

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

FOR THE MONTH/YEAR: February 2008
211 HELPLINE

CALL CENTER: 2-1-1 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	Percent
ADAIR	15	0.22%
CHEROKEE	20	0.30%
CREEK	195	2.89%
MC INTOSH	17	0.25%
MUSKOGEE	53	0.78%
OKFUSKEE	8	0.12%
OKMULGEE	56	0.83%
OSAGE	58	0.86%
ROGERS	93	1.38%
SEQUOYAH	11	0.16%
TULSA	5,846	86.56%
WAGONER	47	0.70%
Other OK	104	1.54%
Not OK	33	0.49%
Unknown	198	2.93%
Total Contacts	6,754	100.00%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Contact	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	10	0.14%
Crisis (Mental health or life threatening intervention and connection to emergency services)	4	0.06%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	2,459	34.44%
Problem Solving (Intervention or redirection of callers with emotional distress or complex issues)	115	1.61%
Referral (Includes assessment of caller need and referral)	4,166	58.35%
Subtotal of Caller Contacts	6,754	
Dropped Calls	28	0.39%
Hang-up/Prank	154	2.16%
Staff Call-In	61	0.85%
Wrong Number (Caller states that he/she has reached the wrong number)	143	2.00%
Total Connected Calls	7,140	100%

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CALL CENTER MANAGEMENT STATISTICS

CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report):

Hour of Calls	# Calls	% of Calls
12:00 – 12:59AM	40	0.56%
1:00 -1:59AM	12	0.17%
2:00 – 2:59AM	12	0.17%
3:00 – 3:59AM	13	0.18%
4:00 – 4:59AM	18	0.25%
5:00 – 5:59AM	18	0.25%
6:00 – 6:59AM	42	0.59%
7:00 – 7:59AM	202	2.83%
8:00 – 8:59AM	585	8.19%
9:00 – 9:59AM	819	11.47%
10:00 – 10:59AM	764	10.70%
11:00 – 11:59AM	741	10.38%
12:00 – 12:59PM	714	10.00%
1:00 – 1:59PM	927	12.98%
2:00 – 2:59PM	799	11.19%
3:00 – 3:59PM	512	7.17%
4:00 – 4:59PM	385	5.39%
5:00 – 5:59PM	150	2.10%
6:00 – 6:59PM	139	1.95%
7:00 – 7:59PM	108	1.51%
8:00 – 8:59PM	70	0.98%
9:00 – 9:59PM	21	0.29%
10:00 – 10:59PM	21	0.29%
11:00 – 11:59PM	28	0.39%
	7,140	100.00%

CALL MANAGEMENT METRICS

Metric		GOAL
Average Speed of Answering Calls: Average time that caller is in message queue prior to connection to a call specialist	19 seconds	≤ 45 seconds
Percent of Abandoned Calls: Callers responding to auto attendant message and abandoning call without a connection to a call specialist	5%	≤ 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 10 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 23 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.*

Quality Service Follow-Up	#	%	Goal
Number of Callers Receiving Referral Assistance	4,166		
Random Calls Flagged for Quality Service Follow Up	223	5% of 4,166	5%
Number of Outgoing Calls Made for Follow Up	396		
Callers Contacted For Follow Up	143	3% of 4,166	2%
Average Number of Days Between Original Call and Successful Follow Up Contact	13		15
Results of Quality Service Follow Up	#	%	Goal
Callers Expressing Satisfaction with 211 Services	142	99% of 143	85%
Callers Not Contacting Referral Agency	1	1% of 143	<20%
Callers Contacting Referral Agency	130	91% of 143	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	116	89% of 130	70%
Callers Contacting Agency Not Receiving Desired Services	14	11% of 130	<30%

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*

Results of Crisis Service Follow Up	#	%	Goal
Number of Callers Receiving Crisis Intervention Assistance	4		
Successful Verification of Connection to Crisis Services	4	100% of 4	70%
Attempted Verification Not Successful Includes, Callers Declining, Caller Hang Ups and Confidentiality Concerns	0	0% of 4	<30%

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.*

At-Risk Service Follow-Up	#	%	Goal
Number of Callers Flagged for At-Risk Follow Up	14		
Number of Outgoing Calls Made for At-risk Follow Up	23		
Percentage of Callers Flagged Contacted For At-Risk Follow Up	5	35% of 14	
Results of At-Risk Follow Up	#	%	Goal
Callers Expressing Satisfaction with 211 Services	5	100% of 5	85%
Callers Not Contacting Referral Agency	1	20% of 5	<20%
Callers Contacting Referral Agency	5	80% of 17	80%
Callers Contacting Referral Agency Receiving Services Including Those with Applications Pending	4	100% of 4	70%
Callers Contacting Agency Not Receiving Desired Services	0	0% of \$	<30%

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NON ENGLISH SPEAKING CALLS AND DEAF TRANSLATION CALLS

Language and Translation & Percent of Contacts	#	%
Non-English Calls Total	71	1%
Spanish Language Calls	71	1%
Other Non-English Calls	0	0%
Calls Taken by Bilingual Call Specialists	46	1%
Calls Translated by Tele-Interpreter Service	21	< 1%
Calls Translated by 3 rd Party Interpreter on Call	4	0%
Deaf Translation Calls Using 7-1-1 Relay Service	0	0%

TOP 10 NEEDS FOR THIS MONTH: A Caller May Have Multiple Needs or Requests

Caller Need/Request	# of Request	%
Request for Agency Contact Information*	2,455	30.18%
Financial Assistance	1,275	15.67%
Utilities	832	
Rent	199	
Gas/Car Repair/Bus	46	
Other	198	
Health Care and Medical Treatment	1,076	13.23%
Government & Public Services	637	7.83%
Food Requests	394	4.84%
Legal Issues	280	3.44%
Housing & Shelter	268	3.29%
Mental Health/Substance Abuse/Crisis	265	3.26%
Clothing and Household	240	2.95%
Disaster Relief and Recovery	144	1.77%
Other	1,101	13.53%
Total Call Requests	8,135	100.00%

*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.

Service – Location (Agency Name)	# Referrals	Agency Type
Utility Assistance.-Tulsa (Salvation Army Center/Hope)	496	Faith Based
Utility Assistance -Tulsa (Boston Ave Helping Hands	474	Faith Based
Utility Assistance –Tulsa (Neighbor for Neighbor	466	Non Profit
Utility Assistance –Tulsa (John 3:16 Mission)	442	Faith Based
Mobile Clinic-Tulsa (Good Samaritan)	245	Faith Based
Income Tax Preparation- Tulsa (CAPTC)	189	Non Profit
Free Directory Assistance (National Hotline)	179	Non Profit
Rent Assistance –Tulsa (Restore Hope Ministry)	163	Faith Based
Rent Assistance- Tulsa (Boston Ave Helping Hands)	139	Faith Based
Bedlam Clinic-Tulsa-(OU)	134	Government
Dental Clinic-Tulsa (Morton)	117	Non Profit
Emergency Food-Tulsa (Catholic Charities)	108	Faith Based
Mayor’s Action Line-Tulsa – (City of Tulsa)	107	Government
Dental Clinic –Tulsa- (Morton Clinic)	103	Non Profit
Legal Aid Intake for Low Income Residents (Legal Aid of OK)	102	Non Profit
		Faith Based
Other referrals	9,545	
Total Referrals	13,009	

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Notes and Seasonal Programs:

2007 ice storm disaster related callers accounted for 144 callers requests as compared to over 1,000 disaster related calls in January. Requests for free income tax assistance are expected seasonal calls received in the spring.