

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

**FOR THE MONTH/YEAR: January 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	41	0.40%
CHEROKEE	111	1.09%
CREEK	337	3.30%
MC INTOSH	19	0.19%
MUSKOGEE	137	1.34%
OKFUSKEE	9	0.09%
OKMULGEE	84	0.82%
OSAGE	90	0.88%
ROGERS	151	1.48%
SEQUOYAH	24	0.23%
TULSA	8246	80.72%
WAGONER	91	0.89%
Other Oklahoma	134	1.31%
Not Oklahoma	47	0.46%
Unknown County- Caller Contacts	167	1.63%
Unknown-Other	527	5.16%
Total Connected Calls	<b>10,215</b>	100.00%

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

Type of Call Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	6	0.06%
Crisis (Mental health or life threatening intervention and connection to emergency services)	11	0.11%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	3,799	37.19%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	137	1.34%
Referral (Includes assessment of caller need and referral)	5,735	56.14%
Total Caller Contacts	9688	
Other/Administrative, Not 211 Caller Services	527	5.16%
Total Calls	<b>10,215</b>	100.00%

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

**FOR THE MONTH/YEAR: January2009**  
**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	59	0.58%
1:00 -1:59AM	32	0.31%
2:00 – 2:59AM	22	0.22%
3:00 – 3:59AM	26	0.25%
4:00 – 4:59AM	19	0.19%
5:00 – 5:59AM	34	0.33%
6:00 – 6:59AM	59	0.58%
7:00 – 7:59AM	184	1.80%
8:00 – 8:59AM	748	7.32%
9:00 – 9:59AM	1133	11.09%
10:00 – 10:59AM	1130	11.06%
11:00 – 11:59AM	1083	10.60%
12:00 – 12:59PM	1020	9.99%
1:00 – 1:59PM	1025	10.03%
2:00 – 2:59PM	904	8.85%
3:00 – 3:59PM	849	8.31%
4:00 – 4:59PM	619	6.06%
5:00 – 5:59PM	305	2.99%
6:00 – 6:59PM	285	2.79%
7:00 – 7:59PM	210	2.06%
8:00 – 8:59PM	143	1.40%
9:00 – 9:59PM	134	1.31%
10:00 – 10:59PM	117	1.15%
11:00 – 11:59PM	75	0.73%
<b>Total Call Records</b>	<b>10,215</b>	<b>100.00%</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	22	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	6%	≤ 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 34 seconds	
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 15 seconds	

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.**  
**FOR THE MONTH/YEAR: January 2009**  
**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.*

<b>Quality Service Follow-Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Number of Callers Receiving Referral Assistance	5735		
Random Calls Flagged for Quality Service Follow Up	292	5% of 5,735	5%
Number of Outgoing Calls Made for Follow Up	580		
Callers Contacted For Follow Up	101	2% of 5,735	2%
Average Number of Days Between Original Call and Successful Follow Up Contact	16		15
<b>Results of Quality Service Follow Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	101	100% of 101	85%
Callers Not Contacting Referral Agency	30	30% of 101	<20%
Callers Contacting Referral Agency	71	70% of 101	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	46	65% of 101	70%
Callers Contacting Agency Not Receiving Desired Services	25	35% of 101	<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	5		
Successful Verification of Connection to Crisis Services	4	80% of 5	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	1	20%	<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	54		
Number of Outgoing Calls Made for At-risk Follow Up	97		
Percentage of Callers Flagged Contacted For At-Risk Follow Up	31	58% of 54	
Average Number of Days Between Original Call and Successful Follow Up Contact	3		3
<b>Results of At-Risk Follow Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	31	100% of 31	85%
Callers Not Contacting Referral Agency	3	13% of 31	<20%
Callers Contacting Referral Agency	27	87% of 31	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	25	93% of 27	70%
Callers Contacting Agency Not Receiving Desired Services	2	7% of 27	<30%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.**  
**FOR THE MONTH/YEAR: January 2009**  
**211 HELPLINE**

**NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS**

<b>Language and Translation &amp; Percent of Contacts</b>	<b>#</b>	<b>% of Contacts</b>
Non-English Calls Total	125	1.38%
Spanish Language Calls	125	1.38%
Other Non-English Calls	0	
Calls Taken by Bilingual Call Specialists	85	0.64%
Calls Translated by Tele-Interpreter Service	40	0.44%
Calls Translated by 3rd Party Interpreter on Call	0	
Deaf Translation Calls Using 7-1-1 Relay Service	0	

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

<b>Caller Need/Request</b>	<b>#</b>	<b>%</b>
	Request	%
Request for Agency Contact w/o specified need	3,923	35.29%
Financial Assistance	1,787	16.07%
Utilities	1112	
Rent/Housing Exp	502	
Gas/Car Repair/Bus	49	
Other	124	
Health Care and Medical Treatment	1207	10.86%
Food Requests	740	6.66%
Government & Public Services	699	6.29%
Mental Health/Substance Abuse/Crisis	494	4.44%
Clothing and Household	348	3.13%
Housing & Shelter	441	3.97%
Legal Issues	357	3.21%
Transportation	114	1.03%
Other Requests	1,008	9.07%
Total Call Requests	11,118	100.00%

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.**  
**FOR THE MONTH/YEAR: January 2009**  
**211 HELPLINE**

**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)	649	Faith Based
Utility Assistance -Tulsa (Boston Ave Helping Hands	531	Faith Based
Utility Assistance-Tulsa (First Baptist Church)	503	Faith Based
Utility Assistance -Tulsa (Neighbor for Neighbor)	480	Non Profit
Utility Assistance –Tulsa (John 3:16 Mission)	337	Faith Based
Mobile Clinics-Tulsa (Good Samaritan)	290	Faith Based
Rent Assistance-Tulsa (Restore Hope Ministries)	281	Faith Based
Rent Assistance –Tulsa (Boston Ave Helping Hands)	271	Faith Based
VITA- Tulsa (Internal Revenue Service)	242	Government
Emergency Food-Tulsa (Catholic Charities)	231	Faith Based
Directory Assistance-Free	200	Non Profit
Food Pantry-Tulsa (Christ for Humanity)	184	Non Profit
Hotline-Tulsa (Legal Aid of Oklahoma)	181	Non Profit
Food Pantry-Tulsa (Park Plaza Church of Christ)	180	Faith Based
Dental Clinic-Tulsa (Neighbor for Neighbor)	179	Non Profit
Other referrals	13,527	
Total Referrals	<b>18,266</b>	

**Notes and Seasonal Programs:**

**Call Volumes and Caller Needs.** 2-1-1 Helpline’s call volume continues to exceed 10,000 calls a month, representing a 1,000 plus increase over the same period in 2008. Requests for utility and rent assistance and tax preparation assistance are typical drivers of calls in January. Call volume was also increased due to the state-wide Crystal Darkness Methamphetamine awareness campaign and as a result of winter storms impacting Oklahoma.

**After Hours 2-1-1 Service Agreement.** 2-1-1 responded to 62 call contacts from the First Call 2-1-1 Bartlesville service area from January 1st through January 31st. Calls from the First Call service area are recorded in the First Call database.

**State Initiatives:** 2-1-1 Helpline supported efforts in Tulsa and the 2-1-1 State Collaborative to coordinate 2-1-1’s role with the Crystal Darkness campaign launched on January 13<sup>th</sup>. 2-1-1 Helpline received 156 calls related to the Crystal Darkness event.

**Disaster Response:** In late January, a winter storm created hazardous road conditions and power outages in the 2-1-1 Helpline service area. 2-1-1 Helpline coordinated with emergency management personnel and the Red Cross to maintain updated shelter and service information for the affected areas. Residents of Adair, Cherokee, Muskogee and Sequoyah Counties experienced extended power outages and property damage due to the storm. An after action report of 2-1-1 Helpline’s response to this event will be submitted with the February report to the 2-1-1 Oklahoma Advisory Collaborative.