

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

**FOR THE MONTH/YEAR: December 2006**

**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	61	1.41%
Cleveland	275	6.35%
Grady	28	0.65%
Kingfisher	8	0.18%
Lincoln	15	0.35%
Logan	15	0.35%
McClain	19	0.44%
Oklahoma	2745	63.37%
Pottawatomie	11	0.25%
Other OK Counties	376	8.68%
Out of State	45	1.04%
Unknown	734	16.94%
<b>Total for December 2006</b>	<b>4332</b>	<b>100.00%</b>

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

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	10	0.23%
Hang-up	200	4.62%
Information & Referral	2509	57.92%
Intervention	26	0.60%
Listening	1130	26.08%
Listening/Referral	278	6.42%
Sexual/Manipulative	27	0.62%
Silent/Prank	51	1.18%
TTY	2	0.05%
Volunteer Information	10	0.23%
Wrong Number	89	2.05%
<b>Totals for December 2006</b>	<b>4332</b>	<b>100.00%</b>

**STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):**

Number & Percentage

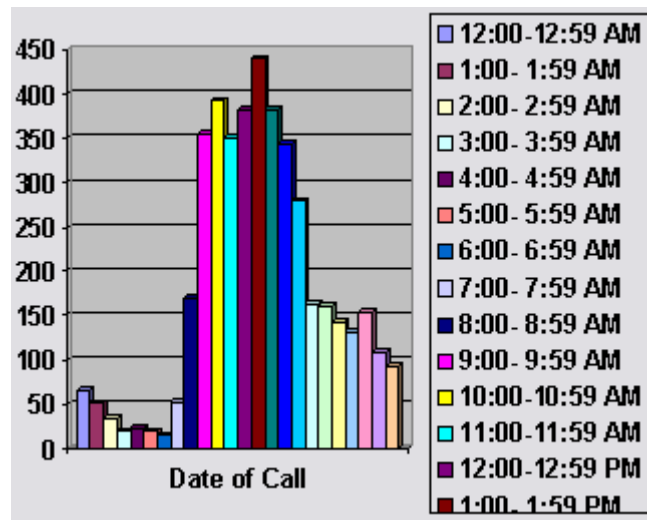
Not tracked

**SEASONAL OR SPECIAL PROJECT CALLS:**

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	2	0.046%
Gatekeeper program	8	0.185%
Volunteer Center	4	0.092%

## **CALL MANAGEMENT STATISTICS**

### **CALL VOLUME BY HOUR AND PERCENT (IRis 3.0 call frequency report):**



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

**PERCENT OF ABANDONED CALLS (telephone system report): 15%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 2 minutes 45 sec.**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 5 minutes.**

### **FOLLOW-UP CALLS REPORT**

Follow up statistics will be available in the January 2006 call center report.

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: N/A**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: N/A**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: N/A**

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

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

**FOR THE MONTH/YEAR: December 2006**

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: N/A**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES: N/A**

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT  
ACCESSING HUMAN SERVICE SYSTEM: N/A**

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: N/A**

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

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

**Number & Percentage**

Total of 11 calls taken by our bi-lingual staff person in December representing .001 % of total calls.

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

**Number & Percentage None**

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:**

**Number & Percentage None**

**TDD/TTY/7-1-1 LINE: 2 less than .001 %**

**Number & Percentage**

## OTHER REPORTING

### Top Ten Needs for December 2006

Type of Organization	Program	Need
Non-Profit	Emergency Financial Assistance	Financial
Non-Profit	Shelter, Counseling, Sub. Abuse	Emergency Srvcs.
Faith Based, Non-Profit	Emergency Financial Assistance	Financial
Faith Based, Non-Profit	Emergency Assistance	Basic Needs
Non-Profit	Rent Assistance, Health Srvcs, Mental Health Srvcs	Financial/Medical
Faith Based, Non-Profit	Utility Assistance, Food Program	Financial/Basic Needs
Governmental	Medical Assistance	Medical
Governmental	Housing Assistance	Housing
Faith Based, Non-Profit	Emergency Financial Assistance	Financial
Faith Based, Non-Profit	Emergency Financial Assistance	Financial

#### **TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each: Government, Non-Profit, Faith-Based)**

47% of callers were referred to non-profit community resources.

42% referred to faith-based organizations.

11% referred to government services.

#### **SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:**

This month we received calls for holiday assistance as well as utility assistance. As last month, many service providers are having difficulty keeping up with the need in the community.

#### **ADDITIONAL ITEMS OF NOTE:**

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