

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: September, 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	Number of Calls	% of Calls
ADAIR	6	0.09%
CHEROKEE	21	0.30%
CREEK	214	3.10%
MC INTOSH	5	0.07%
MUSKOGEE	54	0.78%
OKFUSKEE	2	0.03%
OKMULGEE	69	1.00%
OSAGE	58	0.84%
ROGERS	101	1.46%
SEQUOYAH	0	0.00%
TULSA	5834	84.39%
WAGONER	51	0.74%
OTHER OK	83	1.20%
OUTSIDE OK	20	0.29%
UNKNOWN	395	5.71%
Total Contacts	6913	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Contact	Number of Type	Percentage of Total Calls
Advocacy (Connects caller to additional assistance)	4	.05%
Crisis (Mental health or life threatening intervention and connection to emergency services)	10	.13%
Information Only (Information about specified agency or program without an assessment of caller needs)	2337	31.13%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	108	1.43%
Referral (Includes assessment of caller need and referral)	4454	59.33%
Subtotal of September, 2007 Incoming Caller Contacts	6913	92.09%
Dropped Calls	62	.82%
Hang-up/Prank	280	3.72%
Staff Call-In	31	.41%
Wrong Number * (Caller states that he/she has reached the wrong number)	221	2.94%
Total Incoming Calls for September 2007	7507	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	26	0.35%
1:00 -1:59AM	24	0.32%
2:00 – 2:59AM	24	0.32%
3:00 – 3:59AM	15	0.20%
4:00 – 4:59AM	11	0.15%
5:00 – 5:59AM	6	0.08%
6:00 – 6:59AM	31	0.41%
7:00 – 7:59AM	127	1.69%
8:00 – 8:59AM	536	7.14%
9:00 – 9:59AM	812	10.82%
10:00 – 10:59AM	853	11.36%
11:00 – 11:59AM	787	10.48%
12:00 – 12:59PM	765	10.19%
1:00 – 1:59PM	793	10.56%
2:00 – 2:59PM	742	9.88%
3:00 – 3:59PM	607	8.09%
4:00 – 4:59PM	440	5.86%
5:00 – 5:59PM	264	3.52%
6:00 – 6:59PM	180	2.40%
7:00 – 7:59PM	149	1.98%
8:00 – 8:59PM	114	1.52%
9:00 – 9:59PM	97	1.29%
10:00 – 10:59PM	62	0.83%
11:00 – 11:59PM	42	0.56%
		0.00%
Total September, 2007 Incoming Calls	7507	100.00%

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

PERCENT OF ABANDONED CALLS: 7% (Goal ≤ 10%)

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 1 minute 14 secs

Average Incoming Call Length: 3 minutes 8 seconds

FOLLOW-UP CALLS REPORT

Service Quality Follow : *Service Quality Follow-up services provided to a random sampling of at least 5% of all caller contacts receiving Referral, Advocacy, Problem Solving assistance. Number of callers eligible for follow-up was equal to 4,566.*

PERCENTAGE OF CALLS FLAGGED FOR SERVICE QUALITY FOLLOW-UP: 348=8% OF ELIGIBLE CALLERS (GOAL =5% TAGGED)

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 423

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 134 = 3.0% (GOAL =2%)

AVERAGE LENGTH OF TIME BETWEEN CALL AND FIRST CONTACT: 15 DAYS

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & SUCCESSFUL FOLLOW-UP CONTACT: 17 DAYS

RESULTS OF SERVICE QUALITY FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 96% (128 CALLERS)

PERCENTAGE OF CALLERS CONTACTING REFERRAL AGENCY: 89% (119 CALLERS)

OF THOSE CALLERS CONTACTING REFERRAL AGENCY PERCENTAGE REPORTING HAVING ACCESSED SERVICES INCLUDES PARTIALLY MET NEEDS AND THOSE WHOSE APPLICATION IS PENDING: 72% (86 CALLERS)

OF THOSE CALLERS CONTACTING REFERRAL AGENCY PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 28% (33 CALLERS)

PERCENTAGE OF CALLERS WHO DID NOT CONTACT REFERRAL AGENCY INCLUDING THOSE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 11% (15 CALLERS)

ENHANCED SERVICE FOLLOW UP: VERIFICATION OF CONNECTION TO CRITICAL SERVICES FOR CALLERS IN CRISES

NUMBER OF CRISIS CALLS: 10

VERIFICATION OF CONNECTION TO CRITICAL SERVICES: 70% (7 CALLERS)

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

LANGUAGE CALLS- SPANISH: 52 =>1% OTHER NON-ENGLISH = 0

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 48>1%

CALLS TAKEN BY TELE-INTERPRETER SERVICE: 12 >1%

CALLER'S 3RD PARTY INTERPRETER: 2 >1%

TDD/TTY/7-1-1 LINE: 3 >1%

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OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Requests for Agency Contact Info	2,040*
Financial Assistance	1,967
Utilities	1218
Rent	355
Gas/Car Repair/Bus	92
Other	178
Health Care and Medical Treatment	1085
Food Requests	631
Mental Health/Substance Abuse/Crisis	483
Government Information Requests	405
Housing & Shelter	353
Legal Issues	295
Clothing (Includes School Clothing)	283
Education (Includes School Supplies)	116

* 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)	714	Faith Based
Utility Assistance –Tulsa (John 3:16 Mission)	638	Faith Based
Utility Assistance -Tulsa (Boston Ave Helping Hands)	620	Faith Based
Temporary Utility Assistance –Tulsa (Neighbor for Neighbor)	579	Non-Profit
Rent Assistance –Tulsa (Restore Hope Ministry)	253	Faith Based
Rent Assistance- Tulsa (Boston Ave Helping Hands)	238	Faith Based
Mobile Clinic-Tulsa (Good Samaritan)	191	Faith Based
Emergency Food-Tulsa (Catholic Charities)	165	Faith Based
Emergency Food-Tulsa (Christ for Humanity)	160	Faith Based
Dental Clinic –Tulsa (Morton Comprehensive Health)	140	Non-Profit
Dental Clinic –Tulsa (Neighbor for Neighbor)	137	Non-Profit
Emergency Shelter-Tulsa (Tulsa County Social Services)	121	Government
Emergency Food – Tulsa (John 3:16 Mission)	111	Faith Based
Emergency Assistance – Tulsa (Emergency Infant Services)	109	Faith Based

Notes and Seasonal Programs:

In September, 2-1-1 Helpline in partnership with the Tulsa City County Health Department (TCCHD) completed the installation of an alternate call center site with access to generator power. The alternate 2-1-1 site has a six seat capacity with a dedicated ACD group on the TCCHD Avaya telephone system and six computer work stations linked to a 2-1-1 dedicated server. On Monday, September 24, 2007 an auto accident severed power lines with a resulting loss of power to 2-1-1's primary call center site. As a result, 2-1-1 moved operations to the alternate 2-1-1 site at TCCHD for approximately two hours. During that time, the AT&T disaster call routing, TCCHD Avaya telephone systems, and 2-1-1 computer equipment worked well without incident.

