

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

**FOR THE MONTH/YEAR:** August, 2006

**CALL CENTER:** 2-1-1 Tulsa Helpline

**COUNTIES COVERED:** Creek, Okmulgee, Osage, Rogers, Tulsa and Wagoner (Tulsa Area United Way Counties)

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

<b>County/Location</b>	<b>Number of Calls</b>	<b>Percentage of Total Calls</b>
Creek County	298	3.5%
Okmulgee County	88	1.0%
Osage County	380	4.5%
Rogers County	116	1.4%
Tulsa County	6,489	76.3%
Wagoner County	168	2.0%
Other OK Counties	159	1.9%
Out of State	10	<0.01%
Unknown Location	799	9.4%
<b>Total Incoming Calls for August, 2006</b>	<b>8,507</b>	<b>100%</b>

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

<b>Type of Contact</b>	<b>Number of Type</b>	<b>Percentage of Total Calls</b>
Advocacy (Connects caller to additional assistance)	7	<.01%
Crisis (Mental health or life threatening intervention and connection to emergency services)	16	0.2%
Hang-up/Prank	279	3.3%
Information Only (Information about specified agency or program without an assessment of caller needs)	2,546	29.9%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	118	1.4%
Referral (Includes assessment of caller need and referral)	5,456	64.2%
Staff Call-In	51	0.6%
Wrong Number * (Caller states that he/she has reached the wrong number)	34	0.4%
<b>Total Call Types for August, 2006</b>	<b>8,507</b>	<b>100%</b>

\* Tracking wrong numbers as a contact type in effort to determine if rise in numbers is associated with cell phone connectivity

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**CALL MANAGEMENT STATISTICS**

**CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report):**

<b>Hour of Calls</b>	<b>Number of Calls</b>	<b>% of Total Calls</b>
12:00 – 12:59AM	30	0.4%
1:00 -1:59AM	22	0.3%
2:00 – 2:59AM	21	0.3%
3:00 – 3:59AM	11	0.1%
4:00 – 4:59AM	9	0.1%
5:00 – 5:59AM	12	0.1%
6:00 – 6:59AM	34	0.4%
7:00 – 7:59AM	159	1.9%
8:00 – 8:59AM	611	7.2%
9:00 – 9:59AM	912	10.7%
10:00 – 10:59AM	838	9.9%
11:00 – 11:59AM	982	11.5%
12:00 – 12:59PM	957	11.2%
1:00 – 1:59PM	885	10.4%
2:00 – 2:59PM	897	10.5%
3:00 – 3:59PM	714	8.4%
4:00 – 4:59PM	442	5.2%
5:00 – 5:59PM	242	2.8%
6:00 – 6:59PM	211	2.2%
7:00 – 7:59PM	178	2.1%
8:00 – 8:59PM	131	1.5%
9:00 – 9:59PM	92	1.1%
10:00 – 10:59PM	91	1.1%
11:00 – 11:59PM	61	.6%
<b>Total August, 2006 Incoming Calls</b>	<b>8,507</b>	<b>100%</b>

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**AVERAGE SPEED OF ANSWERING CALLS: :47 seconds (Goal :45 seconds)**

**PERCENT OF ABANDONED CALLS: 14% (Goal 10%) Note: staff assignments were shifted to provide additional call coverage from 10am to 2pm on week days. Abandoned call rates is down from 17% in July, however current staffing is not adequate to maintain 10% abandoned call rate if call volumes remain greater than 6,500 calls per month. See "Special Circumstances" on Page 4.**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 1 minute 3 seconds.**

**AVERAGE INCOMING CALL LENGTH: 3 minutes 11 seconds**

**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 1,160 = 13.6%**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 358**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 387 = 4.5%**

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 11 DAYS**

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 81%**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 69%**

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 20%**

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 11%**

**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 61 = .7%**

**CALLS TAKEN BY TELE-INTERPRETER SERVICE: 17 = .2%**

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER: 0 = 0%**  
**Number & Percentage**

**TDD/TTY/7-1-1 LINE: 0 = 0%**

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**OTHER REPORTING**

**TOP 10 NEEDS FOR THIS MONTH:**

<b>Health Care and Medical Treatment</b>	<b>1665*</b>
<b>Requests for Information</b>	<b>1612**</b>
<b>Utility Assistance</b>	<b>1454</b>
<b>Food Requests</b>	<b>549</b>
<b>Mental Health Inquiries</b>	<b>534</b>
<b>Clothing &amp; Household Items</b>	<b>454</b>
<b>Housing &amp; Shelter</b>	<b>417</b>
<b>Government Information Requests</b>	<b>412</b>
<b>Rent Assistance</b>	<b>349</b>
<b>School Supplies</b>	<b>340 (seasonal demand)</b>

**\* Includes 391 Health Related Air Conditioner Needs Requests**

**\*\* Requests for agency contact information and caller does not specify a specific need**

**TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE:**

<b>Fin. Assist.-(Sal. Army Center/Hope – Util.Asst)</b>	<b>1036</b>	<b>FB/Non-Profit</b>
<b>Helping Hand Ministry (Boston Ave. HH – Utility Assistance)</b>	<b>1032</b>	<b>Faith Based</b>
<b>Open Bible Fellowship (Open Bible Church-Utility Assistance)</b>	<b>926</b>	<b>Faith Based</b>
<b>Utility Assistance (John 3:16 – Utility Assistance)</b>	<b>548</b>	<b>Faith Based</b>
<b>Family and Youth Center (John 3:16, Rent, Food)</b>	<b>315</b>	<b>Faith Based</b>
<b>Klothes for Kidz (John 3:16, School Clothing)</b>	<b>244</b>	<b>Faith Based</b>
<b>School Supplies (Restore Hope Ministries)</b>	<b>234</b>	<b>Faith-Based</b>
<b>Rent Assistance (Restore Hope Ministries)</b>	<b>231</b>	<b>Faith-Based</b>
<b>Food Pantry/Assistance (Christ for Humanity)</b>	<b>216</b>	<b>Faith-Based</b>
<b>Mobile Clinic (Good Samaritan Health Services)</b>	<b>204</b>	<b>Faith Based</b>

**SPECIAL CIRCUMSTANCES RELATED TO 2-1-1 CALL VOLUME IN AUGUST**

In the summer months 2-1-1 Tulsa Helpline works closely with the Tulsa Weather Coalition, an air conditioner loan program for people without mobility who meet the medical and income criteria for needing air conditioning. 2-1-1 also works closely with the Tulsa Area Emergency Management Agency to facilitate dissemination of health education and coordinate access to cooling stations during severe heat alerts. 2-1-1 Tulsa had high media visibility associated with the Tulsa Weather Coalition program. 2-1-1 Tulsa responded to another record breaking number of calls during August with 8,507 calls, a 13% increase over the call record set in July, 2006. Requests for financial assistance for utility cooling bills are traditionally highest during the month of August. Requests for back to school assistance with school supplies, school clothing and numerous requests for uniforms to meet newly implemented school dress codes contributed to high August call volumes. In addition to the expected rises in seasonal requests, caller requests were increased in almost all categories of need as well as an increase in the number of Spanish speaking callers.