

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

	March 2010	
County	Number of Calls	% of Total Calls
Alfalfa	2	0.90%
Beaver	2	0.90%
Blaine	1	0.45%
Cimarron	0	0.00%
Custer	11	4.98%
Dewey	1	0.45%
Ellis	0	0.00%
Harper	0	0.00%
Major	4	1.81%
Roger Mills	1	0.45%
Texas	4	1.81%
Woods	1	0.45%
Woodward	16	7.24%
Out of Call Center area	21	9.50%
Unknown County (hangups, phantom or anonymous)	157	71.04%
Total	221	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	0	0.00%
Assess & Referral	37	16.74%
Crisis	0	0.00%
Listening & Support	0	0.00%
Information Only	10	4.52%
Total Caller Contacts	47	
Other/Administrative	174	78.73%
Total	221	100.00 %

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CALL MANAGEMENT STATISTICS

Hour	Calls	Percent
12:00AM - 12:59AM	1	0.45%
1:00AM - 1:59AM	1	0.45%
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	1	0.45%
6:00AM - 6:59AM	0	0.00%
7:00AM - 7:59AM	0	0.00%
8:00AM - 8:59AM	9	4.07%
9:00AM - 9:59AM	12	5.43%
10:00AM - 10:59AM	15	6.79%
11:00AM - 11:59AM	11	4.98%
12:00PM - 12:59PM	19	8.60%
1:00PM - 1:59PM	16	7.24%
2:00PM - 2:59PM	28	12.67%
3:00PM - 3:59PM	21	9.50%
4:00PM - 4:59PM	22	9.95%
5:00PM - 5:59PM	8	3.62%
6:00PM - 6:59PM	16	7.24%
7:00PM - 7:59PM	3	1.36%
8:00PM - 8:59PM	11	4.98%
9:00PM - 9:59PM	9	4.07%
10:00PM - 10:59PM	6	2.71%
11:00PM - 11:59PM	12	5.43%
Total	221	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

APPROVED 6/01/06

March 2010

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: 100.00% OF THOSE THAT COULD BE FLAGGED.

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- 127

WRONG NUMBER- 13

OUT OF AREA- 21

ANONYMOUS- 13

MISSED CALL- 0

HANG UP- 11

TOTAL OF CALLS UNABLE TO BE FLAGGED: 185

ACTUAL CALLS THAT COULD BE FLAGGED FOR FOLLOW-UP- 36

FOLLOW-UPS DONE- 30 OR 83.33% OF THOSE THAT COULD BE DONE

FOLLOW-UPS NOT DONE- 0

UNSUCCESSFUL FOLLOW-UPS: 6 OR 16.67% OF THOSE THAT COULD BE DONE

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 46

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

APPROVED 6/01/06

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RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES: 27 OR 75%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 21 OR 58.33%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM: 2 OR 5.56%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 5 OR 13.89%

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	10	14.49%
Financial Assistance and Support	23	
Utility Electric- 7		
Utility Gas- 4		33.33%
Health/Medical	6	8.70%
Housing	9	13.04%
Transportation	5	7.25%
Directory	7	10.14%
Substance Abuse	3	4.35%
Other (1 or 2 calls each)	6	8.70%
Total Needs	69	100.00 %