

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: February 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	80	1.31%		
Cleveland	349	5.70%		
Grady	29	0.47%		
Kingfisher	4	0.07%		
Lincoln	24	0.39%		
Logan	29	0.47%		
McClain	38	0.62%		
Oklahoma	3559	58.12%		
Pottawatomie	65	1.06%		
Unknown	1551	25.33%		
Out of State	194	3.17%		
Other OK Counties	202	3.30%	February 2007	Percentage Changed
Total for February 2008	6124	100.00%	3737	61% Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	1	0.02%
Hang-up	341	5.57%
Information & Referral	3652	59.63%
Intervention	16	0.26%
Listening	1032	16.85%
Listening/Referral	157	2.56%
Sexual/Manipulative	2	0.03%
Silent/Prank	108	1.76%
TTY	0	0.00%
Volunteer Information	4	0.07%
Wrong Number	111	1.81%
Unknown	700	11.43%
Totals for February 2008	6124	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 15 calls taken by our bi-lingual staff person in February representing .002 % of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage None

CALLER'S 3RD PARTY INTERPRETER:

Number & Percentage None

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

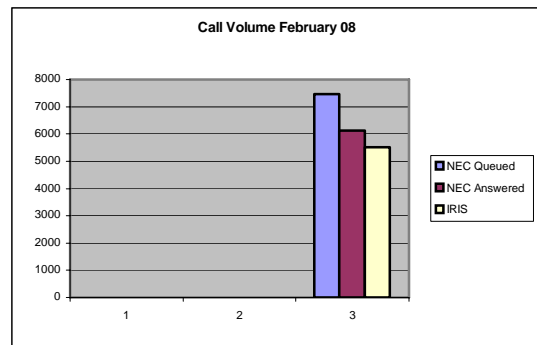
Number & Percentage

CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (ACD call frequency report):

Hour	# Calls	Percent
12:00am-12:59am	132	1.79%
1:00am-1:59am	94	1.27%
2:00am-2:59am	44	0.60%
3:00am-3:59am	52	0.71%
4:00am-4:59am	39	0.53%
5:00am-5:59am	29	0.39%
6:00am-6:59am	51	0.69%
7:00am-7:59am	122	1.65%
8:00am-8:59am	436	5.91%
9:00am-9:59am	681	9.24%
10:00am-10:59am	746	10.12%
11:00am-11:59am	715	9.70%
12:00pm-12:59pm	622	8.44%
1:00pm-1:59pm	653	8.86%
2:00pm-2:59pm	654	8.87%
3:00pm-3:59pm	518	7.02%
4:00pm-4:59pm	456	6.18%
5:00pm-5:59pm	276	3.74%
6:00pm-6:59pm	235	3.19%
7:00pm-7:59pm	213	2.89%
8:00pm-8:59pm	189	2.56%
9:00pm-9:59pm	220	2.98%
10:00pm-10:59pm	164	2.22%
11:00pm-11:59pm	33	0.45%
Totals:	7374	100.00%

TELEPHONE SYSTEM INFORMATION



AVERAGE SPEED OF ANSWERING CALLS (telephone system report): Forty-nine seconds (49)

PERCENT OF ABANDONED CALLS: 17%

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

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): Three minutes, one second.

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 528/ 8.6%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 481 NOTE: At least three attempts are made to make contact for follow-up. As 481 have been completed, the number of outgoing calls, although not tracked for this report, would be substantially higher.

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 481/91%

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

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 38%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 5%

Resolved via direct assistance from another source, family assistance, or taking care of the need themselves.

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 43%

This number continues to be higher than anticipated. As call volumes continue to increase, service providers are taxed with increased demand without increased funding, limiting the services they are able to provide. The problem is compounded due to the expenditures immediately following the ice storm. While we are working diligently to identify additional resources, they may not be available to the extent of the need.

OTHER REPORTING

Top 10 Needs	Number of Callers	Percentage of Total Needs
1. Mental Health Assistance	2651	26.89%
2. Financial Assistance (Largest percentage is for utility assistance-979)	2485	25.21%
3. Information	1511	15.33%
4. Health/Medical	1431	14.51%
5. Food Assistance	567	5.75%
6. Housing Assistance	505	5.12%
7. Transportation Assistance	239	2.42%
8. Legal	166	1.68%
9. Substance Abuse	153	1.55%
10. Clothing	151	1.53%

Top Referrals

Agency	# Referrals	Need	Agency Type
Shepherds of Love Ministries	385	Utility Assistance	Faith Based
Neighbor For Neighbor	333	Utility Assistance	Non-Profit
Jesus House	269	Crisis Assistance	Faith Based
Traveler's Aid	258	Utility Assistance	Non Profit
Salvation Army	173	Utility Assistance	Faith Based
Central Oklahoma Integrated Network	135	Health Care	Non Profit
St Louis de Marillac	109	Food Assistance	Faith Based
Putnam City Baptist Church	99	Food Assistance	Faith Based
Crossings Community Church	77	Health Clinic	Faith Based
Corpus Christi Church	71	Food Assistance	Faith Based

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