

APPROVED 6/01/06

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: June 2006

CALL CENTER: HeartLine 2-1-1

COUNTIES COVERED: Oklahoma, Cleveland, Logan, Kingfisher, Lincoln, McClain, Canadian, Pottawatomie, and Grady

CALL VOLUME BY COUNTY (Number & Percentage of Total Calls): Unknown

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN (Number & Percentage of Total Calls - IRIS 3.0 call statistic: Type of Contact Report)

TOTAL CALLS 5111

INFORMATION CALLS (requests specific information: address, telephone, etc.):
Number & Percentage 530

REFERRAL CALLS (assessment of caller needs and a referral given):
Number & Percentage 3439

CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance): 7
Number & Percentage

OTHER CALLS (Specify):
Number & Percentage

ADVOCACY CALLS (contacts to link callers requiring special help):
Number & Percentage N/A

PROBLEM SOLVING CALLS (emotional distress or mental confusion):
Number & Percentage 1135

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STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):
Number & Percentage N/A

SEASONAL OR SPECIAL PROJECT CALLS:

Number & Percentage AIDS Care Fund of Oklahoma, AIDS/HIV = 24 (.004%)

CALL MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (IRis 3.0 call frequency report): N/A

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 4 minutes
(We DO NOT believe this number to be an accurate reflection of our average speed to answer a 2-1-1 call. This discrepancy is possibly due to how the ACD software is used in a 2-1-1 environment as opposed to a for-profit call center. We are meeting with our vendor to discuss this perceived anomaly.) We will be meeting with our vendor the week of July 17th. I do not have faith in the current data. However, I will forward stats as soon as this issue is resolved

PERCENT OF ABANDONED CALLS (telephone system report): See note

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): See note

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): See note

FOLLOW-UP CALLS REPORT

(Follow up will be implemented by HeartLine 2-1-1 when IRis 3.0 is up and stable and a protocol for follow up has been established.)

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 12 calls taken by our new bi-lingual staff person in June
.0002 % of total

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 10 NEEDS FOR THIS MONTH:

Mental Health

Emergency Financial Aid

Health/Medical

Information

Housing

Food

Suicide

Housing/Furniture

Substance abuse

Homeless Services

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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% to faith-based organizations, and 11% to government services.

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:
Implementation of IRis 3.0 occurred in mid-June. Therefore, approximately half of the call statistics were still gathered using Iris 2.3.

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!