

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

**FOR THE MONTH/YEAR: November, 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	251	3.3%
Okmulgee County	49	.6%
Osage County	74	1.0%
Rogers County	99	1.3%
Tulsa County	6,085	80.2%
Wagoner County	142	1.9%
Other OK Counties	143	1.9%
Out of State	27	.3%
Unknown Location	706	9.5%
<b>Total Incoming Calls for November, 2006</b>	<b>7,576</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)	6	<.01%
Crisis (Mental health or life threatening intervention and connection to emergency services)	12	.1%
Hang-up/Prank	239	3.2%
Information Only (Information about specified agency or program without an assessment of caller needs)	2,350	31.1%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	111	1.5%
Referral (Includes assessment of caller need and referral)	4,759	62.9%
Staff Call-In	29	.3%
Wrong Number * (Caller states that he/she has reached the wrong number)	70	.9%
<b>Total Call Types for November, 2006</b>	<b>7,576</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	25	0.4%
1:00 -1:59AM	20	0.4%
2:00 – 2:59AM	13	0.2%
3:00 – 3:59AM	15	0.2%
4:00 – 4:59AM	9	0.2%
5:00 – 5:59AM	22	0.3%
6:00 – 6:59AM	49	0.3%
7:00 – 7:59AM	184	1.6%
8:00 – 8:59AM	613	7.7%
9:00 – 9:59AM	868	11.6%
10:00 – 10:59AM	896	11.3%
11:00 – 11:59AM	873	10.7%
12:00 – 12:59PM	794	9.8%
1:00 – 1:59PM	810	10.6%
2:00 – 2:59PM	673	9.3%
3:00 – 3:59PM	576	8.5%
4:00 – 4:59PM	376	5.7%
5:00 – 5:59PM	186	3.1%
6:00 – 6:59PM	146	2.1%
7:00 – 7:59PM	112	1.4%
8:00 – 8:59PM	102	1.4%
9:00 – 9:59PM	94	1.3%
10:00 – 10:59PM	69	1.2%
11:00 – 11:59PM	51	0.7%
<b>Total November, 2006 Incoming Calls</b>	<b>7,576</b>	<b>100%</b>

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**AVERAGE SPEED OF ANSWERING CALLS:** 30 seconds (Goal 45 seconds)

**PERCENT OF ABANDONED CALLS:** 9.5 % (Goal 10%)

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL:**  
1 minute 34 seconds

**AVERAGE INCOMING CALL LENGTH:** 3 minutes 12 seconds

**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:** 540 = 7.1%

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:** 310

**\* TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:** 120 = 1.6%

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

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:** 86%

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:** 68%

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM:** 25%

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:** 7%

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

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:** 54 = .7%

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:** 36 = .5%

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:** 2 = <.1%  
Number & Percentage

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

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**OTHER REPORTING**

**TOP 10 NEEDS FOR THIS MONTH:**

Requests for Information	1797*
Holiday Assistance	1216**
Utility Assistance	1088
Health Care and Medical Treatment	998
Food Requests	548
Clothing & Household Items	332
Mental Health Inquiries	318
Housing & Shelter	317
Rent Assistance	286
Government Information Requests	277

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

\*\* Holiday assistance includes requests for Thanksgiving food baskets, Christmas gifts for children or senior citizens and Christmas food baskets

**TOP 12 REFERRALS CATEGORIZED BY AGENCY TYPE:**

Fin. Assist.-(Sal. Army Center/Hope – Util.Asst)	780	FB/Non-Profit
Helping Hand Ministry (Boston Ave. HH – Utility Assistance)	759	Faith Based
Toys for Tots (The Church at Battle Creek)	524	Faith Based
Christmas Party at the Dream Center	439	Faith Based
Thanksgiving Baskets (John 3:16 – Family & Youth)	372	Faith Based
Emergency Assistance (Open Bible Fellowship)	356	Faith Based
Utility Assistance (John 3:16, Utility)	345	Faith Based
Family and Youth Center (John 3:16, Rent, Food)	335	Faith Based
Family Assistance (Neighbor for Neighbor)	295	Non-Profit
Temporary Utility Assistance (Neighbor for Neighbor)	294	Non-Profit
Christmas in Midtown (Toys and Food, Grace Church)	285	Faith Based
Thanksgiving Baskets (Loaves and Fishes)	235	FB/Non-Profit