

APPROVED 6/01/06

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: July, 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	264	3.5%
Okmulgee County	85	1.1%
Osage County	347	4.6%
Rogers County	108	1.4%
Tulsa County	5,508	73.4%
Wagoner County	137	1.8%
Other OK Counties	154	2.0%
Out of State	22	0.3%
Unknown Location	892	11.9%
Total Incoming Calls for July, 2006	7,517	100%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN

Type of Contact	Number of Type	Percentage of Total Calls
Advocacy	13	<.01%
Crisis	16	<.01%
Hang-up/Prank	316	5.5%
Information Only	2204	29.4%
Problem Solving	111	1.5%
Referral	4720	62.9%
Staff Call-In	51	0.6%
Wrong Number*	81	
Total Call Types for July, 2006	7,517	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: July, 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	49	0.7%
1:00 -1:59AM	20	0.3%
2:00 – 2:59AM	20	0.3%
3:00 – 3:59AM	24	0.3%
4:00 – 4:59AM	15	0.1%
5:00 – 5:59AM	16	0.1%
6:00 – 6:59AM	33	0.4%
7:00 – 7:59AM	133	1.8%
8:00 – 8:59AM	437	5.9%
9:00 – 9:59AM	744	9.9%
10:00 – 10:59AM	838	11.2%
11:00 – 11:59AM	802	10.7%
12:00 – 12:59PM	811	10.8%
1:00 – 1:59PM	770	10.2%
2:00 – 2:59PM	696	9.3%
3:00 – 3:59PM	643	8.6%
4:00 – 4:59PM	447	5.9%
5:00 – 5:59PM	274	3.6%
6:00 – 6:59PM	206	2.7%
7:00 – 7:59PM	143	1.9%
8:00 – 8:59PM	124	1.7%
9:00 – 9:59PM	117	1.6%
10:00 – 10:59PM	102	1.2%
11:00 – 11:59PM	53	.8%
Total June, 2006 Incoming Calls	7,517	100%

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FOR THE MONTH/YEAR: July, 2006

AVERAGE SPEED OF ANSWERING CALLS: :37 seconds (Goal :45 seconds)

PERCENT OF ABANDONED CALLS: 16.7%* goal 10% (Does not include overnight remote calls) 1337 abandoned calls out of 8006 incoming calls received between 7 AM and 8PM. Note: increase in abandoned call rate due to spikes in call volumes related to heat alerts and media promotion of 2-1-1 as resource for links to air conditioner loan program and cooling station information.

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL: 59 seconds

AVERAGE INCOMING CALL LENGTH: 3 minutes 08seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 1,081 = 14.3%

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 358

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 239 = 3%

AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 10 DAYS

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 85%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 71%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 17%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 12%

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS: 34 = .5%

CALLS TAKEN BY TELE-INTERPRETER SERVICE: 11 = .1%

CALLER'S 3RD PARTY INTERPRETER: 4 = <.01%
Number & Percentage

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

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.**FOR THE MONTH/YEAR: July, 2006****OTHER REPORTING****TOP 10 NEEDS FOR THIS MONTH:**

Health Care and Medical Treatment	1734*
Requests for Information	1160**
Utility Assistance	979
Mental Health Inquiries	551
Government Information Requests	483***
Food Requests	476
Housing & Shelter	458
Rent Assistance	387
DHS Cooling Assistance Program	350
Clothing & Household Items	298

* Includes 581 Health Related Air Conditioner Needs Requests

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

***Government Information requests reflects increased number of requests for Department of Human Services contact number during Summer Cooling Assistance Program enrollment in July

TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE:

Emerg. Financial Assistance-(Sal. Army Center of Hope – Util.Asst)	722	Faith Based
Helping Hand Ministry (Boston Ave. HH – Utility Assistance)	711	Faith Based
Open Bible Fellowship (Open Bible Church-Utility Assistance)	584	Faith Based
Oklahoma DHS 13 Counties (Summer Cooling-Utility Assistance)	350	Government
Temporary Util. Asst. (Neighbor for Neighbor)	344	Non-Profit
Utility Assistance (John 3:16 – Utility Assistance)	307	Faith Based
Family and Youth Center (John 3:16, Rent, Food)	300	Faith Based
Rent Assistance (Restore Hope Ministries)	266	Faith-Based
Weather Coalition (2-1-1 Tulsa Helpline)	264	Non-Profit
Emergency Assistance (Baptist Ministries – Food, Util)	176	Faith Based

SPECIAL CIRCUMSTANCES RELATED TO 2-1-1 CALL VOLUME IN JULY

In the summer months 2-1-1 Tulsa Helpline works closely with the Tulsa Weather Coalition, an air conditioner loan program for people without mobility who meet the medical criteria for needing air conditioning. 2-1-1 also works closely with the Tulsa Area Emergency Management Agency to facilitate dissemination of health education and coordinate access to cooling stations during severe heat alerts. The Tulsa Emergency Management Agency issued a medical heat alert for the week of July 16-22. 2-1-1 Tulsa responded to record breaking number of calls during that week. 2-1-1 Tulsa had high media visibility during this time period.

July 16-22 total call volume for the 7 period was **2,244** (17% abandoned call rate)

Recorded **384** heat related calls for the week

164 referrals to Weather Coalition

Highest one day call volume July 18th with **454** calls (23% abandoned call rate)

Previous 2005 7-day average: 965 calls/ Previous 7-day record: 1,758 November 13-19, 2005

Previous 1 day record for call volume: 384 on November 16, 2005

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