

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: **May 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	1	.04
Beaver	2	.08
Blaine	0	.00
Cimarron	0	.00
Custer	6	.23
Dewey	0	.00
Ellis	0	.00
Harper	0	.00
Major	0	.00
Roger Mills	0	.00
Texas	3	.12
Woods	1	.04
Woodward	8	.30
Out of Call Center area	6	.23
Total	27	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	0	.00
Hang up/Prank	0	.00
Information and Referral	28	.90
Problem Solving	0	.00
Seasonal/Special Project	0	.00
Information Only	3	.10
Staff	0	.00
Total	31	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	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	1	.03
8:00AM - 8:59AM	0	.00
9:00AM - 9:59AM	2	.05
10:00AM - 10:59AM	6	.13
11:00AM - 11:59AM	3	.07
12:00PM - 12:59PM	4	.09
1:00PM - 1:59PM	10	.22
2:00PM - 2:59PM	5	.11
3:00PM - 3:59PM	5	.11
4:00PM - 4:59PM	4	.09
5:00PM - 5:59PM	0	.00
6:00PM - 6:59PM	0	.00
7:00PM - 7:59PM	3	.07
8:00PM - 8:59PM	2	.05
9:00PM - 9:59PM	1	.03
10:00PM - 10:59PM	1	.03
11:00PM - 11:59PM	0	.00
Total	47	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): .12 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 26%

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): 3 min. 10 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: Made 3 attempts each to contact follow-ups – results unsuccessful

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	1	
Utility-Electric	3	
Utility-Gas	0	
Other	4	
	8	.43
Health/Medical	1	.06
Emergency Services	0	.00
Food	2	.11
Information	1	.06
Substance Abuse	1	.06
Abuse/Neglect	0	.00
Housing	3	.16
Transportation	0	.00
Other	3	.16
Total Needs	19	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	2	.10	Non-Profit
DHS Related Programs	3	.15	State
Other (only one referral each)	15	.75	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.

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!