

APPROVED 6/01/06

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: May, 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):

Creek County –	172 = 3.1%
Okmulgee County –	51 = 0.9%
Osage County -	264 = 5.1%
Rogers County -	65 = 1.2%
Tulsa County -	4,075 = 75.0%
Wagoner County	98 = 1.8%
Other OK Counties	89 = 1.6%
Unknown	<u>613 = 11.3%</u>
Total May Incoming Calls	5,433 = 100%

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

TOTAL CALLS 5,433

INFORMATION CALLS: 1,430 = 26.3%

REFERRAL CALLS: 3,408 = 62.7%

CRISIS CALLS: 29 = .5%

HANG-UP/PRANK CALLS: 247 = 4.5%

ADVOCACY CALLS: 5 = <.01%

PROBLEM SOLVING CALLS: 91 = 1.7%

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STAFF CALL-IN CALLS: 52 = .9%

SEASONAL OR SPECIAL PROJECT CALLS: WEATHER COALITION: 170 = 3.1%

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	22	.4%
1:00 -1:59AM	19	.3%
2:00 – 2:59AM	11	.2%
3:00 – 3:59AM	18	.3%
4:00 – 4:59AM	8	.1%
5:00 – 5:59AM	9	.1%
6:00 – 6:59AM	19	.3%
7:00 – 7:59AM	91	1.7%
8:00 – 8:59AM	387	7.1%
9:00 – 9:59AM	567	10.4%
10:00 – 10:59AM	646	11.9%
11:00 – 11:59AM	576	10.6%
12:00 – 12:59PM	501	9.2%
1:00 – 1:59PM	551	10.2%
2:00 – 2:59PM	560	10.4%
3:00 – 3:59PM	454	8.4%
4:00 – 4:59PM	323	5.9%
5:00 – 5:59PM	168	3.2%
6:00 – 6:59PM	135	2.5%
7:00 – 7:59PM	97	1.8%
8:00 – 8:59PM	90	1.7%
9:00 – 9:59PM	88	1.6%
10:00 – 10:59PM	52	.9%
11:00 – 11:59PM	41	.8%
Total May, 2006 Incoming Calls	5433	100%

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AVERAGE SPEED OF ANSWERING CALLS: 20 seconds

PERCENT OF ABANDONED CALLS: * 8% * (DOES NOT INCLUDE OVERNIGHT REMOTE CALLS) 423 ABANDONED CALLS OUT OF 5,397 INCOMING CALLS RECEIVED BETWEEN 8AM AND 8PM

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 41 SECONDS

AVERAGE INCOMING CALL LENGTH: 3 MINUTES, 15 SECONDS

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 753 = 13.9%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 620

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 311 = 6%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 9 DAYS

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 87%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 65%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 15%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 20%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 43 = .8%

CALLS TAKEN BY TELE-INTERPRETER SERVICE: 10 = .2%

**CALLER'S 3RD PARTY INTERPRETER: 0
Number & Percentage**

TDD/TTY/7-1-1 LINE: 1 = <.01%

OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Health Care and Medical Treatment	1134
Utility Assistance	741
Requests for Information	457
Mental Health Inquiries	413
Food Requests	412
Government Information Requests	389
Housing & Shelter	337
Rent Assistance	278
Clothing & Household Items	239
Legal Services	234

TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE:

Helping Hand Ministry (Boston Ave. HH – Utility Assistance)	560	Faith Based
Emerg. Financial Assistance-(Sal. Army Center of Hope – Util.Asst)	552	Faith Based
Family and Youth Center (John 3:16, rent, food)	385	Faith Based
Temporary Util. Asst. (Neighbor for Neighbor)	281	Non-Profit
Rent Assistance (Restore Hope Ministries)	196	Faith-Based
OU Tulsa Bedlam Comm. Health Clinic (OUCOM)	158	Government
Emergency Assistance (Christ for Humanity- Food, Util)	141	Faith Based
Emergency Assistance (Baptist Ministries – Food, Util)	139	Faith Based
Emergency Assistance (Catholic Charities – Food, Util)	123	Faith Based
Community Health Connection Health Clinic – Health Care	122	Non-Profit
Good Samaritan Mobile Clinic (Good Samaritan Health Services)	122	Faith Based