

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
FOR THE MONTH/YEAR: September 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	1.32%
Cleveland	361	6.43%
Grady	24	0.43%
Kingfisher	8	0.14%
Lincoln	11	0.20%
Logan	24	0.43%
McClain	13	0.23%
Oklahoma	3452	61.50%
Pottawatomie	51	0.91%
Other OK Counties	223	3.97%
Out of State	282	5.02%
Unknown	1090	19.42%
Total for September 2007	5613	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Call	# of Calls	% of Total Calls
Abuse/Neglect	0	0.00%
Hang-up	179	3.19%
I&R	3323	59.20%
Intervention	27	0.48%
Listening	1097	19.54%
Listening/Referral	180	3.21%
Sexual/Manipulative	18	0.32%
Silent/Prank	132	2.35%
TTY	1	0.02%
Volunteer Info.	3	0.05%
Wrong Number	51	0.91%
Unclassified	602	10.73%
Totals for September 2007	5613	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 (NEC ACD REPORT):

Hour	# Calls	Percent
12:00am-12:59am	99	1.79%
1:00am-1:59am	76	1.37%
2:00am-2:59am	48	0.87%
3:00am-3:59am	37	0.67%
4:00am-4:59am	30	0.54%
5:00am-5:59am	41	0.74%
6:00am-6:59am	36	0.65%
7:00am-7:59am	94	1.69%
8:00am-8:59am	323	5.82%
9:00am-9:59am	518	9.34%
10:00am-10:59am	570	10.28%
11:00am-11:59am	569	10.26%
12:00pm-12:59pm	485	8.75%
1:00pm-1:59pm	531	9.57%
2:00pm-2:59pm	451	8.13%
3:00pm-3:59pm	394	7.10%
4:00pm-4:59pm	339	6.11%
5:00pm-5:59pm	182	3.28%
6:00pm-6:59pm	138	2.49%
7:00pm-7:59pm	156	2.81%
8:00pm-8:59pm	131	2.36%
9:00pm-9:59pm	144	2.60%
10:00pm-10:59pm	122	2.20%
11:00pm-11:59pm	32	0.58%
Totals:	5546	100.00%

AVERAGE SPEED OF ANSWERING CALLS: 1 minutes 05 seconds

PERCENT OF ABANDONED CALLS: (telephone system report): 19.65%

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

AVERAGE INCOMING CALL LENGTH: (does not include data entry time): 2 minutes.42 seconds

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FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 2%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 99

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 65%

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

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 98%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 68%

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

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 8%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 10 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: 1

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Agency	# Referrals	Need	Agency Type
Neighbor for Neighbor	518	Financial	Non-profit
Shepherds of Love Ministries	453	Financial	Faith-based
St. Vincent de Paul	285	Financial	Faith-based
Travelers Aid	241	Financial	Non-profit
Putnam City Baptist Church	199	Financial	Faith-based
Oklahoma City Salvation Army	198	Financial	Faith-based
Guild of St. George	184	Financial	Faith-based
Central OK Integrated Networks	130	Health Care	Non-profit
Neighborhood Services Organization	190	Rental Assistance	Non-profit
Areawide Aging Agency	116	Aging	Non-profit

Top 10 Needs	Number of Callers	Percentage of Total Needs
Financial Assistance	3032	29%
Mental Health/Counseling	2842	27%
Suicide	1177	11%
Health/Medical	1020	10%
Information	971	9%
Food	514	5%
Housing	359	3%
Transportation	182	2%
Clothing	180	2%
Substance Abuse	106	1%

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH: Back to school/school supplies, Salvation Army Christmas Ministries/Christmas baskets, Thanksgiving meals

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