

**MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.***  
**FOR THE MONTH/YEAR: December 2007 (revised 2-15-08)**

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

**COUNTIES COVERED: Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma, Pottawatomie**

**CALL VOLUME BY COUNTY**

<b>County/Location</b>	<b>Number of Calls</b>	<b>Percentage of Total Calls</b>
Canadian	<b>70</b>	<b>0.72%</b>
Cleveland	<b>282</b>	<b>2.89%</b>
Grady	<b>16</b>	<b>0.16%</b>
Kingfisher	<b>4</b>	<b>0.04%</b>
Lincoln	<b>42</b>	<b>0.43%</b>
Logan	<b>21</b>	<b>0.22%</b>
McClain	<b>21</b>	<b>0.22%</b>
Oklahoma	<b>3536</b>	<b>36.26%</b>
Pottawatomie	<b>49</b>	<b>0.50%</b>
Other OK Counties	<b>281</b>	<b>2.88%</b>
Out of State	<b>50</b>	<b>0.51%</b>
Unknown	<b>5381</b>	<b>55.17%</b>
Total for December 2007	<b>9753</b>	<b>100.00%</b>

**NOTE: Call Volume does NOT include calls between 12/11/07 and 12/18/07, a period of peak call activity during the ice storm. At that time, Heartline 211 was operating out of the Oklahoma City EOC, and was unable to track number of calls. Call volume was overwhelming during this time frame.**

**ADDITIONAL ITEMS OF NOTE:**

**The traditional Holiday Season needs was overshadowed by individuals needing emergency sheltering and food. There was also an increased population that, due to expending funds for emergency sheltering and food, were in first time need for holiday assistance. As stated previously, much of our statistical data in inaccurate, due to being unable to track the number of calls as well as referrals while operating out of the Oklahoma City EOC.**

**While there was a high level of frustration with many of the individuals seeking assistance, the frustration was focused primarily on being unable to access the 2-1-1 number, due to technical issues and high call volume, as well as the limited resources available due to increased demand.**

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.**  
**FOR THE MONTH/YEAR: December 2007** (revised 2-15-08)

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

<b>Type of Call</b>	<b># of Calls</b>	<b>% of Calls</b>
Abuse/Neglect	0	<b>0.00%</b>
Hang-up	151	<b>1.55%</b>
I&R	3399	<b>34.85%</b>
Intervention	30	<b>0.31%</b>
Listening	693	<b>7.11%</b>
Listening/Referral	153	<b>1.57%</b>
Sexual/Manipulative	13	<b>0.13%</b>
Silent/Prank	330	<b>3.38%</b>
TTY	8	<b>0.08%</b>
Volunteer Info.	1	<b>0.01%</b>
Wrong Number	31	<b>0.32%</b>
Unclassified	4944	<b>50.69%</b>
Totals for December 2007	<b>9753</b>	<b>100.00%</b>

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

**CALL MANAGEMENT STATISTICS**

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

<b>Hour</b>	<b># Calls</b>	<b>Percent</b>
12:00am-12:59am	96	0.99%
1:00am-1:59am	105	1.09%
2:00am-2:59am	73	0.76%
3:00am-3:59am	64	0.66%
4:00am-4:59am	88	0.91%
5:00am-5:59am	79	0.82%
6:00am-6:59am	93	0.96%
7:00am-7:59am	281	2.91%
8:00am-8:59am	653	6.76%
9:00am-9:59am	945	9.79%
10:00am-10:59am	946	9.80%
11:00am-11:59am	804	8.33%
12:00pm-12:59pm	646	6.69%
1:00pm-1:59pm	742	7.69%
2:00pm-2:59pm	818	8.47%
3:00pm-3:59pm	715	7.41%
4:00pm-4:59pm	619	6.41%
5:00pm-5:59pm	429	4.44%
6:00pm-6:59pm	419	4.34%
7:00pm-7:59pm	307	3.18%
8:00pm-8:59pm	249	2.58%
9:00pm-9:59pm	220	2.28%
10:00pm-10:59pm	231	2.39%
11:00pm-11:59pm	31	0.32%
Totals:	<b>9653</b>	<b>100.00%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.**  
**FOR THE MONTH/YEAR: December 2007 (revised 2-15-08)**

**AVERAGE SPEED OF ANSWERING CALLS: 2 minutes 08 seconds**

**PERCENT OF ABANDONED CALLS: (telephone system report): 32%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 1 minute, 20 seconds**

**AVERAGE INCOMING CALL LENGTH: (does not include data entry time): 1 minute, 30 seconds.**

**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 4.2 %**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 417**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 70%**

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 8 days**

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 61%**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 24%**

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 3%**

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 27%**

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

**CALLS TAKEN BY TELE-INTERPRETER SERVICE: None**

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

**TDD/TTY/7-1-1 LINE: 8 (.15%)**

**MONTHLY 2-1-1 CALL CENTER REPORTING, *ctd.***  
**FOR THE MONTH/YEAR: December 2007** (revised 2-15-08)

<b>Agency</b>	<b># Referrals</b>	<b>Need</b>	<b>Agency Type</b>
Neighbor For Neighbor	200	Utility Assistance	Faith Based
Shepherds of Love Ministries	167	Utility Assistance	Faith Based
Oklahoma City (YWCA)	151	Emergency Shelter	Non-Profit
Salvation Army of Okla City	94	Utility Assistance	Non-Profit
Red Andrews Dinner	90	Holiday Assistance	Non-Profit
Travelers Aid)	90	Utility Assistance	Non-Profit
Putnam City Baptist Church	70	Utility Assistance	Faith Based
St James Catholic Church SVDPS	68	Food Pantry	Faith Based
Guild of St. George	60	Utility Assistance	Faith Based
Central Okla Integrated Network	59	Health Care	Non-Profit

<b>Top Needs December 2007</b>	<b>Number of Callers</b>	<b>Percentage of Total Needs</b>
Information	<b>1177</b>	<b>22.77%</b>
Financial Assistance	<b>708</b>	<b>13.70%</b>
Mental Health	<b>504</b>	<b>9.75%</b>
Suicide	<b>484</b>	<b>9.36%</b>
Emergencies	<b>356</b>	<b>6.89%</b>
Food	<b>338</b>	<b>6.54%</b>
Holiday Assistance	<b>201</b>	<b>3.89%</b>
Health	<b>191</b>	<b>3.70%</b>
Housing	<b>132</b>	<b>2.55%</b>

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!