

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: June, 2007

CALL CENTER: 2-1-1 Tulsa 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/Location	Number of Calls	Percentage of Total Calls
Adair County	4	.06%
Cherokee County	29	.41%
Creek County	216	3.07%
McIntosh County	5	0.07%
Muskogee County	35	0.50%
Okfuskee County	4	0.06%
Okmulgee County	59	0.84%
Osage County	60	0.85%
Rogers County	107	1.52%
Sequoyah County	6	0.09%
Tulsa County	5979	84.93%
Wagoner County	43	0.61%
Other OK Counties	100	1.42%
Out of State	21	0.30%
Unknown Location	372	5.28%
Total Incoming Call Contacts for	7,040	100%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Contact	Number of Type	Percentage of Total Calls
Advocacy (Connects caller to additional assistance)	9	.12%
Crisis (Mental health or life threatening intervention and connection to emergency services)	20	.26%
Information Only (Information about specified agency or program without an assessment of caller needs)	2712	35.63%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	110	1.45%
Referral (Includes assessment of caller need and referral)	4,189	55.03%
Subtotal of June, 2007 Incoming Caller Contacts	7,040	96.58%
Dropped Calls	23	.30%
Hang-up/Prank	312	4.10%
Staff Call-In	30	.39%
Wrong Number * (Caller states that he/she has reached the wrong number)	207	2.72%
Total Incoming Calls for June, 2007	7,612	100%

*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):

Hour of Calls	Number of Calls	% of Total Calls
12:00 – 12:59AM	46	0.60%
1:00 -1:59AM	20	0.26%
2:00 – 2:59AM	20	0.26%
3:00 – 3:59AM	17	0.22%
4:00 – 4:59AM	15	0.20%
5:00 – 5:59AM	19	0.25%
6:00 – 6:59AM	39	0.51%
7:00 – 7:59AM	142	1.87%
8:00 – 8:59AM	498	6.54%
9:00 – 9:59AM	770	10.12%
10:00 – 10:59AM	850	11.17%
11:00 – 11:59AM	808	10.61%
12:00 – 12:59PM	821	10.79%
1:00 – 1:59PM	729	9.58%
2:00 – 2:59PM	754	8.90%
3:00 – 3:59PM	614	8.07%
4:00 – 4:59PM	425	5.58%
5:00 – 5:59PM	265	3.48%
6:00 – 6:59PM	180	2.36%
7:00 – 7:59PM	143	1.88%
8:00 – 8:59PM	142	1.87%
9:00 – 9:59PM	114	1.50%
10:00 – 10:59PM	105	1.38%
11:00 – 11:59PM	76	1.00%
Total June, 2007 Incoming Calls	7,612	100%

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AVERAGE SPEED OF ANSWERING CALLS: 26 seconds (Goal ≤ 45 seconds)

PERCENT OF ABANDONED CALLS: 9.0% (Goal ≤ 10%)

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 1 minute 31 secs

AVERAGE INCOMING CALL LENGTH: 3 minutes 5 seconds

FOLLOW-UP CALLS REPORT

***PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 268 =7% OF ELIGIBLE CALLERS (GOAL =5% TAGGED)**

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 295

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 85 = 2.0% (GOAL =2%)

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 18 DAYS

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 96%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES INCLUDES PARTIALLY MET NEEDS: 41%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM (INCLUDES THOSE NOT CONTACTING REFERRAL AGENCY): 34%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 25%

***Follow-up services provided to a random sampling of at least 5% of all caller contacts receiving Referral, Advocacy, Crisis or Problem Solving assistance. Number of callers eligible for follow-up was equal to 4,328**

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

LANGUAGE CALLS- SPANISH: 62 = 1%

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 38

**CALLS TAKEN BY TELE-INTERPRETER SERVICE: 21
CALLER'S 3RD PARTY INTERPRETER: 3
Number & Percentage**

TDD/TTY/7-1-1 LINE: 0

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OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Requests for Information	2,252*
Financial Assistance (e.g. Rent and Utilities)	1,556
Utilities	965
Rent	325
Gas & Car Repair	71
Health Care and Medical Treatment	1117
Food Requests	617
Housing & Shelter	437
Government Information Requests	403
Mental Health Inquiries/Crisis	324
Legal Issues	308
Clothing & Household Items	281
Substance Abuse	108

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

TOP 15 REFERRALS CATEGORIZED BY AGENCY TYPE:

Utility Assistance.-Tulsa (Salvation Army Center/Hope)	552	FB/Non-Profit
Utility Assistance –Tulsa (John 3:16 Mission)	496	Faith Based
Temporary Utility Assistance – Tulsa (Neighbor for Neighbor)	444	Non-Profit
Helping Hand Ministry- Tulsa (Boston Ave Helping Hands)	388	Faith Based
Utility Assistance -Tulsa (Boston Ave Helping Hands)	379	Faith Based
Rent Assistance –Tulsa (Restore Hope Ministry)	249	Faith Based
Mobile Clinic-Tulsa (Good Samaritan)	230	Faith Based
Emergency Food-Tulsa (Catholic Charities)	192	Faith Based
Emergency Food-Tulsa (Christ for Humanity)	174	Faith Based
Emergency Shelter-Tulsa (Tulsa County Social Services)	136	Government
Legal Hotline-Tulsa (Legal Aid Services)	125	Non-Profit
Dental Clinic – Tulsa Morton Comprehensive Health Services)	116	Non-Profit
Emergency Food-Tulsa (John 3:16 Mission)	113	Faith-Based
First Baptist Church Food and Clothing Ministry-Tulsa	113	Faith-Based
Dental Clinic-Tulsa (Neighbor for Neighbor)	108	Non-Profit
Emergency Assistance –Tulsa (Emergency Infant Services)	108	Non-Profit

Note:

Call Volumes Continue to Increase: In the first six months of 2007, 2-1-1 Tulsa has responded to 41,479 calls, a 29% increase over the 32,239 calls in the same time period in 2006.

6 County Expansion: 2-1-1 is continuing to test 2-1-1 connectivity, distribute marketing materials, develop memorandums of understanding with key referral partners and conduct a 2-1-1 marketing and outreach campaign in the expanded service area. 2-1-1 “Family Crisis?” ad placement is planned for local newspapers in June with on-site visits to organizations and agencies in the area. Calls from these counties show some increase in volume.

