

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: March 2007

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	58	1.34%
Cleveland	203	4.70%
Grady	23	0.53%
Kingfisher	8	0.19%
Lincoln	9	0.21%
Logan	12	0.28%
McClain	10	0.23%
Oklahoma	2940	68.09%
Pottawatomie	18	0.42%
Other OK Counties	505	11.70%
Out of State	34	0.79%
Unknown	498	11.53%
Total for March 2006	4318	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	2	0.05%
Hang-up	321	7.43%
Information & Referral	2654	61.46%
Intervention	21	0.49%
Listening	912	21.12%
Listening/Referral	231	5.35%
Sexual/Manipulative	14	0.32%
Silent/Prank	64	1.48%
TTY	3	0.07%
Volunteer Information	4	0.09%
Wrong Number	92	2.13%
Totals for March 2007	4318	100.00%

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

Number & Percentage

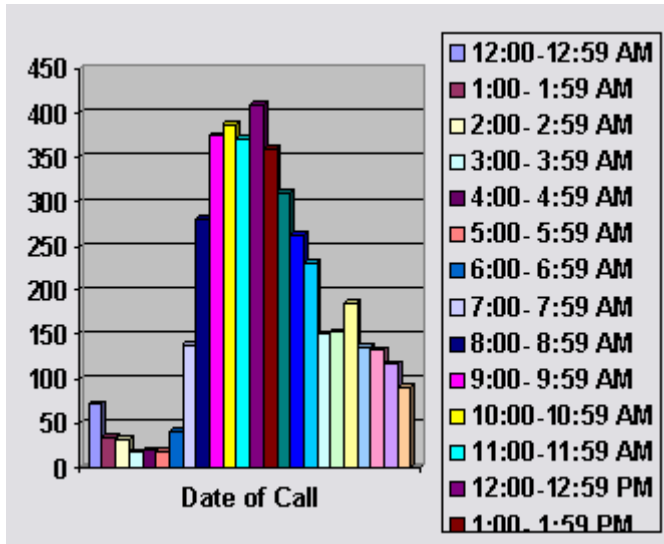
Not tracked

SEASONAL OR SPECIAL PROJECT CALLS:

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	3	0.069%
GateKeeper program	22	0.509%
Volunteer Center	2	0.046%

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): 16%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 3 minutes 32sec.

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 April 2007 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

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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 March representing .001 % 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

OTHER REPORTING

Top Ten Needs for March 2007

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:

Nothing significant to report.

ADDITIONAL ITEMS OF NOTE:

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