

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

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

COUNTY	# of Calls	%
ADAIR	6	0.05%
CHEROKEE	67	0.59%
CRAIG	17	0.15%
CREEK	394	3.50%
DELAWARE	36	0.32%
MAYES	57	0.51%
MC INTOSH	27	0.24%
MUSKOGEE	142	1.26%
NOWATA	10	0.09%
OKFUSKEE	15	0.13%
OKMULGEE	101	0.90%
OSAGE	89	0.79%
OTTAWA	49	0.43%
ROGERS	123	1.09%
SEQUOYAH	29	0.26%
TULSA	8960	79.54%
WAGONER	82	0.73%
WASHINGTON	202	1.79%
Other OK	81	0.72%
Not OK	40	0.36%
Unknown Location	738	6.55%
Total Calls	11265	100.00%

TOTAL NUMBER OF CONNECTED CALLS THIS MONTH BREAKDOWN

Type of Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	4	0.04%
Assessment and Referral (Includes assessment of caller need and referral)	6,455	57.30%
Crisis (Mental health or life threatening intervention and connection to emergency services)	3	0.03%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	4,141	36.76%
Listening/Support (Support or redirection of callers with emotional distress or complex issues)	147	1.30%
Total Caller Contacts	10750	
Other (Administrative, prank, hang-ups)	515	4.57%
Total Calls Records	11265	
Total Calls Records	11265	100.00%

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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	44	0.39%
1:00 -1:59AM	23	0.20%
2:00 – 2:59AM	20	0.18%
3:00 – 3:59AM	21	0.19%
4:00 – 4:59AM	14	0.12%
5:00 – 5:59AM	18	0.16%
6:00 – 6:59AM	70	0.62%
7:00 – 7:59AM	272	2.41%
8:00 – 8:59AM	1043	9.26%
9:00 – 9:59AM	1188	10.55%
10:00 – 10:59AM	1314	11.66%
11:00 – 11:59AM	1192	10.58%
12:00 – 12:59PM	1140	10.12%
1:00 – 1:59PM	1171	10.40%
2:00 – 2:59PM	967	8.58%
3:00 – 3:59PM	936	8.31%
4:00 – 4:59PM	478	4.24%
5:00 – 5:59PM	410	3.64%
6:00 – 6:59PM	270	2.40%
7:00 – 7:59PM	212	1.88%
8:00 – 8:59PM	155	1.38%
9:00 – 9:59PM	127	1.13%
10:00 – 10:59PM	101	0.90%
11:00 – 11:59PM	79	0.70%
Total Call Records	11265	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 40seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 minutes 2 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.*

Quality Service Follow-Up	#	%	Goal
Number of Callers Receiving Referral Assistance	6,455		
Random Calls Flagged for Quality Service Follow Up	461	7% of 6455	5%
Number of Outgoing Calls Made for Follow Up	403		
Callers Contacted For Follow Up*	156	2% of 6455	2%
Average Number of Days Between Original Call and First Contact-	13		15
Results of Quality Service Follow Up			Goal
Callers Expressing Satisfaction with 211 Services	155	99% of 156	85%
Callers Not Contacting Referral Agency	31	20% of 156	<20%
Callers Contacting Referral Agency	125	80% of 156	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	95	76% of 125	70%
Callers Contacting Agency Not Receiving Desired Services	30	24% of 125	<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	3		
Successful Verification of Connection to Crisis Services	3	100%	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	0	0%	<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	4		
Number of Callers Flagged for At-Risk Follow Up	5		
Number of Outgoing Calls Made for At-risk Follow Up	10		
Percentage of Callers Flagged Contacted For At-Risk Follow Up	5	100% of 5	70%
Average Number of Days Between Original Call and First Contact	2		3
Results of At-Risk Follow Up	#	%	Goal
Callers Expressing Satisfaction with 211 Services	5	100% of 5	85%
Callers Not Contacting Referral Agency	2	40% of 5	<20%
Callers Contacting Referral Agency	3	60% of 5	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	3	100% of 3	70%
Callers Contacting Agency Not Receiving Desired Services	0	0% of 0	<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	140	1.18%
Spanish Language Calls	139	1.18%
Other Non-English Calls or Deaf Translation	1	>1%
% Non English Calls Taken by Bilingual Call Specialists	39	28%
% Non English Calls Translated by Tele-Interpreter	98	70%
% Non English Calls Translated by 3rd Party on Call	3	2%
Deaf Translation Calls Using 7-1-1 Relay Service		

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	65	0.53%
Clothing/Personal/Household	Clothing assistance, thrift stores, household items, furniture and baby items including diapers	388	3.15%
Disaster Services	Disaster relief, shelter and recovery services	2	0.02%
Education	Education and Facilities, School supplies, tutoring	113	0.92%
Employment	Job training, career counseling, job search	73	0.59%
Food/Meal	Food pantries, meals and emergency infant services for formula and baby food	778	6.33%
Health Care	Medical information, free or sliding scale medical treatment and home health care, financial assistance with prescriptions	1537	12.50%
Housing Expenses/Shelter	Rent, Utility Assistance, Housing Expenses, Emergency Shelter, low income and supportive housing assistance	2404	19.55%
Income Support/Assistance	SS,SSDI, Workman's Comp, Unemployment, Taxes	295	2.40%
Individual, Family and Community Support	Assistance with holiday gifts and meals, child care, animal services, misc financial assistance	202	1.64%
Information Services	Agency contact information w/o specified needs, I&R services and products for public & helping profession	4194	34.10%
Legal/Consumer/Public/Safety	Free or sliding scale legal assistance, Victim Services, Law Enforcement	686	5.58%
Mental Health/Addictions	Mental Health Services, Suicide Assistance, Counseling, Case Management and Support Groups	665	5.41%
Other Government/Economic Services	Public Utility Services, City Services, Contact Information for State and Federal Offices	583	4.74%
Transportation	Assistance with transportation or transportation for special needs,	258	2.10%
Volunteer/Donations	Volunteer and or Donation Opportunities	55	0.45%
	Total	12298	100.00%

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Notes and Seasonal Programs:

Call Volumes and Caller Needs.

April-09	10,050	
April-10	11,265	
Increase	1,215	12%

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.

The 2010 Tulsa Area Basic Services Directory, or Blue Book, is now available!

The Blue Book is a comprehensive listing of hundreds of organizations serving Creek, Okmulgee, Osage, Rogers, Tulsa and Wagoner Counties. Back by popular demand, this is the first edition of the Blue Book since 2004. The Blue Book is ideal for case managers, social workers, client services professionals, teachers, members of the clergy and anyone working in the field of human services. Order forms and information on purchasing Blue Books can be found at www.211tulsa.org.