

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: **July 2009****



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):

County	July 2009	
	Number of Calls	% of Total Calls
Alfalfa	3	4.7
Beaver		
Blaine	4	6.3
Cimarron	1	1.6
Custer	7	10.9
Dewey		
Ellis	1	1.6
Harper	1	1.6
Major	3	4.7
Roger Mills	2	3.1
Texas	6	9.4
Woods	2	3.1
Woodward	27	42.2
Out of Call Center area	7	10.9
Total	64	100.1%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN
TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN
(Number & Percentage of Total Calls - IRIS 3.0 call statistic: Type of Contact Report)

Type of Call	Number of Type	% of Total Calls
Referral	43	44.3
Agency		
Case Mgmt		
Counseling		
Crisis/Emergency		
Follow up	1	1.0
Follow-up/Refer		
Hang up/Prank	24	24.8
I&R	4	4.1
Information Only	23	23.7
Staff	2	2.1
Total	97	100%

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CALL MANAGEMENT STATISTICS

Hour	Calls	Percent
12:00AM - 12:59AM		
1:00AM - 1:59AM		
2:00AM - 2:59AM		
3:00AM - 3:59AM		
4:00AM - 4:59AM		
5:00AM - 5:59AM		
6:00AM - 6:59AM		
7:00AM - 7:59AM	4	5.1
8:00AM - 8:59AM	5	6.3
9:00AM - 9:59AM	4	5.1
10:00AM - 10:59AM	13	16.5
11:00AM - 11:59AM	5	6.3
12:00PM - 12:59PM	9	11.4
1:00PM - 1:59PM	9	11.4
2:00PM - 2:59PM	11	13.9
3:00PM - 3:59PM	7	8.9
4:00PM - 4:59PM	5	6.3
5:00PM - 5:59PM	2	2.5
6:00PM - 6:59PM		
7:00PM - 7:59PM	1	1.3
8:00PM - 8:59PM	1	1.3
9:00PM - 9:59PM		
10:00PM - 10:59PM	1	1.3
11:00PM - 11:59PM	2	2.5
Total	43	100.1%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 3.6 Sec

PERCENT OF ABANDONED CALLS (telephone system report): 0.00%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00 Seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data 2 min. 1 sec.

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: .03

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 1

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 1

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

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RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: NA

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: NA

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: NA

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: NA

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	Number of Needs	Percentage of Total Needs
Information	25	26.9
Financial Assistance and Support	12	
Utility-Electric	5	
Utility-Other	2	
Rent	4	
Other	1	
	24	25.9
Housing	12	12.9
Health/Medical	11	11.8
Food	3	3.2
Directory	3	3.2
Other (1 or 2 calls each)	15	16.1
Total Needs	93	100%

APPROVED 6/01/06

**TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each:
Government, Non-Profit, Faith-Based)**

Agency	Referrals	%	Agency Type
Opportunities, Inc	10	10.4	Non-Profit
DHS Related Programs	17	17.8	State
Churches	13	13.5	Faith-Based
Ministerial Alliance	4	4.1	Faith-Based
Other Hotlines	10	10.4	Varied
Charity Care	7	7.3	Non-profit
Free Medical Clinics	3	3.1	Non-Profit
Mental Health Clinics	11	11.5	Non-Profit
Emergency Assistance (including food and energy)	10	10.4	Non-Profit
Other Agency/Program Referrals	11	11.5	Varied
Total Agency/Programs Referred	96	100%	