

Healthy Chicago Data Brief

HAN All Staff Call Down



How was the HAN used for the Staff Development Conference?

The HAN was used to contact all CDPH staff to remind them of the upcoming Staff Development Conference. Details of where to go and what time to be there were included in the message.



The Alert also requested that individuals respond to one of three options as proof that they had received the message.

In 2017, the alert was sent after hours and only to staff's home contact number.

In 2018, the alert was sent during business hours and to their Work, Cell, and Home Phone Numbers.

A second alert went out by email only.

Please listen closely this entire message and to response options at the end of the message.

This is a reminder that the 2018 Chicago Department of Public Health Staff Development Conference is scheduled for Thursday, August 9, 2018. Registration opens at 8:30am and the conference will run until 4 PM. The conference will be held at Westinghouse High School located at 32 23 West Franklin.

You may respond by doing one of the following:

- Call +18008231167 and use Notification ID 4587081928
- Select one of the responses below by clicking on the desired Response text.
- Reply to this email with the corresponding number to your response on the top line within the body of the email, e.g., 1 for indicating that you wish to use response option 1.

Option# Response:

1. [I acknowledge receipt of this message and I am a Sox Fan](#)
2. [I acknowledge receipt of this message and I am a Cubs Fan](#)
3. [I acknowledge receipt of this message and I do not prefer either team](#)

Thank you,
Chicago Health Alert Network

We went from a 12% response rate in 2017 to 44% in 2018. Please note that if we include folks who listened to the entire message but did not choose a response option, the response rate jumps up to 56%.

Of those responding, 37% responded from their work phone, 56% from their cell or home phone and 7% called the 1-800 number to respond.

	2017	2018	2018e
Number of contacts	540	510	510
Number contacted	530	457	457
Response #	67	222	159
Response % all	12%	44%	31%
Response % of those contacted	13%	49%	35%
Call Completed Message played		36	
invalid response			3
Reasonable to assume got message and heard it		258	159
		56%	35%

Challenges

There were 53 people for whom we did not have any contact information for. They were primarily (but not exclusively) new employees or those on extended leaves of absences.

How can we improve?

We can start by including a message in the Commissioner's Weekly Update urging people to:

- Update their Contact Information with Human Resources
- Add the HAN Alert number to their contacts, 1 (800) 823-11

