 – 4:59AM	14	0.19%
5:00 – 5:59AM	18	0.25%
6:00 – 6:59AM	40	0.55%
7:00 – 7:59AM	144	1.99%
8:00 – 8:59AM	479	6.61%
9:00 – 9:59AM	753	10.39%
10:00 – 10:59AM	818	11.29%
11:00 – 11:59AM	758	10.46%
12:00 – 12:59PM	749	10.34%
1:00 – 1:59PM	752	10.38%
2:00 – 2:59PM	645	8.90%
3:00 – 3:59PM	576	7.95%
4:00 – 4:59PM	431	5.95%
5:00 – 5:59PM	221	3.05%
6:00 – 6:59PM	221	2.90%
7:00 – 7:59PM	161	2.22%
8:00 – 8:59PM	131	1.81%
9:00 – 9:59PM	107	1.48%
10:00 – 10:59PM	88	1.21%
11:00 – 11:59PM	57	0.79%
Total May, 2007 Incoming Calls	7,245	100%

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AVERAGE SPEED OF ANSWERING CALLS: 23 seconds (Goal ≤ 45 seconds)

PERCENT OF ABANDONED CALLS: 9.1% (Goal ≤ 10%)

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 1 minute 25 secs

AVERAGE INCOMING CALL LENGTH: 3 minutes 5 seconds

FOLLOW-UP CALLS REPORT

***PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 240 =6% OF ELIGIBLE CALLERS**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 270

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 81 = 2.0%

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

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 95%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 55%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 20%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 25%

*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 4,046. Based on the above definition random sample size for May ≥ 202.

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

LANGUAGE CALLS- SPANISH: 68 = 1%

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 50

CALLS TAKEN BY TELE-INTERPRETER SERVICE: 14

CALLER'S 3RD PARTY INTERPRETER: 4

Number & Percentage

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

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OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Requests for Information	2074*
Financial Assistance (e.g. Rent and Utilities)	1413
Utilities	863
Rent	280
Gas & Car Repair	77
Health Care and Medical Treatment	1054
Mental Health Inquiries	333
Food Requests	522
Government Information Requests	403
Housing & Shelter	376
Legal Issues	256
Clothing & Household Items	262
Substance Abuse	132

* 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)	478	FB/Non-Profit
Utility Assistance –Tulsa (John 3:16 Mission)	417	Faith Based
Temporary Utility Assistance – Tulsa (Neighbor for Neighbor)	351	Non-Profit
Helping Hand Ministry- Tulsa (Boston Ave Helping Hands)	349	Faith Based
Utility Assistance -Tulsa (Boston Ave Helping Hands)	307	Faith Based
Mobile Clinic-Tulsa (Good Samaritan)	230	Faith Based
Rent Assistance –Tulsa (Restore Hope Ministry)	215	Faith Based
Emergency Food-Tulsa (Catholic Charities)	140	Faith Based
Dental Clinic – Tulsa Morton Comprehensive Health Services)	116	Non-Profit
Emergency Shelter-Tulsa (Tulsa County Social Services)	115	Government
Emergency Food-Tulsa (Christ for Humanity)	114	Faith Based
Legal Hotline-Tulsa (Legal Aid Services)	112	Non-Profit
Medical Clinic-Tulsa (Neighbor for Neighbor)	111	Non-Profit
Medical Clinic-Tulsa (Bedlam Clinic OU College of Medicine)	104	Governmental
Emergency Assistance –Tulsa (Emergency Infant Services)	108	Non-Profit

Note:

Call Volumes Continue to Increase: 2-1-1 Tulsa responded to 1,812 more calls in May 2007 than May 2006 (5,433).

6 County Expansion: 2-1-1 is continuing to test 2-1-1 connectivity, distribute marketing materials, develop memorandums of understanding with key referral partners and conduct a 2-1-1 marketing and outreach campaign in the expanded service area. 2-1-1 “Family Crisis?” ad placement is planned for local newspapers in June with on-site visits to organizations and agencies in the area.