

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



CALL CENTER: Northwest Oklahoma 2-1-1

COUNTIES COVERED:

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

*****Note: Information from phone system lost from 5/21/08 to 06/12/08. Reason is yet to be determined.**

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

County	Number of Calls	% of Total Calls
Alfalfa	2	.012
Beaver	3	.018
Blaine	7	.041
Cimarron	1	.006
Custer	22	.129
Dewey	1	.006
Ellis	2	.012
Harper	5	.030
Major	0	.000
Roger Mills	0	.000
Texas	9	.053
Woods	2	.012
Woodward	48	.281
Out of Call Center area	69	.404
Total	171	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	0	.00
Crisis/Emergency	1	.27
Hang up/Prank	0	.00
Information and Referral	31	..82
Problem Solving	0	.00
Seasonal/Special Project	0	.00
Information Only	6	.16
Staff	0	.00
Total	38	100%

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CALL MANAGEMENT STATISTICS

Hour	Calls	Percent
12:00AM - 12:59AM	4	.033
1:00AM - 1:59AM	0	.00
2:00AM - 2:59AM	0	.00
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	2	.016
8:00AM - 8:59AM	2	.016
9:00AM - 9:59AM	21	.170
10:00AM - 10:59AM	19	.155
11:00AM - 11:59AM	10	.081
12:00PM - 12:59PM	14	.114
1:00PM - 1:59PM	13	.106
2:00PM - 2:59PM	9	.073
3:00PM - 3:59PM	9	.073
4:00PM - 4:59PM	14	.114
5:00PM - 5:59PM	3	.024
6:00PM - 6:59PM	1	.008
7:00PM - 7:59PM	1	.008
8:00PM - 8:59PM	1	.008
9:00PM - 9:59PM	0	.00
10:00PM - 10:59PM	0	.00
11:00PM - 11:59PM	0	.00
Total	123	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 13.9 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 43%

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. 7 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
Transportation	11	.29
Health/Medical	5	.14
Legal	2	.06
Handicap	2	.06
Information	2	.06
Food	2	.06
Total Needs	38	

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

Agency	Referrals	%	Agency Type
DHS Related Programs	4	.20	Government
Opportunities and Utilities Other	3	.15	Non-Profit
Transportation	2	.10	Non-Profit
Appliances and Expenses	2	.10	Non-Profit

APPROVED 6/01/06

Other (only one referral each)	9	.45	Varied
Other Agency/Program Referrals			
Total Agency/Programs Referred	20	100%	

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!