

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: September, 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):

County/Location	Number of Calls	Percentage of Total Calls
Creek County	224	3.5%
Okmulgee County	58	.9%
Osage County	53	.8%
Rogers County	62	.9%
Tulsa County	5,159	79.2%
Wagoner County	124	1.9%
Other OK Counties	106	1.7%
Out of State	17	.2%
Unknown Location	700	10.9%
Total Incoming Calls for September, 2006	6,503	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)	22	.3%
Crisis (Mental health or life threatening intervention and connection to emergency services)	18	.2%
Hang-up/Prank	253	3.9%
Information Only (Information about specified agency or program without an assessment of caller needs)	2,109	32.4%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	92	1.5%
Referral (Includes assessment of caller need and referral)	3,900	60.0%
Staff Call-In	58	.9%
Wrong Number * (Caller states that he/she has reached the wrong number)	51	.8%
Total Call Types for September, 2006	6,503	100%

* Tracking wrong numbers as a contact type in effort to determine if rise in numbers is associated with cell phone connectivity

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

FOR THE MONTH/YEAR: September, 2006

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	31	0.5%
1:00 -1:59AM	26	0.4%
2:00 – 2:59AM	16	0.2%
3:00 – 3:59AM	14	0.2%
4:00 – 4:59AM	17	0.2%
5:00 – 5:59AM	21	0.3%
6:00 – 6:59AM	34	0.5%
7:00 – 7:59AM	118	1.8%
8:00 – 8:59AM	508	7.8%
9:00 – 9:59AM	740	11.4%
10:00 – 10:59AM	690	10.5%
11:00 – 11:59AM	683	10.5%
12:00 – 12:59PM	631	9.8%
1:00 – 1:59PM	708	10.9%
2:00 – 2:59PM	616	10.5%
3:00 – 3:59PM	539	8.3%
4:00 – 4:59PM	378	5.8%
5:00 – 5:59PM	188	2.8%
6:00 – 6:59PM	140	2.1%
7:00 – 7:59PM	106	1.6%
8:00 – 8:59PM	99	1.5%
9:00 – 9:59PM	69	1.0%
10:00 – 10:59PM	55	.8%
11:00 – 11:59PM	76	1.1%
Total September, 2006 Incoming Calls	6,503	100%

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

FOR THE MONTH/YEAR: September, 2006

AVERAGE SPEED OF ANSWERING CALLS: :44 seconds (Goal :45 seconds)

PERCENT OF ABANDONED CALLS: 8% (Goal 10%)

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 1.74 minutes.

AVERAGE INCOMING CALL LENGTH: 3 minutes

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 661 = 10.1%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 480

*** TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 82 = 1.2%**

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

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 82%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 72%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 20%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 8%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 55 = .8%

CALLS TAKEN BY TELE-INTERPRETER SERVICE: 16 = .2%

CALLER'S 3RD PARTY INTERPRETER: 7 = .1%
Number & Percentage

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

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

FOR THE MONTH/YEAR: September, 2006

OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Requests for Information	1389*
Utility Assistance	1252
Health Care and Medical Treatment	1039
Mental Health Inquiries	572
Food Requests	474
Rent Assistance	381
Housing & Shelter	347
Clothing & Household Items	306
Government Information Requests	295
Legal Assistance	243

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

TOP 12 REFERRALS CATEGORIZED BY AGENCY TYPE:

Fin. Assist.-(Sal. Army Center/Hope – Util.Asst)	908	FB/Non-Profit
Helping Hand Ministry (Boston Ave. HH – Utility Assistance)	900	Faith Based
Open Bible Fellowship (Open Bible Church-Utility Assistance)	746	Faith Based
Family Assistance (Neighbor for Neighbor-)	518	Non-Profit
Utility Assistance (John 3:16 – Utility Assistance)	428	Faith Based
Family and Youth Center (John 3:16, Rent, Food)	351	Faith Based
Temporary Utility Assistance (Neighbor for Neighbor)	268	Non-Profit
Rent Assistance (Restore Hope Ministry)	186	Faith-Based
OU Tulsa Bedlam Clinic (Medical)	174	Non-Profit
Emergency Assistance (Catholic Charities)	159	Faith-Based
Mobile Clinic (Good Samaritan Health Services)	158	Faith Based
Food Pantry/Assistance (Christ for Humanity)	157	Faith-Based