

Kid Connection Call and Referral Report

1/11/2007

	Number of Calls					Number of Referrals				Number of Translation Line Calls*				Number of Web Site Hits		
	All Calls	Birth to Age 8 and Prenatal	% of All Calls	Birth to Age 8 (only)	Prenatal (only)	Referrals to Kid Connection	Birth to Age 8 and Prenatal	Birth to Age 8 (only)	Prenatal (only)	Total	% of All Calls	Spanish	Other	Unique Visits	Page Hits	KCN Program Hits
2005																
Avg/ month	4,529	73		54	19											
Total Year	54,344	880		649	231											
2006																
Jan	4,931	63	1%	49	14	0	101	79	22	119	2%	118	1	4,086	8,846	
Feb	4,428	55	1%	44	11	0	124	98	26	138	3%	135	3	3,506	9,026	
March	5,653	71	1%	46	25	0	115	83	32	130	2%	130	0	4,576	11,041	
April	5,516	74	1%	53	21	0	138	91	47	99	2%	98	1	3,242	10,095	
May	6,146	85	1%	57	28	1	172	118	54	139	2%	135	4	3,828	11,070	
June	6,273	68	1%	57	11	5	140	108	32	99	2%	97	2	3,888	11,442	
July	6,327	83	1%	62	21	6	133	93	40	137	2%	136	1	6,522	13,591	
Aug	7,197	112	2%	99	13	12	221	199	22	189	3%	185	4	6,667	14,495	
Sept	7,400	94	1%	70	24	4	166	121	45	187	3%	187	0	7,262	13,285	11
Oct	7,502	118	2%	90	28	6	236	184	52	175	2%	174	1	8,132	11,285	1
Nov	7,124	111	2%	83	28	5	221	143	78	137	2%	136	1	10,352	10,832	5
Dec	6,568	117	2%	85	32	5	320	232	88					10,051	12,976	11
Total YTD	75,065	1,051	1%	795	256	44	2,087	1,549	538	1,549	2%	1,531	18	72,112	137,984	28

* Translation line figures do not include calls that were translated by 2-1-1's onsite bilingual counselor

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Type of need for December 2-1-1 calls concerning prenatal and children birth to age 8:

<u>NEED</u>	<u>COUNT</u>
Pregnancy	32
Holiday Toys	11
Subsidized Day Care	10
Counseling - Child/Youth	9
Medical Care/Treatment	7
Telephone Reassurance	6
Education / Information	5
Evaluation & Diagnosis	5
Dental Care	4
Parent	4
Prescriptions	4
Case Management	3
Child / Teen	3
Baby Items	2
Babysitting	2
Counseling - Family	2
Family Support	2
Handicapped Children	2
Health Issues	2
Investigation-Children	2
Medicaid	2
Medical Care	2
Speech/Hearing Tests	2
After/Before School	1
Child Custody	1
Counseling - Sexual Abuse/Rape	1
CURIOSITY / PRANK CALL	1
Day Care	1
Emergency Shelter	1
Head Start	1
Health Insurance	1
Home Health Services	1
Hospitalization	1
Immunizations - Youth	1
Legal Assistance/Representation	1
Medications	1
Mental Health Education/Info.	1
Parent Education	1
Prevention Services	1
Reporting Abuse Child	1
Res. Orders/Injunction	1
Residential – Child	1
Sexual Assault Invest-Children	1
Special Ed.-Dev. Disabled	1
Traveler's Aid	1
Utilities	1

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Kid Connection Client Activity from 12/1/ - 12/31/06:

Client Totals

Number of Clients Enrolled from 12/1-12/31/06:

Child	35	100%
Expectant Mother	0	0%
Admitted	10	
Discharged	2	

Total Number of New Clients:

FY 2007 thru	22
FY 2006	86
Total Program	108

Satisfaction with Services

Satisfaction with Kid Connection

1.0 avg rating

Satisfaction with Referred Service/Program

1.5 avg rating

Satisfaction Rating Codes:

1	Very satisfied
2	Somewhat satisfied
3	Not satisfied

Primary Client Demographics

* Level of Care

IR	10
LEV1	13
LEV2	10
LEV3	2
Total	35

Status

Completed	2
Active	33
Lack of Progress	0
Moved	0
Other	0
Total	35

Race

Hispanic	12
White	11
Black	2
Bi-Racial	9
Unknown	1
Total	35

Primary Language

English	29
Spanish	6
Total	35

Gender

Male	21
Female	14
Total	35

* Level of Care Codes

IR: Information and referral only - short screening

LEV1: Low level of service facilitation - full screening, 1-2 simple referrals; requires follow-up

LEV2: Moderate level of service facilitation - full screening, 2-3 complex referrals, and/or coordination with partner case manager; follow-up

LEV3: High level/Intense service facilitation - full screening, 4 or more complex referrals, requires follow-up