

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: February, 2007

CALL CENTER: 2-1-1 Tulsa Helpline

COUNTIES COVERED: Creek, Okmulgee, Osage, Rogers, Tulsa and Wagoner (Tulsa Area United Way Counties)

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

County/Location	Number of Calls	Percentage of Total Calls
Creek County	177	2.9%
Okmulgee County	41	.7%
Osage County	51	.8%
Rogers County	69	1.1%
Tulsa County	4,569	74.2%
Wagoner County	49	.8%
Other OK Counties	108	1.8%
Out of State	21	.3%
Unknown Location	1,072	17.4%
Total Incoming Calls for February, 2007	6,157	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)	3	<.01%
Crisis (Mental health or life threatening intervention and connection to emergency services)	8	.1%
Information Only (Information about specified agency or program without an assessment of caller needs)	2,288	37.2%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	97	1.6%
Referral (Includes assessment of caller need and referral)	3,303	53.6%
Subtotal of February, 2007 Incoming Caller Contacts	5,699	92.5%
Dropped Calls	35	.6%
Hang-up/Prank	248	4.1%
Staff Call-In	31	.5%
Wrong Number * (Caller states that he/she has reached the wrong number)	144	2.3%
Total Incoming Calls for February, 2007	6,157	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	34	0.5%
1:00 -1:59AM	22	0.4%
2:00 – 2:59AM	20	0.3%
3:00 – 3:59AM	12	0.2%
4:00 – 4:59AM	16	0.2%
5:00 – 5:59AM	16	0.3%
6:00 – 6:59AM	38	0.4%
7:00 – 7:59AM	157	1.9%
8:00 – 8:59AM	445	7.2%
9:00 – 9:59AM	631	11.0%
10:00 – 10:59AM	685	11.0%
11:00 – 11:59AM	693	11.2%
12:00 – 12:59PM	589	10.3%
1:00 – 1:59PM	623	10.2%
2:00 – 2:59PM	571	8.9%
3:00 – 3:59PM	489	8.0%
4:00 – 4:59PM	378	6.2%
5:00 – 5:59PM	183	3.1%
6:00 – 6:59PM	141	2.3%
7:00 – 7:59PM	126	2.0%
8:00 – 8:59PM	86	1.5%
9:00 – 9:59PM	95	1.3%
10:00 – 10:59PM	68	1.0%
11:00 – 11:59PM	39	0.6%
Total February, 2007 Incoming Calls	6,157	100%

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AVERAGE SPEED OF ANSWERING CALLS: 15 seconds (Goal 45 seconds)

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

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL:

1 minute 17 seconds

AVERAGE INCOMING CALL LENGTH: 3 minutes 17 seconds

FOLLOW-UP CALLS REPORT

****PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 5.4%**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 535

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 185 = 1.5%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 14 DAYS

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 88%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 60%

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

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 20%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 55 = .9%

CALLS TAKEN BY TELE-INTERPRETER SERVICE: 11 = .2%

CALLER'S 3RD PARTY INTERPRETER: 5 = .08%

Number & Percentage

TDD/TTY/7-1-1 LINE: 2 = <.01%

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OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Requests for Information	1882*
Health Care and Medical Treatment	966
Utility Assistance	744
Government Information Requests	428
Mental Health Inquiries	419
Food Requests	373
Housing & Shelter	276
Legal Issues	247
Clothing & Household Items	189
Rent Assistance	172

* Requests for agency contact information and caller does not specify a specific need

TOP 12 REFERRALS CATEGORIZED BY AGENCY TYPE:

Helping Hand Ministry (Boston Ave. HH – Utility Assistance)	544	Faith Based
Fin. Assist.-(Sal. Army Center/Hope – Util.Asst)	525	FB/Non-Profit
Family and Youth Center (John 3:16, Rent, Food)	293	Faith Based
Family Assistance (Neighbor for Neighbor)	291	Non-Profit
Good Samaritan Health Services (Mobile Clinic, Health/Medical)	225	Faith Based
Utility Assistance (John 3:16, Utility)	190	Faith Based
Temporary Utility Assistance (Neighbor for Neighbor)	162	Non-Profit
OU Tulsa Bedlam Community Health Clinic (Health/Medical)	146	Government
Rent Assistance (Restore Hope Ministry)	125	Faith Based
Emergency Assistance (Catholic Charities, Food, Clothing)	119	Faith Based
Dental Clinic (Neighbor for Neighbor)	115	Non-Profit
Income Tax Assistance (CAPTC)	115	Non-Profit
Intake Hotline for Low Income Residents (Legal Aid of Eastern OK)	113	Non-Profit