

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: **April 2010****



**CALL CENTER:** Northwest Oklahoma 2-1-1

**COUNTIES COVERED:**

- |            |               |            |
|------------|---------------|------------|
| ➔ Alfalfa  | ➔ Dewey       | ➔ Texas    |
| ➔ Beaver   | ➔ Ellis       | ➔ Woods    |
| ➔ Blaine   | ➔ Harper      | ➔ Woodward |
| ➔ Cimarron | ➔ Major       |            |
| ➔ Custer   | ➔ Roger Mills |            |

**CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):**

	<b>April 2010</b>	
<b>County</b>	<b>Number of Calls</b>	<b>% of Total Calls</b>
Alfalfa	2	0.84%
Beaver	0	0.00%
Blaine	5	2.10%
Cimarron	0	0.00%
Custer	10	4.20%
Dewey	1	0.42%
Ellis	1	0.42%
Harper	1	0.42%
Major	4	1.68%
Roger Mills	2	0.84%
Texas	1	0.42%
Woods	1	0.42%
Woodward	14	5.88%
Out of Call Center area	4	1.68%
Unknown County (hangups, phantom or anonymous)	192	80.67%
<b>Total</b>	<b>238</b>	<b>100.00 %</b>

**TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN**

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(Number & Percentage of Total Calls - IRis 3.0 call statistic: Type of Contact Report)

<b>Type of Call</b>	<b>Number of Type</b>	<b>% of Total Calls</b>
Advocacy	0	0.00%
Assess & Referral	31	13.03%
Crisis	0	0.00%
Listening & Support	0	0.00%
Information Only	9	3.78%
<b>Total Caller Contacts</b>	<b>40</b>	<b>16.81%</b>
Other/Administrative	198	83.19%
<b>Total</b>	<b>238</b>	<b>100.00 %</b>

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**CALL MANAGEMENT STATISTICS**

Hour	Calls	Percent
12:00AM - 12:59AM	4	1.68%
1:00AM - 1:59AM	1	0.42%
2:00AM - 2:59AM	1	0.42%
3:00AM - 3:59AM	1	0.42%
4:00AM - 4:59AM	1	0.42%
5:00AM - 5:59AM	2	0.84%
6:00AM - 6:59AM	3	1.26%
7:00AM - 7:59AM	2	0.84%
8:00AM - 8:59AM	11	4.62%
9:00AM - 9:59AM	18	7.56%
10:00AM - 10:59AM	17	7.14%
11:00AM - 11:59AM	10	4.20%
12:00PM - 12:59PM	15	6.30%
1:00PM - 1:59PM	16	6.72%
2:00PM - 2:59PM	17	7.14%
3:00PM - 3:59PM	23	9.66%
4:00PM - 4:59PM	28	11.76%
5:00PM - 5:59PM	7	2.94%
6:00PM - 6:59PM	6	2.52%
7:00PM - 7:59PM	10	4.20%
8:00PM - 8:59PM	9	3.78%
9:00PM - 9:59PM	5	2.10%
10:00PM - 10:59PM	14	5.88%
11:00PM - 11:59PM	17	7.14%
<b>Total</b>	<b>238</b>	<b>100.00 %</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): no telephone report due to computer crash**

**PERCENT OF ABANDONED CALLS (telephone system report): no telephone report due to computer crash**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): no telephone report due to computer crash**

**AVERAGE INCOMING CALL LENGTH (telephone system report) -does not include data**

APPROVED 6/01/06

**April 2010**

## **FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 100.00% OF THOSE THAT COULD BE FLAGGED.**

**I WANTED YOU TO KNOW WHY IT SEEMS LIKE OUR NUMBERS ARE SO LOW WHEN IT COMES TO FLAGGING FOLLOW-UP CALLS, SO I BROKE OUR NUMBERS DOWN SO THAT YOU COULD SEE HOW MANY CALLS WE GET THAT ARE UNABLE TO BE FLAGGED FOR FOLLOW-UP.**

### **UNABLE TO BE FLAGGED:**

**PHANTOM CALLS- 146**

**WRONG NUMBER- 9**

**OUT OF AREA- 13**

**ANONYMOUS- 7**

**MISSED CALL- 0**

**HANG UP- 26**

**TOTAL OF CALLS UNABLE TO BE FLAGGED: 201**

**ACTUAL CALLS THAT COULD BE FLAGGED FOR FOLLOW-UP- 37**

**FOLLOW-UPS DONE- 37 OR 100% OF THOSE FLAGGED FOR FOLLOW-UP**

**FOLLOW-UPS NOT DONE- 0**

**UNSUCCESSFUL FOLLOW-UPS: 6 OR 16.22% OF THOSE FLAGGED**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 51**

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 14 days**

APPROVED 6/01/06

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**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 81.08%**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 54.05%**

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT  
ACCESSING HUMAN SERVICE SYSTEM: 16.22%**

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 5.41%**

**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:**

**Number & Percentage 0**

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:**

**Number & Percentage 0**

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:**

**Number & Percentage 0**

**TDD/TTY/7-1-1 LINE:**

**Number & Percentage 0**

**OTHER REPORTING**

**TOP 10 NEEDS FOR THIS MONTH:**

<b>Top 10 Needs</b>		<b>Percentage of Total Needs</b>
<b>Information</b>	<b>5</b>	<b>7.81%</b>
<b>Financial Assistance and Support</b>	<b>21</b>	
<b>Utility Electric- 9</b>		
<b>Utility Gas- 1</b>		
		<b>32.81%</b>
<b>Health/Medical</b>	<b>7</b>	<b>10.94%</b>
<b>Housing</b>	<b>6</b>	<b>9.38%</b>
<b>Transportation</b>	<b>4</b>	<b>6.25%</b>
<b>Directory</b>	<b>7</b>	<b>10.94%</b>
<b>Food</b>	<b>4</b>	<b>6.25%</b>
<b>Other (1 or 2 calls each)</b>	<b>10</b>	<b>15.63%</b>
<b>Total Needs</b>	<b>64</b>	<b>100.00 %</b>