

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: July 2008**



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	Number of Calls	% of Total Calls
Alfalfa	1	.024
Beaver	0	.000
Blaine	1	.024
Cimarron	1	.024
Custer	7	.017
Dewey	0	.000
Ellis	1	.024
Harper	1	.024
Major	0	.000
Roger Mills	0	.000
Texas	0	.000
Woods	1	.024
Woodward	17	.415
Out of Call Center area	11	.268
Total	41	100%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN (Number & 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
Advocacy	0	.00
Agency	1	.02
Crisis/Emergency	1	.02
Hang up/Prank	0	.00
Information and Referral	40	.85
Problem Solving	0	.00
Seasonal/Special Project	0	.00
Information Only	5	.11
Staff	0	.00
Total	47	100%

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CALL MANAGEMENT STATISTICS

Hour	Calls	Percent
12:00AM - 12:59AM	0	.00
1:00AM - 1:59AM	0	.00
2:00AM - 2:59AM	3	.022
3:00AM - 3:59AM	0	.00
4:00AM - 4:59AM	0	.00
5:00AM - 5:59AM	0	.00
6:00AM - 6:59AM	0	.00
7:00AM - 7:59AM	6	.045
8:00AM - 8:59AM	8	.059
9:00AM - 9:59AM	22	.163
10:00AM - 10:59AM	12	.089
11:00AM - 11:59AM	9	.067
12:00PM - 12:59PM	7	.052
1:00PM - 1:59PM	9	.067
2:00PM - 2:59PM	20	.148
3:00PM - 3:59PM	13	.096
4:00PM - 4:59PM	10	.074
5:00PM - 5:59PM	2	.015
6:00PM - 6:59PM	1	.007
7:00PM - 7:59PM	3	.022
8:00PM - 8:59PM	3	.022
9:00PM - 9:59PM	0	.00
10:00PM - 10:59PM	3	.022
11:00PM - 11:59PM	4	.030
Total	135	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 9.09 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 59%

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 entry time): 2 min. 45 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: .049

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 0

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

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: Only listed 6 specifically because the rest of the needs were one each.

Top Needs	Number of Needs	Percentage of Total Needs
Health/Medical	12	.26
Fin. Assistance and Support	10	.22
Clothing	2	.04
Food	6	.13
Housing	4	.09
Transportation	3	.06
Total Needs	47	

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

Agency	Referrals	%	Agency Type
DHS Related Programs	1	.04	Government
Opportunities and Utilities Other	4	.17	Non-Profit
Church related	4	.17	Non-Profit
Other (only one referral each)	14	.61	Varied
Other Agency/Program Referrals			
Total Agency/Programs Referred	23	100%	

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SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

Something is not matching. We will work to match phone system number and IRis numbers. When we update IRis to the taxonomy standards, we will also update and refine the referral category info.

ADDITIONAL ITEMS OF NOTE:

Please e-mail Monthly Reports to Carrie.DeWeese@okdhs.org, no later than the 15th of the following month. Thank you!