

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

**FOR THE MONTH/YEAR: May 2009**  
**211 HELPLINE**

**CALL CENTER:** 2-1-1 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	#	%
ADAIR	16	0.17%
CHEROKEE	52	0.55%
CREEK	332	3.50%
MC INTOSH	24	0.25%
MUSKOGEE	95	1.00%
OKFUSKEE	8	0.08%
OKMULGEE	62	0.65%
OSAGE	78	0.82%
ROGERS	124	1.31%
SEQUOYAH	36	0.38%
TULSA	7667	80.73%
WAGONER	74	0.78%
Other OK	143	1.51%
Not OK	41	0.43%
Unknown Location	745	7.84%
Total Call Records	9497	100.00%

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

Type of Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	7	0.07%
Assessment and Referral (Includes assessment of caller need and referral)	5,451	57.40%
Crisis (Mental health or life threatening intervention and connection to emergency services)	7	0.07%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3,366	35.44%
Listening/Support (Support or redirection of callers with emotional distress or complex issues)	116	1.22%
Total Caller Contacts	8947	
Other (Administrative, prank, hang-ups)	550	5.79%
Total Calls	<b>9,497</b>	100.00%

24% increase May 2008 7,699
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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	35	0.35%
1:00 -1:59AM	34	0.34%
2:00 – 2:59AM	19	0.19%
3:00 – 3:59AM	20	0.20%
4:00 – 4:59AM	25	0.25%
5:00 – 5:59AM	20	0.20%
6:00 – 6:59AM	71	0.71%
7:00 – 7:59AM	215	2.14%
8:00 – 8:59AM	702	6.99%
9:00 – 9:59AM	1020	10.15%
10:00 – 10:59AM	1027	10.22%
11:00 – 11:59AM	990	9.85%
12:00 – 12:59PM	958	9.53%
1:00 – 1:59PM	913	9.09%
2:00 – 2:59PM	994	9.89%
3:00 – 3:59PM	804	8.00%
4:00 – 4:59PM	525	5.22%
5:00 – 5:59PM	296	2.95%
6:00 – 6:59PM	218	2.17%
7:00 – 7:59PM	221	2.20%
8:00 – 8:59PM	139	1.38%
9:00 – 9:59PM	107	1.06%
10:00 – 10:59PM	65	0.65%
11:00 – 11:59PM	79	0.79%
Total Call Records	<b>9497</b>	<b>94.51%</b>

**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	29	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	8%	≤ 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 min 26seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 min 6 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.*

<b>Quality Service Follow-Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Number of Callers Receiving Referral Assistance	5,451		
Random Calls Flagged for Quality Service Follow Up	292	5% of 5,451	5%
Number of Outgoing Calls Made for Follow Up	498		
Callers Contacted For Follow Up	120	2% of 5,451	2%
Average Number of Days Between Original Call and Successful Follow Up Contact	14		15
<b>Results of Quality Service Follow Up</b>			<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	120	100% of 120	85%
Callers Not Contacting Referral Agency	31	26% of 120	<20%
Callers Contacting Referral Agency	89	74% of 120	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	63	71% of 89	70%
Callers Contacting Agency Not Receiving Desired Services	26	29% of 89	<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*

<b>Results of Crisis Service Follow Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Number of Callers Receiving Crisis Intervention Assistance	7		
Successful Verification of Connection to Crisis Services	6	86%	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	1	14%	<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.*

<b>At-Risk Service Follow-Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Number of Callers Flagged for At-Risk Follow Up	12		
Number of Outgoing Calls Made for At-risk Follow Up	24		
Percentage of Callers Flagged Contacted For At-Risk Follow Up	4	33% of 12	
Average Number of Days Between Original Call and Successful Follow Up Contact	17		3
<b>Results of At-Risk Follow Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	4	100% of 4	85%
Callers Not Contacting Referral Agency	0	0% of 4	<20%
Callers Contacting Referral Agency	4	100% of 4	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	4	100% of 4	70%
Callers Contacting Agency Not Receiving Desired Services	0	0% of 4	<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	125	1.32%
Spanish Language Calls	125	1.32%
Other Non-English Calls	0	0.00%
% Non English Calls Taken by Bilingual Call Specialists	60	48.00% of 125
% Non English Calls Translated by Tele-Interpreter	63	50.40% of 125
% Non English Calls Translated by 3rd Party on Call	2	1.60% of 125
Deaf Translation Calls Using 7-1-1 Relay Service	0	0.00%

