

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: April 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):

County/Location	Number of Calls	Percentage of Total Calls		
Canadian	127	1.67%		
Cleveland	466	6.14%		
Grady	29	0.38%		
Kingfisher	6	0.08%		
Lincoln	8	0.11%		
Logan	36	0.47%		
McClain	42	0.55%		
Oklahoma	4704	62.01%		
Pottawatomie	78	1.03%		
Unknown	1589	20.95%		
Out of State	208	2.74%		
Other OK Counties	293	3.86%	April 2007	Percentage Changed
Total for April 2008	7586	100.00%	4,515	68 % Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	130	1.71%
Hang-up	372	4.90%
Information & Referral	4898	64.57%
Intervention	17	0.22%
Listening	1080	14.24%
Listening/Referral	220	2.90%
Sexual/Manipulative	23	0.30%
Silent/Prank	188	2.48%
TTY	1	0.01%
Volunteer Information	0	0.00%
Wrong Number	142	1.87%
Unknown	515	6.79%
Totals for April 2008	7586	100.00%

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 16 calls taken by our bi-lingual staff person(s) in March representing .21% of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE:
Number & Percentage One

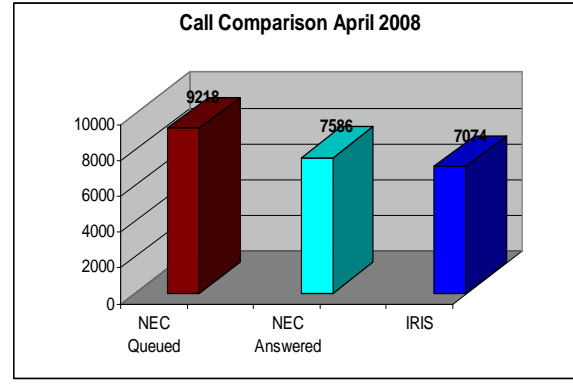
TDD/TTY/7-1-1 LINE: One (1) .01%

CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (ACD Monitor)

Hour	# Calls	Percent
12:00am-12:59am	141	1.55%
1:00am-1:59am	107	1.18%
2:00am-2:59am	120	1.32%
3:00am-3:59am	77	0.85%
4:00am-4:59am	58	0.64%
5:00am-5:59am	34	0.37%
6:00am-6:59am	62	0.68%
7:00am-7:59am	137	1.51%
8:00am-8:59am	527	5.79%
9:00am-9:59am	853	9.37%
10:00am-10:59am	858	9.43%
11:00am-11:59am	873	9.59%
12:00pm-12:59pm	863	9.48%
1:00pm-1:59pm	843	9.26%
2:00pm-2:59pm	782	8.59%
3:00pm-3:59pm	704	7.74%
4:00pm-4:59pm	503	5.53%
5:00pm-5:59pm	381	4.19%
6:00pm-6:59pm	252	2.77%
7:00pm-7:59pm	246	2.70%
8:00pm-8:59pm	206	2.26%
9:00pm-9:59pm	233	2.56%
10:00pm-10:59pm	203	2.23%
11:00pm-11:59pm	37	0.41%

NEC PHONE MONITORING STATISTICS



AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

Fifty Seconds (00:50) [Goal < 45 seconds]

PERCENT OF ABANDONED CALLS: 17.7 %

[Goal: < 10% Number of Calls. Abandoned Above Goal=546, an average of 18.2 calls per day]

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): One minute, eighteen seconds (1:18)

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): Overall for the month-Five Minutes, Thirty-five seconds (5:35)

During peak period from 7:00 am to 7:00 pm-Three Minutes, Fifteen Seconds (3:15)

FOLLOW-UP CALLS REPORT

NUMBER/PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 697/8.2%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 697

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

474-Able to make contact

177-Unable to reach after three unsuccessful attempts

46-Phone disconnected or wrong number provided.

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 697/100%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 9 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 470/99%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 207/44%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 36/8%

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: 173/36.8%

NOTE: As call volumes have increased, more callers are unable to obtain the desired services. As a large percentage of callers are seeking financial assistance, service agencies may be unable to keep up with the increased need in this area.

Other Reporting

Top 10 Needs	Number of Callers	Percentage of Total Needs
1. Financial Assistance		
a) Utility-Electric (1139)	4,114	31.18%
-Gas (424)		
b) Rental Assistance-(460)		
2. Mental Health Assistance	3043	23.06%
3. Information Need	2002	15.17%
4. Medical Health Assistance	1651	12.51%
5. Food Assistance	843	6.39%
6. Housing Assistance	503	3.81%
7. Transportation	418	3.17%
8. Legal Assistance	218	1.65%
9. Clothing	203	1.54%
10. Government	201	1.52%

Top Referrals

Agency	# Referrals	Need	Agency Type
Traveler's Aid	751	Utility Assistance	Non-Profit
Neighbor For Neighbor	644	Utility Assistance	Non-Profit
Shepherds of Love Ministries	634	Utility Assistance	Faith Based
Jesus House	424	Crisis Assistance	Faith Based
Salvation Army	326	Utility Assistance	Faith Based
OKC Neighborhood Services Org.	224	Rent Assistance	
Putnam City Baptist Church	185	Utility Assistance	Faith Based
St. Charles Borromeo (SVDPS)	168	Financial	Faith Based
St. James (SVDPS)	166	Financial	Faith Based
Central Oklahoma Integrated Network	164	Health Care	Non-Profit

Please e-mail Monthly Reports to Carrie.DeWeese@okdhs.org, no later than the 15th of the following month. Thank you!