

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: **June 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	June 2009	
	Number of Calls	% of Total Calls
Alfalfa		
Beaver	1	1.7
Blaine	3	5.2
Cimarron	1	1.7
Custer	11	19.0
Dewey	1	1.7
Ellis	1	1.7
Harper		
Major	2	3.5
Roger Mills	2	3.5
Texas	5	8.6
Woods	2	3.5
Woodward	26	44.9
Out of Call Center area	3	5.2
Total	58	100.2%

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	29	33.0
Agency		
Case Mgmt		
Counseling		
Crisis/Emergency		
Follow up		
Follow-up/Refer		
Hang up/Prank	27	30.7
I&R	13	14.8
Information Only	19	21.6
Staff		
Total	88	100.1%

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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	2	4.7
8:00AM - 8:59AM	2	4.7
9:00AM - 9:59AM	4	9.3
10:00AM - 10:59AM	6	14.0
11:00AM - 11:59AM	8	18.6
12:00PM - 12:59PM	6	14.0
1:00PM - 1:59PM	5	11.6
2:00PM - 2:59PM	5	11.6
3:00PM - 3:59PM	2	4.7
4:00PM - 4:59PM	2	4.7
5:00PM - 5:59PM		
6:00PM - 6:59PM		
7:00PM - 7:59PM	1	2.3
8:00PM - 8:59PM		
9:00PM - 9:59PM		
10:00PM - 10:59PM		
11:00PM - 11:59PM		
Total	43	100.2%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 3.1 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. 52 sec.

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: .03

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

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: 0

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
Financial Assistance and Support	18	
Utility-Electric	11	
Utility-Other	3	
Rent	10	
Other	4	
	46	39.0
Information	15	12.7
Food	11	9.3
Housing	9	7.6
Household furniture	9	7.6
Health/Medical	5	4.2
Clothing	4	3.4
Transportation	3	2.6
Legal	3	2.6
Other	13	11.0
Total Needs	118	100%

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

Agency	Referrals	%	Agency Type
Opportunities, Inc	9	9.9	Non-Profit
DHS Related Programs	14	15.4	State
Churches	10	10.1	Faith-Based
Ministerial Alliance	9	9.9	Faith-Based
Other Hotlines	5	5.5	Varied
Charity Care	8	8.8	Non-profit
Free Medical Clinics	4	4.4	Non-Profit
Mental Health Clinics	5	5.5	Non-Profit
Emergency Assistance (including food and energy)	6	6.6	Non-Profit
Other Agency/Program Referrals	21	23.1	Varied
Total Agency/Programs Referred	91	99.2%	