

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: March 2008**

**CALL CENTER: HeartLine 2-1-1**

**COUNTIES COVERED:**

- Canadian**
- Cleveland**
- Grady**
- Kingfisher**
- Lincoln**
- Logan**
- McClain**
- Oklahoma**
- Pottawatomie**

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

<b>County/Location</b>	<b>Number of Calls</b>	<b>Percentage of Total Calls</b>		
Canadian	97	1.40%		
Cleveland	411	5.95%		
Grady	44	0.64%		
Kingfisher	4	0.06%		
Lincoln	19	0.28%		
Logan	34	0.49%		
McClain	48	0.69%		
Oklahoma	4014	58.11%		
Pottawatomie	66	0.96%		
Unknown	1598	23.14%		
Out of State	369	5.34%		
Other OK Counties	203	2.94%	March 2007	Percentage Changed
<b>Total for March 2008</b>	<b>6907</b>	<b>100.00%</b>	<b>4,318</b>	<b>60 % Increase</b>

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

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	5	0.07%
Hang-up	346	5.01%
Information & Referral	4178	60.49%
Intervention	19	0.28%
Listening	1184	17.14%
Listening/Referral	193	2.79%
Sexual/Manipulative	11	0.16%
Silent/Prank	105	1.52%
TTY	3	0.04%
Volunteer Information	0	0.00%
Wrong Number	145	2.10%
Unknown	718	10.40%
<b>Totals for March 2008</b>	<b>6907</b>	<b>100.00%</b>

**STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):**  
Number & Percentage  
Not tracked

**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:**

Number & Percentage

Total of 7 calls taken by our bi-lingual staff person in March representing .10% of total calls.

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:**

Number & Percentage 3/.043%

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:** None

Number & Percentage

**TDD/TTY/7-1-1 LINE:** None

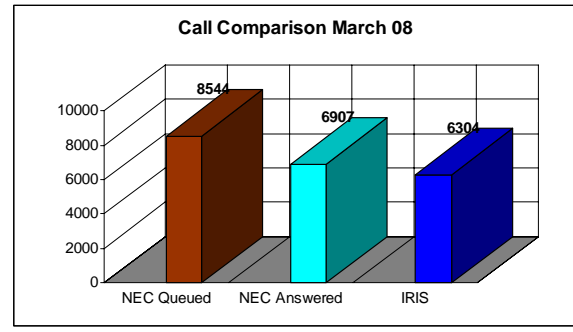
Number & Percentage

**CALL MANAGEMENT STATISTICS**

**CALL VOLUME (answered) BY HOUR AND PERCENT (ACD Monitor)**

Hour	# Calls	Percent
12:00am-12:59am	185	2.72%
1:00am-1:59am	78	1.15%
2:00am-2:59am	44	0.65%
3:00am-3:59am	35	0.51%
4:00am-4:59am	51	0.75%
5:00am-5:59am	32	0.47%
6:00am-6:59am	46	0.68%
7:00am-7:59am	104	1.53%
8:00am-8:59am	357	5.25%
9:00am-9:59am	617	9.07%
10:00am-10:59am	659	9.69%
11:00am-11:59am	703	10.34%
12:00pm-12:59pm	594	8.74%
1:00pm-1:59pm	595	8.75%
2:00pm-2:59pm	523	7.69%
3:00pm-3:59pm	483	7.10%
4:00pm-4:59pm	423	6.22%
5:00pm-5:59pm	281	4.13%
6:00pm-6:59pm	224	3.29%
7:00pm-7:59pm	211	3.10%
8:00pm-8:59pm	161	2.37%
9:00pm-9:59pm	173	2.54%
10:00pm-10:59pm	182	2.68%
11:00pm-11:59pm	38	0.56%

**NEC PHONE MONITORING STATISTICS**



**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):**

One minute, nine seconds (1:09)

**PERCENT OF ABANDONED CALLS:** 19.2%

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):**

One minute, thirty-seven seconds (1:37)

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):**

Two minutes, thirty-nine seconds (2:39)

**FOLLOW-UP CALLS REPORT**

**NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:** 562/8.1%

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:** 513\*

\*Note: Actual call numbers would be higher, as it may take up to three calls prior to making contact.

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:** 513/91.9%

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

5 Days

## **RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 48%**

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 8%**

This category ranges from being hospitalized, receiving DHS Assistance directly, assistance from family, to simply taking care of the problem themselves.

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 37%**

NOTE: Both February and March showed an unusually high number in this category; an indicator that additional resources are necessary and/or additional funding needed for the resources currently in our database.

### **Other Reporting**

<b>Top 10 Needs</b>	<b>Number of Callers</b>	<b>Percentage of Total Needs</b>
<b>1. Financial Assistance</b>	<b>3139</b>	27.98%
<b>2. Mental Health Assistance</b>	<b>2968</b>	26.46%
<b>3. Information</b>	<b>1628</b>	14.51%
<b>4. Medical Health Assistance</b>	<b>1537</b>	13.70%
<b>5. Food Assistance</b>	<b>730</b>	6.51%
<b>6. Housing Assistance</b>	<b>513</b>	4.57%
<b>7. Governmental Assistance</b>	<b>196</b>	1.75%
<b>8. Legal Assistance</b>	<b>176</b>	1.57%
<b>9. Substance Abuse</b>	<b>174</b>	1.55%
<b>10. Household/Furniture</b>	<b>158</b>	1.41%

### **Top Referrals**

<b>Agency</b>	<b># Referrals</b>	<b>Need</b>	<b>Agency Type</b>
Shepherds of Love Ministries	569	Utility Assistance	Faith Based
Traveler's Aid	474	Utility Assistance	Non-Profit
Neighbor for Neighbor	442	Utility Assistance	Non-Profit
Jesus House	328	Crisis Assistance	Faith Based
Salvation Army	224	Utility Assistance	Faith Based
Central Oklahoma Integrated Network	154	Health Care	Non-Profit
St. Vincent DePaul Society	152	Food Assistance	Faith Based
Putnam City Baptist Church	140	Utility Assistance	Faith Based
Oklahoma Community Health Services	130	Dental Care	Non-Profit
Corpus Christi Church	129	Food Assistance	Faith Based

Please e-mail Monthly Reports to [Carrie.DeWeese@okdhs.org](mailto:Carrie.DeWeese@okdhs.org), no later than the 15<sup>th</sup> of the following month. Thank you!