**TOP 10 NEEDS FOR THIS MONTH: A Caller May Have Multiple Needs or Requests**

Caller Need/Request	#	%
	Request	%
Request for Agency Contact w/o specified need	3,543	33.73%
Financial Assistance	1,884	17.94%
Utilities	1,178	
Rent/Housing Exp	528	
Gas/Car Repair/Bus	50	
Other	128	
Health Care and Medical Treatment	1,335	12.71%
Food Requests	628	5.98%
Housing & Shelter	484	4.61%
Government & Public Services	459	4.37%
Mental Health/Substance Abuse/Crisis	413	3.93%
Clothing and Household	330	3.14%
Legal Issues	318	3.03%
Abuse and Neglect	100	0.95%
Other Requests	1,010	9.62%
Total Call Requests	10,504	100.00%

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**TOP 15 REFERRALS CATEGORIZED BY AGENCY TYPE:**

**Each caller may have multiple referrals.**

<b>Service – Location ( Agency Name)</b>	<b># Referrals</b>	<b>Agency Type</b>
Utility Assistance.-Tulsa (Salvation Army Center/Hope)	721	Faith Based
Utility Assistance -Tulsa (Neighbor for Neighbor)	589	Non Profit
Utility Assistance -Tulsa (Boston Ave Helping Hands	537	Faith Based
Utility Assistance –Tulsa (John 3:16 Mission)	452	Faith Based
Utility Assistance-Tulsa (First Baptist Church)	389	Faith Based
Mobile Clinics-Tulsa (Good Samaritan)	338	Faith Based
Utility Assistance-Tulsa Open Bible Fellowship)	331	Faith Based
Rent Assistance-Tulsa (Restore Hope Ministries)	322	Faith Based
Rent Assistance –Tulsa (Boston Ave Helping Hands)	290	Faith Based
Beldam Clinic-South St. Louis (OU)	207	Government
Dental Clinic-Tulsa (Lansing Morton)	207	Government
Emergency Food-Tulsa (Catholic Charities)	173	Faith Based
Directory Assistance-Free	167	Non Profit
Dental Clinic-Tulsa (Neighbor for Neighbor)	163	Non Profit
Xavier Clinic-Tulsa (Catholic Charities)	154	
Other referrals	12,481	
Total Referrals	<b>17,521</b>	

**Notes and Seasonal Programs:**

**Call Volumes and Caller Needs.** 2-1-1 Helpline’s experienced a 24% increase in call volume over the same period in 2008. Requests for basic needs assistance including utility, rent assistance and food assistance and requests for low cost or free health care assistance continue to be the most frequent drivers of call volumes.

**After Hours 2-1-1 Service Agreement.** 2-1-1 responded to 77 call contacts from the First Call 2-1-1 Bartlesville service area from May 1st through May 31st. Calls from the First Call service area are recorded in the First Call database.

**Seasonal Programs:** The Tulsa Weather Coalition is a program of the Community Service Council that loans room sized air-conditioners to seriously ill people in Tulsa County who cannot go to a cool place during the hottest part of the day. Beginning in May each year, 2-1-1 Helpline prescreens callers requesting an air-conditioner and refers potentially eligible callers to the Weather Coalition program.

**Native American Resources:** Darlene Denny, Regional Resource Specialists assigned to Adair, Cherokee and Sequoyah Counties, has made a concerted effort to contact service providers with programs targeting Native American populations. Due to this outreach, over 100 programs have been added to the 2-1-1 Helpline resource database.