

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: **January 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):

	January 2010	
County	Number of Calls	% of Total Calls
Alfalfa	1	0.70%
Beaver	1	0.70%
Blaine	8	5.59%
Cimarron	0	0.00%
Custer	16	11.19%
Dewey	2	1.40%
Ellis	4	2.80%
Harper	3	2.10%
Major	5	3.50%
Roger Mills	1	0.70%
Texas	8	5.59%
Woods	1	0.70%
Woodward	29	20.28%
Out of Call Center area	6	4.20%
Unknown County (hang ups or phantom calls)	58	40.56%
Total	143	100.00 %

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)

Type of Call	Number of Type	% of Total Calls
Advocacy	9	6.29%
Assess & Referral	37	25.87%
Crisis	1	0.70%
Listening & Support	0	0.00%
Information Only	42	29.37%
Total Caller Contacts	89	62.24%
Other	54	37.76%
Total	143	100.00 %

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CALL MANAGEMENT STATISTICS

Hour	Calls	Percent
12:00AM - 12:59AM	0	0.00%
1:00AM - 1:59AM	1	0.70%
2:00AM - 2:59AM	0	0.00%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	0	0.00%
7:00AM - 7:59AM	3	2.10%
8:00AM - 8:59AM	7	4.90%
9:00AM - 9:59AM	14	9.79%
10:00AM - 10:59AM	23	16.08%
11:00AM - 11:59AM	16	11.19%
12:00PM - 12:59PM	19	13.29%
1:00PM - 1:59PM	18	12.59%
2:00PM - 2:59PM	14	9.79%
3:00PM - 3:59PM	8	5.59%
4:00PM - 4:59PM	7	4.90%
5:00PM - 5:59PM	4	2.80%
6:00PM - 6:59PM	2	1.40%
7:00PM - 7:59PM	3	2.10%
8:00PM - 8:59PM	2	1.40%
9:00PM - 9:59PM	1	0.70%
10:00PM - 10:59PM	1	0.70%
11:00PM - 11:59PM	0	0.00%
Total	143	100.00 %

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

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

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- 19 OR 13.29%

WRONG NUMBER- 14 OR 9.79%

OUT OF AREA- 18 OR 12.59%

ANONYMOUS- 23 OR 16.08%

MISSED CALL- 1 OR 0.70%

HANG UP- 17 OR 11.89%

TOTAL OF CALLS UNABLE TO BE FLAGGED: 92 OR 64.34%

ACTUAL CALLS THAT COULD BE FLAGGED FOR FOLLOW-UP- 51 OR 35.66%

FOLLOW-UPS DONE- 27 OR 18.88% (OR 52.94% OF CALLS THAT WERE FLAGGED)

FOLLOW-UPS NOT DONE- 24 OR 16.78% (OR 47.06% OF CALLS THAT WERE FLAGGED)

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 30

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 27 OR 18.88% OF TOTAL CALLS, OR 52.94% OF CALLS ABLE TO BE FLAGGED.

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

I hope this makes sense. I know we were still a few calls off of meeting the required 64% per month. I have been working out the kinks since no one has been used to flagging the calls or doing follow-ups. Many of the calls that were not done were flagged but not assigned to anyone so they didn't show up on the screen when doing the other follow-up calls. I didn't catch these mistakes until I was doing this report and going back through every call individually. I'll try to meet the required 64% next month since hopefully now everyone knows the right way to flag the calls and assign them to me to do the follow-ups.

APPROVED 6/01/06

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RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 25 OF THE 27 FOLLOW-UPS DONE OR 92.59%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 19 OF 27 OR 70.37%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 3 OF 27 OR 11.11%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 5 OF 27 OR 18.52%

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 3RD PARTY INTERPRETER:

Number & Percentage 0

TDD/TTY/7-1-1 LINE:

Number & Percentage 0

OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

Top 10 Needs	Percentage of Total Needs
Information 22	18.64%
Financial Assistance and Support 23	
Utility Electric- 4	
Utility Gas- 3	
	19.49%
Health/Medical 11	9.32%
Housing 9	7.63%
Food 4	3.39%
Directory 16	13.56%
Substance Abuse 5	4.24%
Government/Taxes 6	5.08%
Other (1 or 2 calls each) 22	18.64%
Total Needs 118	100.00 %