

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: January 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	50	0.70%		
Cleveland	320	4.46%		
Grady	41	0.57%		
Kingfisher	3	0.04%		
Lincoln	13	0.18%		
Logan	31	0.43%		
McClain	36	0.50%		
Oklahoma	3778	52.67%		
Pottawatomie	55	0.77%		
Unknown	2448	34.13%		
Out of State	116	1.62%		
Other OK Counties	282	3.93%	January 2007	Percentage Changed
Total for January 2007	7,173	100.00%	4,377	61.02 % Increase

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	0	0.00%
Hang-up	178	2.48%
Information & Referral	3658	51.00%
Intervention	26	0.36%
Listening	1000	13.94%
Listening/Referral	157	2.19%
Sexual/Manipulative	8	0.11%
Silent/Prank	82	1.14%
TTY	1	0.01%
Volunteer Information	0	0.00%
Wrong Number	87	1.21%
Unknown	1976	27.55%
Totals for January 2007	7173	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 6 calls taken by our bi-lingual staff person in January representing .08% of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage None

CALLER'S 3RD PARTY INTERPRETER: None

Number & Percentage

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

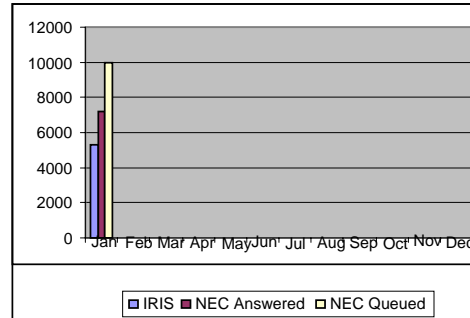
Number & Percentage

CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (ACD Monitor)

Hour	# Calls	Percent
12:00am-12:59am	97	1.37%
1:00am-1:59am	69	0.97%
2:00am-2:59am	57	0.80%
3:00am-3:59am	48	0.68%
4:00am-4:59am	29	0.41%
5:00am-5:59am	49	0.69%
6:00am-6:59am	43	0.61%
7:00am-7:59am	111	1.57%
8:00am-8:59am	461	6.50%
9:00am-9:59am	719	10.14%
10:00am-10:59am	747	10.53%
11:00am-11:59am	770	10.86%
12:00pm-12:59pm	600	8.46%
1:00pm-1:59pm	720	10.15%
2:00pm-2:59pm	601	8.47%
3:00pm-3:59pm	483	6.81%
4:00pm-4:59pm	404	5.70%
5:00pm-5:59pm	238	3.36%
6:00pm-6:59pm	211	2.98%
7:00pm-7:59pm	155	2.19%
8:00pm-8:59pm	155	2.19%
9:00pm-9:59pm	138	1.95%
10:00pm-10:59pm	162	2.28%
11:00pm-11:59pm	25	0.35%
Totals:	7092	100.00%

NEC PHONE MONITORING STATISTICS



Currently there is a substantial gap between data collected from the phone monitoring system and the numbers reflected in IRIS. While we may have identified part of the issue relating to this discrepancy, additional data is still being collected. This graph demonstrates call volume and calls answered in comparison to IRIS information.

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): Two minutes, two seconds

PERCENT OF ABANDONED CALLS: 28%

January call volume continued to be higher than previously experienced, possibly still as a result of the ice storm and increased public awareness of 2-1-1. Staffing adjustments initiated in February should reflect drastic improvements in future abandonment rates.

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

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): Two minutes, twenty-one seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 4.6 %

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 257 (330 Follow-up requests were received for the month, however as of the time of this report, only 257 calls had been made)

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 185/72%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 7 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 43%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 9%

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: This was an unusually high percentage of individuals not being able to receive the desired service. I would anticipate that the majority would be disaster related, as the demand for services drastically outstripped the ability to provide resources from all of our service providers.

Other Reporting

Top 10 Needs	Number of Callers	Percentage of Total Needs
1. Financial Assistance	2696	25.49%
2. Mental Health Assistance	2345	22.17%
3. Information	1851	17.50%
4. Medical Health Assistance	973	9.20%
5. Food Assistance	637	6.02%
6. Housing Assistance	375	3.55%
7. Transportation Assistance	171	1.62%
8. Environmental Information	148	1.40%
9. Clothing	126	1.19%
10. Legal	115	1.09%

Top Referrals

Agency	# Referrals	Need	Agency Type
Shepherds of Love Ministries	515	Utility Assistance	Faith Based
Neighbor For Neighbor	513	Utility Assistance	Non-Profit
Traveler's Aid	290	Utility Assistance	Non-Profit
Jesus House	235	Crisis Assistance	Faith Based
Salvation Army	192	Utility Assistance	Faith Based
Putnam City Baptist Church	160	Utility Assistance	Faith Based
Central Oklahoma Integrated Network	135	Health Care	Non-Profit
St. Louis de Marillace	119	Food Assistance	Faith Based
Corpus Christi Church	115	Food Assistance	Faith Based
St. Eugene	111	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!