

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

**FOR THE MONTH/YEAR: November, 2007**  
**211 HELPLINE**

**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	Count	%
ADAIR	4	0.0%
CHEROKEE	21	0.3%
CREEK	302	3.6%
MC INTOSH	8	0.1%
MUSKOGEE	63	0.8%
OKFUSKEE	3	0.0%
OKMULGEE	55	0.7%
OSAGE	48	0.6%
ROGERS	117	1.4%
SEQUOYAH	6	0.1%
TULSA	7283	86.8%
WAGONER	77	0.9%
Total 2-1-1	<b>7987</b>	
Other OK	84	1.0%
Not OK	38	0.5%
Unknown	283	3.4%
Total Nov Contacts	<b>8392</b>	100.0%

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

Type of Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	8	0.08%
Crisis (Mental health or life threatening intervention and connection to emergency services)	11	0.12%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	2956	33.19%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	134	1.50%
Referral (Includes assessment of caller need and referral)	5284	59.33%
<b>Subtotal of November 2007 Incoming Caller Contacts</b>	<b>8393</b>	94.22%
Dropped Calls	32	0.34%
Hang-up/Prank	266	2.98%
Staff Call-In	30	0.33%
Wrong Number (Caller states that he/she has reached the wrong number)	185	2.07%
<b>Total Incoming Calls for November 2007</b>	<b>8906</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>Number of Calls</b>	<b>% of Total Calls</b>
12:00 – 12:59AM	35	0.39%
1:00 -1:59AM	32	0.36%
2:00 – 2:59AM	23	0.26%
3:00 – 3:59AM	23	0.26%
4:00 – 4:59AM	19	0.21%
5:00 – 5:59AM	19	0.21%
6:00 – 6:59AM	51	0.57%
7:00 – 7:59AM	228	2.56%
8:00 – 8:59AM	830	9.32%
9:00 – 9:59AM	1059	11.89%
10:00 – 10:59AM	1053	11.82%
11:00 – 11:59AM	991	11.13%
12:00 – 12:59PM	911	10.23%
1:00 – 1:59PM	979	10.99%
2:00 – 2:59PM	845	9.49%
3:00 – 3:59PM	703	7.89%
4:00 – 4:59PM	420	4.72%
5:00 – 5:59PM	198	2.22%
6:00 – 6:59PM	147	1.65%
7:00 – 7:59PM	101	1.13%
8:00 – 8:59PM	79	0.89%
9:00 – 9:59PM	72	0.81%
10:00 – 10:59PM	51	0.57%
11:00 – 11:59PM	37	0.42%
	<b>8906</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	28 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	8%	≤ 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 11 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 15 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	5284		
Random Calls Flagged for Quality Service Follow Up	233	4.4%	5%
Number of Outgoing Calls Made for Follow Up	311		
Callers Contacted For Follow Up	177	3.3%	2%
Average Number of Days Between Original Call and Successful Follow Up Contact	14		
<b>Results of Quality Service Follow Up</b>	<b>#</b>	<b>%</b>	<b>Goal</b>
Callers Expressing Satisfaction with 211 Services	170	96%	85%
Callers Not Contacting Referral Agency	16	8%	
Callers Contacting Referral Agency	163	92%	
Callers Contacting Referral Agency Who Received Services Including Those with Applications Pending	107	66%	70%
Callers Contacting Agency Who Did Not Receive Desired Services	56	34%	

**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	11		
Successful Verification of Connection to Crisis Services	9	82%	50%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	2	12%	

**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	33		
Number of Outgoing Calls Made for At-risk Follow Up	27		
Percentage of Callers Flagged Contacted For At-Risk Follow Up	17	52%	
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	27	100%	85%
Callers Not Contacting Referral Agency	2	12%	
Callers Contacting Referral Agency	25	88%	
Callers Contacting Referral Agency Who Received Services Including Those with Applications Pending	12	80%	70%
Callers Contacting Agency Who Did Not Receive Desired Services	3	20%	

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

<b>Metric and Percentage of Call Contacts</b>	<b>#</b>	<b>%</b>
Non-English Calls Total	79	1%
Spanish Language Calls	79	1%
Other Non-English Calls	0	0%
Calls Taken by Bilingual Call Specialists	64	>1%
Calls Translated by Tele-Interpreter Service	12	>1%
Calls Translated by 3 <sup>rd</sup> Party Interpreter on Call	3	>1%
Deaf Translation Calls Using 7-1-1 Relay Service	1	>1%

**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*	2,463	22.41%
Financial Assistance	2,002	18.22%
Utilities	1254	
Rent	362	
Gas/Car Repair/Bus	109	
Other	277	
Holiday Assistance	1,459	13.28%
Health Care and Medical Treatment	1,093	9.95%
Food Requests	678	6.17%
Mental Health/Substance Abuse/Crisis	461	4.19%
Clothing and Household	433	3.94%
Housing & Shelter	381	3.47%
Government Information Requests	357	3.25%
Legal Issues	290	2.64%
Other Requests	1,373	12.48%
<b>Total Call Requests</b>	<b>10,990</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>
Christmas Assistance-Tulsa-Toys for Tots	684	Non-Profit
Utility Assistance.-Tulsa (Salvation Army Center/Hope)	676	Faith Based
Holiday Assistance-Tulsa-(Dream Center)	606	Faith Based
Utility Assistance –Tulsa (John 3:16 Mission)	592	Faith Based
Utility Assistance -Tulsa (Boston Ave Helping Hands	562	Faith Based
Temporary Utility Assistance –Tulsa (Neighbor for Neighbor	532	Non Profit
Thanksgiving Baskets-Tulsa (John 3:16 Mission)	438	Faith Based
Holiday Assistance-Tulsa (Neighbor for Neighbor)	334	Non Profit
Rent Assistance –Tulsa (Restore Hope Ministry)	334	Faith Based
Rent Assistance- Tulsa (Boston Ave Helping Hands)	275	Faith Based
Thanksgiving Assistance- Tulsa (Loaves and Fishes)	239	Faith Based
Mobile Clinic-Tulsa (Good Samaritan)	215	Faith Based
Free Directory Assistance (National Directory)	206	Non Profit
Thanksgiving Baskets-Tulsa (Mother Tucker House of Prayer	206	Faith Based
Emergency Food-Tulsa (Catholic Charities)	194	Faith Based
Other referrals	11,901	
Total Referrals	<b>17,994</b>	

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.*****FOR THE MONTH/YEAR: November, 2007*****211 HELPLINE****Notes and Seasonal Programs:**

Requests for holiday assistance information is a frequently requested service in November . 211 Helpline’s News Flash publication provided up to date information on holiday assistance programs to helping professionals in the service area via email distribution and on-line at [www.211Tulsa.org](http://www.211Tulsa.org).