

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

**FOR THE MONTH/YEAR: January 2008**  
**211 HELPLINE**

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

**COUNTIES COVERED:** Adair, Cherokee, Creek, McIntosh, Muskogee, Okfuskee, Okmulgee, Osage, Rogers, Sequoyah, Tulsa and Wagoner.

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

COUNTY	Count	Percent
ADAIR	6	0.000702
CHEROKEE	21	0.25%
CREEK	282	3.30%
MC INTOSH	7	0.08%
MUSKOGEE	54	0.63%
OKFUSKEE	6	0.07%
OKMULGEE	66	0.77%
OSAGE	73	0.85%
ROGERS	122	1.43%
SEQUOYAH	6	0.07%
TULSA	7,479	87.57%
WAGONER	51	0.60%
Other OK	103	1.21%
Not OK	27	0.32%
Unknown	239	2.79%
<b>Total Contacts</b>	<b>8,542</b>	<b>100.00%</b>

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

Type of Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	1	0.01%
Crisis (Mental health or life threatening intervention and connection to emergency services)	5	0.06%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	2,952	32.70%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	168	1.86%
Referral (Includes assessment of caller need and referral)	5,416	59.99%
<b>Subtotal of Caller Contacts</b>	<b>8542</b>	
Dropped Calls	53	0.59%
Hang-up/Prank	248	2.75%
Staff Call-In	30	0.33%
Wrong Number (Caller states that he/she has reached the wrong number)	155	1.72%
<b>Total Connected Calls</b>	<b>9,028</b>	<b>100%</b>

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**CALL CENTER MANAGEMENT STATISTICS**

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

<b>Hour of Calls</b>	<b># Calls</b>	<b>% of Calls</b>
12:00 – 12:59AM	35	0.39%
1:00 -1:59AM	21	0.23%
2:00 – 2:59AM	25	0.28%
3:00 – 3:59AM	15	0.17%
4:00 – 4:59AM	17	0.19%
5:00 – 5:59AM	24	0.27%
6:00 – 6:59AM	50	0.55%
7:00 – 7:59AM	175	1.94%
8:00 – 8:59AM	679	7.52%
9:00 – 9:59AM	1,002	11.10%
10:00 – 10:59AM	1,070	11.85%
11:00 – 11:59AM	996	11.03%
12:00 – 12:59PM	964	10.68%
1:00 – 1:59PM	1,072	11.87%
2:00 – 2:59PM	1,015	11.24%
3:00 – 3:59PM	714	7.91%
4:00 – 4:59PM	460	5.10%
5:00 – 5:59PM	199	2.20%
6:00 – 6:59PM	182	2.02%
7:00 – 7:59PM	120	1.33%
8:00 – 8:59PM	74	0.82%
9:00 – 9:59PM	36	0.40%
10:00 – 10:59PM	30	0.33%
11:00 – 11:59PM	53	0.59%
	<b>9,028</b>	<b>100.00%</b>

**CALL MANAGEMENT METRICS**

<b>Metric</b>		<b>GOAL</b>
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	25 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	6%	≤ 10%
Average Time a Caller is in Queue before Abandoning Call: Average time callers responding to auto attendant are in message queue prior to abandoning	1 minute 24 seconds	
Average Length of Incoming Calls: Average talk time for all connected calls not including call record data entry time after call has ended	3 minutes 25 seconds	

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**FOLLOW-UP CALLS REPORT**

**Service Quality Follow Up :** *Service Quality Follow-up services provided to a random sampling of caller contacts receiving Referral assistance.*

<b>Quality Service Follow-Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Number of Callers Receiving Referral Assistance	5416		
Random Calls Flagged for Quality Service Follow Up	363	6.7% of 5,416	5%
Number of Outgoing Calls Made for Follow Up	375		
Callers Contacted For Follow Up	132	2.4% of 5,416	2%
Average Number of Days Between Original Call and Successful Follow Up Contact	15		15
<b>Results of Quality Service Follow Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	130	98% of 132	85%
Callers Not Contacting Referral Agency	22	17% of 132	<20%
Callers Contacting Referral Agency	110	83% of 132	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	84	76% of 110	70%
Callers Contacting Agency Not Receiving Desired Services	27	25% of 110	<30%

**Enhanced Service Crisis Call Follow Up:** *Verification of connection to crisis and/or emergency services within 24 hours of providing crisis intervention assistance to caller*

