

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

	May 2010	
County	Number of Calls	% of Total Calls
Alfalfa	5	3.76%
Beaver	0	0.00%
Blaine	4	3.01%
Cimarron	0	0.00%
Custer	7	5.26%
Dewey	1	0.75%
Ellis	0	0.00%
Harper	0	0.00%
Major	6	4.51%
Roger Mills	2	1.50%
Texas	2	1.50%
Woods	2	1.50%
Woodward	20	15.04%
Out of Call Center area	9	6.77%
Unknown County (hangups, phantom or anonymous)	75	56.39%
Total	133	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	20	15.04%
Crisis	0	0.00%
Listening & Support	0	0.00%
Information Only	14	10.53%
Total Caller Contacts	34	25.57%
Other/Administrative	99	74.43%
Total	133	100.00 %

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CALL MANAGEMENT STATISTICS

Hour	Calls	Percent
12:00AM - 12:59AM	2	1.50%
1:00AM - 1:59AM	0	0.00%
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	0.75%
6:00AM - 6:59AM	0	0.00%
7:00AM - 7:59AM	1	0.75%
8:00AM - 8:59AM	7	5.26%
9:00AM - 9:59AM	7	5.26%
10:00AM - 10:59AM	9	6.77%
11:00AM - 11:59AM	8	6.02%
12:00PM - 12:59PM	17	12.78%
1:00PM - 1:59PM	18	13.53%
2:00PM - 2:59PM	11	8.27%
3:00PM - 3:59PM	15	11.28%
4:00PM - 4:59PM	7	5.26%
5:00PM - 5:59PM	5	3.76%
6:00PM - 6:59PM	8	6.02%
7:00PM - 7:59PM	1	0.75%
8:00PM - 8:59PM	4	3.01%
9:00PM - 9:59PM	4	3.01%
10:00PM - 10:59PM	4	3.01%
11:00PM - 11:59PM	4	3.01%
Total	133	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

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- 40

WRONG NUMBER- 12

OUT OF AREA- 15

ANONYMOUS- 15

MISSED CALL- 2

HANG UP- 17

TOTAL OF CALLS UNABLE TO BE FLAGGED: 101

ACTUAL CALLS THAT COULD BE FLAGGED FOR FOLLOW-UP- 32

FOLLOW-UPS DONE- 32

FOLLOW-UPS NOT DONE- 0

UNSUCCESSFUL FOLLOW-UPS: 4

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 48

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: 84.38%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES: 50%

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT
ACCESSING HUMAN SERVICE SYSTEM: 15.63%**

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES: 3.13%

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	16.67%
Financial Assistance and Support 15	
Utility Electric- 7	
Utility Gas- 1	25.00%
Health/Medical 8	13.33%
Housing 4	6.67%
Clothing 3	5.00%
Directory 13	21.67%
Food 2	3.33%
Other (1 or 2 calls each) 5	8.33%
Total Needs 60	100.00 %