Deschutes County COVID-19 Hotline Overview:

Situation:

Currently the Hotline is open the same hours that the OHA Line is open.

This way OHA can transfer community members directly to us for support services.

- Monday-Friday: 0800-1800
- Saturday: 1000-1600
- Sunday: VM is checked between 10-1600

Our focus on the Hotline continues to be vulnerable populations; like our community seniors, those less technologically savvy, without reliable internet and/or limited internet access, BIPOC, etc.

We are able to access verified data for the previous month on the 15th of each month
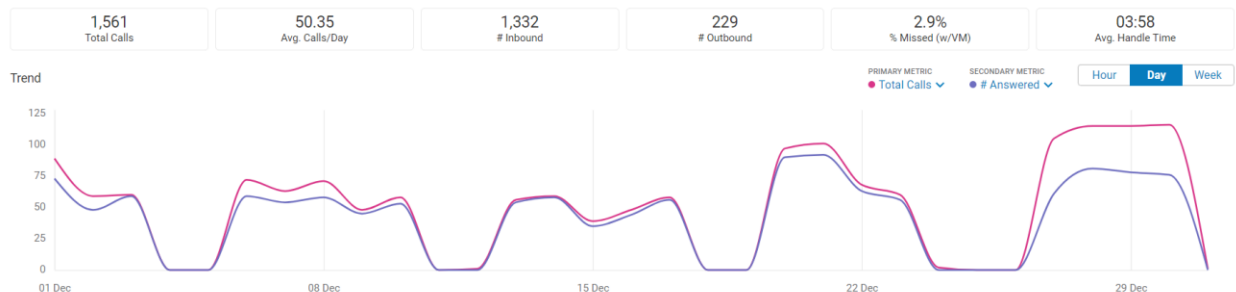
Current Month Highlights:

- Average call time is almost 6 minutes
- Average wait time is <2 minutes
- 100% of VM's left are returned within the same business day
- Longest call time was 41 minutes
- Busiest times are early in the week and in the earlier half of the day
- Majority of our calls are received between 0800-1400 (higher core staff during these times)
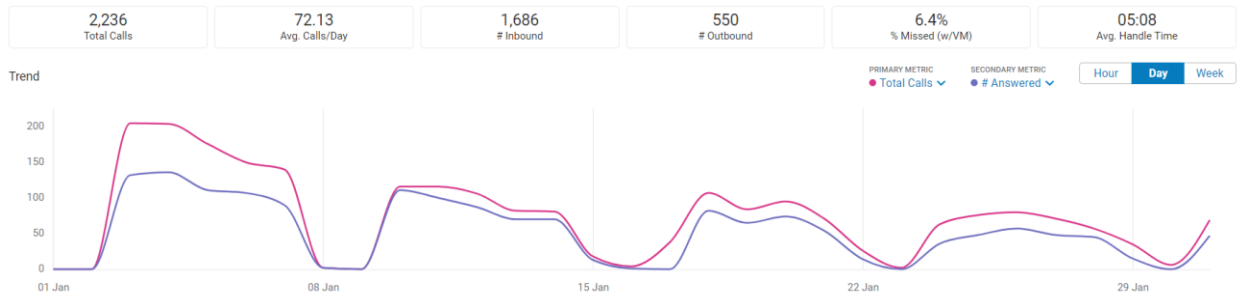
Impressions/Feedback:

Some community members have provided feedback that they could easily find the Hotline number at the beginning of the pandemic (it was on billboards in Redmond and Bend for what seemed like months), they had difficulty finding it now and they have many more questions now. Food for thought, on how we market/raise awareness.
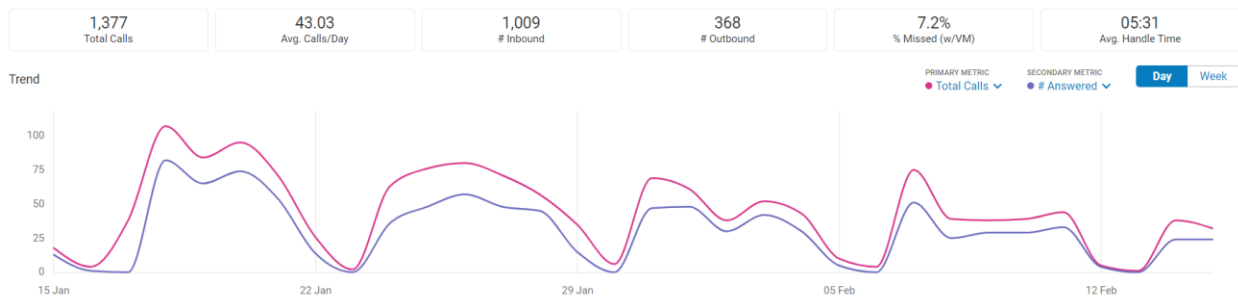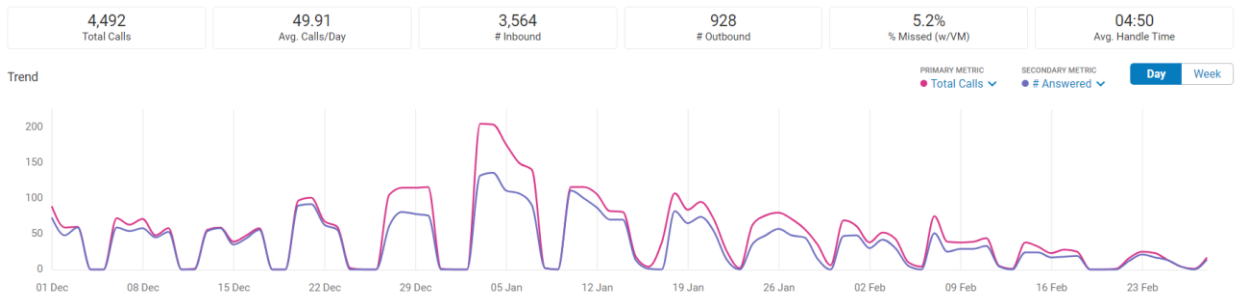
December Data:

January Data:

2,236 Total Calls	72.13 Avg. Calls/Day	1,686 # Inbound	550 # Outbound	6.4% % Missed (w/VM)	05:08 Avg. Handle Time

Trend — PRIMARY METRIC: ● Total Calls ⌄ SECONDARY METRIC: ● # Answered ⌄ [Hour | Day | Week]

January 15- February 15 Data **Most Recent**

1,377 Total Calls	43.03 Avg. Calls/Day	1,009 # Inbound	368 # Outbound	7.2% % Missed (w/VM)	05:31 Avg. Handle Time

Trend — PRIMARY METRIC: ● Total Calls ⌄ SECONDARY METRIC: ● # Answered ⌄ [Day | Week]

Last Quarter:

4,492 Total Calls	49.91 Avg. Calls/Day	3,564 # Inbound	928 # Outbound	5.2% % Missed (w/VM)	04:50 Avg. Handle Time

Trend — PRIMARY METRIC: ● Total Calls ⌄ SECONDARY METRIC: ● # Answered ⌄ [Day | Week]

Reflects busier times earlier in the week/earlier in the day