<b>Results of Crisis Service Follow Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Number of Callers Receiving Crisis Intervention Assistance	5		
Successful Verification of Connection to Crisis Services	4	80% of 5	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	1	20% of 5	<30%

**Enhanced Service At-Risk Call Follow Up:** *Follow up services offered to all callers receiving advocacy assistance and callers assessed to be at-risk when the caller's physical, mental or emotional state may be compromised.*

<b>At-Risk Service Follow-Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Number of Callers Flagged for At-Risk Follow Up	24		
Number of Outgoing Calls Made for At-risk Follow Up	38		
Percentage of Callers Flagged Contacted For At-Risk Follow Up	17	71% of 24	
Average Number of Days Between Original Call and Successful Follow Up Contact	8		
<b>Results of At-Risk Follow Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	17	100%	85%
Callers Not Contacting Referral Agency	2	12% of 17	<20%
Callers Contacting Referral Agency	15	88% of 17	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	10	67% of 15	70%
Callers Contacting Agency Not Receiving Desired Services	5	33% of 15	<30%

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**NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS**

<b>Metric and Percentage of Call Contacts</b>	<b>#</b>	<b>% of Contacts</b>
Non-English Calls Total	81	1% of 8,542
Spanish Language Calls	81	1% of 8,542
Other Non-English Calls	0	0%
Calls Taken by Bilingual Call Specialists	72	1% of 8,542
Calls Translated by Tele-Interpreter Service	9	<1 % of 8,542
Calls Translated by 3 <sup>rd</sup> Party Interpreter on Call	0	0%
Deaf Translation Calls Using 7-1-1 Relay Service	1	<1% of 8,542

**TOP 10 NEEDS FOR THIS MONTH: A Caller May Have Multiple Needs or Requests**

<b>Caller Need/Request</b>	<b># of</b>	
	<b>Request</b>	<b>%</b>
Request for Agency Contact Information*	2,603	25.14%
Financial Assistance	1,711	16.52%
Utilities	1,107	
Rent	318	
Gas/Car Repair/Bus	82	
Other	204	
Health Care and Medical Treatment	1,247	12.04%
Disaster Relief and Recovery	1,011	9.76%
Government & Public Services	635	6.13%
Food Requests	607	5.86%
Mental Health/Substance Abuse/Crisis	423	4.08%
Housing & Shelter	398	3.84%
Legal Issues	360	3.48%
Clothing and Household	315	2.87%
Other	9,310	10.38%
<b>Total Call Requests</b>	<b>10,356</b>	<b>100.00%</b>

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

**TOP 15 REFERRALS CATEGORIZED BY AGENCY TYPE:**

**Each caller may multiple referrals.**

<b>Service – Location ( Agency Name)</b>	<b># Referrals</b>	<b>Agency Type</b>
Utility Assistance.-Tulsa (Salvation Army Center/Hope)	618	Faith Based
Utility Assistance -Tulsa (Boston Ave Helping Hands	611	Faith Based
Utility Assistance –Tulsa (Neighbor for Neighbor	573	Non Profit
Utility Assistance –Tulsa (John 3:16 Mission)	428	Faith Based
Mobile Clinic-Tulsa (Good Samaritan)	249	Faith Based
Rent Assistance –Tulsa (Restore Hope Ministry)	231	Faith Based
Rent Assistance- Tulsa (Boston Ave Helping Hands)	216	Faith Based
Emergency Food-Tulsa (Catholic Charities)	190	Faith Based
Ice Storm Dec 2007 Home Repairs/Debris –Tulsa (Rebuilding Tulsa)	183	Non Profit
Mayor’s Action Line-Tulsa – (City of Tulsa)	182	Government
Free Directory Assistance- (National Directory)	174	Non Profit
Bedlam Clinic-Tulsa-(OU)	155	Government
Emergency Food –Tulsa-John 3:16 Mission	155	Faith Based
Dental Clinic-Tulsa (Morton)	152	Non Profit
Ice Storm Dec 2007 Storm Recovery Assistance-Tulsa (MTUL)	150	Non Profit
Other referrals	11,987	
Total Referrals	<b>16,254</b>	

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**Notes and Seasonal Programs:**

2-1-1 Helpline continues to receive a higher than anticipated call volume since the December 2007 ice storm. The January 2008 call volume was almost 2,000 calls more than January 2007, a 25% increase. Over 1,000 callers requested needs that could be directly attributed to the December ice storm. Higher caller volumes may also be a permanent result of the positive exposure 2-1-1 received during the response to the December 2007 ice storm.