

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

	September 2009	
County	Number of Calls	% of Total Calls
Alfalfa	1	1.79
Beaver	0	0.00
Blaine	1	1.79
Cimarron	0	0.00
Custer	6	10.71
Dewey	3	5.36
Ellis	3	5.36
Harper	0	0.00
Major	1	1.79
Roger Mills	0	0.00
Texas	4	7.14
Woods	1	1.79
Woodward	32	57.14
Out of Call Center area	4	7.14
Total	56	100.0%

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	46	64.79
Crisis	1	1.41
Listening & Support	1	1.41
Information Only	23	32.39
Total Caller Contacts	71	
Other	0	
Total	71	100.0%

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CALL MANAGEMENT STATISTICS

Hour	Calls	Percent
12:00AM - 12:59AM		
1:00AM - 1:59AM	1	1.11
2:00AM - 2:59AM		
3:00AM - 3:59AM		
4:00AM - 4:59AM		
5:00AM - 5:59AM		
6:00AM - 6:59AM		
7:00AM - 7:59AM		
8:00AM - 8:59AM	4	4.44
9:00AM - 9:59AM	9	10.00
10:00AM - 10:59AM	11	12.22
11:00AM - 11:59AM	9	10.00
12:00PM - 12:59PM	6	6.67
1:00PM - 1:59PM	13	14.44
2:00PM - 2:59PM	7	7.78
3:00PM - 3:59PM	2	2.22
4:00PM - 4:59PM	13	14.44
5:00PM - 5:59PM	5	5.56
6:00PM - 6:59PM	4	4.44
7:00PM - 7:59PM	2	2.22
8:00PM - 8:59PM	2	2.22
9:00PM - 9:59PM	1	1.11
10:00PM - 10:59PM	1	1.11
11:00PM - 11:59PM		
Total	90	100%

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: 0

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

APPROVED 6/01/06

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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
Information	8	11.27
Financial Assistance and Support		
Utility-Electric 15		
Utility-Gas 3		
Rent/Electric 5		
	23	32.39
Health/Medical	5	7.04
Housing	13	18.31
Food	0	0.00
Directory	11	15.49
Legal	0	0.00
Other (1 or 2 calls each)	11	15.49
Total Needs	71	100.00 %

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	16	14.95	Non-Profit
DHS Related Programs	14	13.08	Government
Churches	19	17.76	Faith-Based
Ministerial Alliance	9	8.41	Faith-Based
Other Hotlines	0	0.00	Varied
Charity Care	8	7.48	Non-profit
Free Medical Clinics	3	2.80	Non-Profit
Mental Health Clinics	8	7.48	Non-Profit
Emergency Assistance (including food and energy)	5	4.67	Non-Profit
Other Agency/Program Referrals	25	23.36	Varied
Total Agency/Programs Referred	107	100%	