

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: October 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

County/Location	Number of Calls	Percentage of Total Calls
Canadian	74	1.16%
Cleveland	383	6.01%
Grady	26	0.41%
Kingfisher	8	0.13%
Lincoln	22	0.35%
Logan	42	0.66%
McClain	26	0.41%
Oklahoma	3962	62.17%
Pottawatomie	84	1.32%
Other OK Counties	208	3.26%
Out of State	276	4.33%
Unknown	1262	19.80%
Total for October 2007	6373	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	# of Calls	% of Total Calls
Abuse/Neglect	1	0.02%
Hang-up	185	2.90%
I&R	3916	61.45%
Intervention	38	0.60%
Listening	1048	16.44%
Listening/Referral	160	2.51%
Sexual/Manipulative	22	0.35%
Silent/Prank	116	1.82%
TTY	0	0.00%
Volunteer Info.	3	0.05%
Wrong Number	63	0.99%
Unclassified	821	12.88%
Totals for October 2007	6373	100.00%

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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):

Hour	# Calls	Percent
12:00am-12:59am	217	3.46%
1:00am-1:59am	71	1.13%
2:00am-2:59am	41	0.65%
3:00am-3:59am	43	0.69%
4:00am-4:59am	34	0.54%
5:00am-5:59am	39	0.62%
6:00am-6:59am	48	0.76%
7:00am-7:59am	86	1.37%
8:00am-8:59am	390	6.22%
9:00am-9:59am	617	9.83%
10:00am-10:59am	696	11.09%
11:00am-11:59am	663	10.57%
12:00pm-12:59pm	401	6.39%
1:00pm-1:59pm	581	9.26%
2:00pm-2:59pm	560	8.92%
3:00pm-3:59pm	462	7.36%
4:00pm-4:59pm	387	6.17%
5:00pm-5:59pm	188	3.00%
6:00pm-6:59pm	142	2.26%
7:00pm-7:59pm	169	2.69%
8:00pm-8:59pm	129	2.06%
9:00pm-9:59pm	150	2.39%
10:00pm-10:59pm	136	2.17%
11:00pm-11:59pm	25	0.40%
Totals:	6275	100.00%

AVERAGE SPEED OF ANSWERING CALLS: 1 minute 39 seconds

PERCENT OF ABANDONED CALLS: (telephone system report): 18%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 2 minutes 31 seconds

AVERAGE INCOMING CALL LENGTH: (does not include data entry time): 3 minutes.09 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 5.6%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 321

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 257= 80%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 10 days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 97%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 71%

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

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 18%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 12 calls in Spanish = .002 % of total calls.

CALLS TAKEN BY TELE-INTERPRETER SERVICE: None

CALLER'S 3RD PARTY INTERPRETER: None

TDD/TTY/7-1-1 LINE: 0

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Agency	# Referrals	Need	Agency Type
Neighbor for Neighbor	692	Financial	Non-profit
Shepherds of Love Ministries	593	Financial	Faith-based
Travelers Aid	523	Financial	Non-profit
Guild of St. George	340	Financial	Faith-based
Putnam City Baptist Church	295	Financial	Faith-based
Oklahoma City Salvation Army	285	Financial	Faith-based
St. Louis de Marillac	216	Financial	Faith-based
Central OK Integrated Network	165	Health Care	Non-profit
Oklahoma Housing Finance Agency	130	Rental Assistance	Non-profit
St. Phillip Neri	121	Financial	Faith-based

Top 10 Needs	Number of Callers	Percentage of Total Needs
Financial Assistance	3566	29%
Mental Health/Counseling	2801	23%
Information	1408	11%
Suicide	1266	10%
Health/Medical	1105	9%
Food	566	5%
Housing	363	3%
Transportation	226	2%
Holiday Assistance	194	2%
Clothing	173	1%

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH: Holiday assistance, Holiday-related stress, Utility assistance calls very high – a number of our main referral agencies have requested that we stop referring people to them until further notice.

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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!