

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: November 2006**

**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):**

<b>County/Location</b>	<b>Number of Calls</b>	<b>Percentage of Total Calls</b>
Canadian	67	1.40%
Cleveland	298	6.22%
Grady	28	0.58%
Kingfisher	8	0.17%
Lincoln	15	0.31%
Logan	20	0.42%
McClain	19	0.40%
Oklahoma	2987	62.35%
Pottawatomie	11	0.23%
Other OK Counties	420	8.77%
Out of State	56	1.17%
Unknown	862	17.99%
<b>Total for August 2006</b>	<b>4791</b>	<b>100.00%</b>

**TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN**

Type of Call	Number of Calls	Percentage of Total Calls
Abuse/Neglect	6	0.13%
Hang-up	325	6.78%
Information & Referral	2815	58.76%
Intervention	64	1.34%
Listening	1076	22.46%
Listening/Referral	349	7.28%
Sexual/Manipulative	27	0.56%
Silent/Prank	47	0.98%
TTY	2	0.04%
Volunteer Information	10	0.21%
Wrong Number	70	1.46%
<b>Totals for August 2006</b>	<b>4791</b>	<b>100.00%</b>

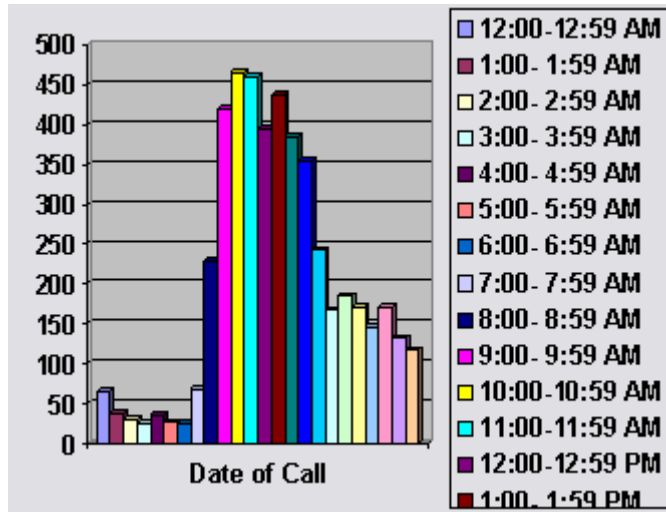
**STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):**  
Number & Percentage  
Not tracked

**SEASONAL OR SPECIAL PROJECT CALLS:**

Seasonal and Special Project calls	Number of Calls	Percentage of Total
AIDS Care Fund of Oklahoma	4	0.083%
GateKeeper program	13	0.271%
Vounteer Center	2	0.042%

## 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): 15%**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 2 minutes 31 sec.**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 4 minutes.**

### FOLLOW-UP CALLS REPORT

Follow up statistics will be available in the December 2006 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**

*MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.*

*FOR THE MONTH/YEAR: November 2006*

**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 12 calls taken by our bi-lingual staff person in November representing .001 % of total calls.

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:**

**Number & Percentage None**

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:**

**Number & Percentage None**

**TDD/TTY/7-1-1 LINE: 2 less than .001 %**

**Number & Percentage**

## OTHER REPORTING

### Top Ten Needs for November 2006

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:**

This month, as last, has seen many providers informing us that they are low on funds. In addition, we are receiving calls for Thanksgiving assistance and beginning to get calls for Christmas assistance as well. Flu shot information is also a hot topic as we end the month of November.

#### **ADDITIONAL ITEMS OF NOTE:**

Please e-mail Monthly Reports to [Carrie.Wiggs@okdhs.org](mailto:Carrie.Wiggs@okdhs.org), no later than the 15<sup>th</sup> of the following month. Thank you!