

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



**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):**

County	Number of Calls	% of Total Calls
Alfalfa	0	.000
Beaver	0	.000
Blaine	1	.030
Cimarron	0	.000
Custer	4	.121
Dewey	0	.000
Ellis	1	.030
Harper	1	.030
Major	0	.000
Roger Mills	0	.000
Texas	2	.060
Woods	1	.030
Woodward	12	.364
Out of Call Center area	11	.334
<b>Total</b>	<b>33</b>	<b>100%</b>

**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	59	1.00
Problem Solving	0	.00
Seasonal/Special Project	0	.00
Information Only	0	.00
Staff	0	.00
<b>Total</b>	<b>59</b>	<b>100%</b>

APPROVED 6/01/06

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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	0	.00
8:00AM - 8:59AM	1	.03
9:00AM - 9:59AM	4	.10
10:00AM - 10:59AM	3	.08
11:00AM - 11:59AM	3	.08
12:00PM - 12:59PM	3	.08
1:00PM - 1:59PM	5	.13
2:00PM - 2:59PM	7	.17
3:00PM - 3:59PM	8	.20
4:00PM - 4:59PM	2	.05
5:00PM - 5:59PM	0	.00
6:00PM - 6:59PM	1	.03
7:00PM - 7:59PM	1	.03
8:00PM - 8:59PM	1	.03
9:00PM - 9:59PM	2	.05
10:00PM - 10:59PM	0	.00
11:00PM - 11:59PM	0	.00
Total	41	100%

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 2.08 seconds**

**PERCENT OF ABANDONED CALLS (telephone system report): 2%**

**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. 16 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 3<sup>RD</sup> PARTY INTERPRETER:**

**Number & Percentage 0**

**TDD/TTY/7-1-1 LINE:**

**Number & Percentage 0**

**OTHER REPORTING**

**TOP NEEDS FOR THIS MONTH:**

Top 10 Needs	Number of Needs	Percentage of Total Needs
Day Care/Child Care	2	.04
Financial Assistance and Support	7	
Rent, Fin Aid	1	
Utility-Electric	4	.25
Health/Medical	5	
Dental	1	
Medical Care/Treatment	3	
Medical Services	3	
Medical/Health Information	1	.27
Information	5	.10
Housing	4	.08
Substance Abuse	2	
Alcohol Abuse/Addiction	2	
Drug Abuse/Addiction	2	.13
Other	6	.13
<b>Total Needs</b>	<b>48</b>	<b>100%</b>

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

Agency	Referrals	%	Agency Type
DHS Related Programs	1	.03	Government
State or Federal Emergency Mgmt	2	.05	Government
Chemical Dependence	15	.39	Non-Profit
Opportunities Inc	4	.11	Non-Profit
Clothing Thrift Stores	2	.05	Non-Profit
Utility Related	4	.11	Varied
Other	10	.26	Varied
Other Agency/Program Referrals			
<b>Total Agency/Programs Referred</b>	<b>38</b>	<b>100%</b>	

**SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:**

Not all calls are shown on the ACD system because some calls come through the Western Plains office lines and not the designated 211 lines.