

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: *October 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	3	5.55
Beaver	0	0.00
Blaine	8	14.81
Cimarron	1	1.85
Custer	8	14.81
Dewey	1	1.85
Ellis	4	7.41
Harper	2	3.70
Major	2	3.70
Roger Mills	1	1.85
Texas	2	3.70
Woods	0	0.00
Woodward	20	37.04
Out of Call Center area	2	3.70
Total	54	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	39	37.14
Assess & Referral	11	10.48
Crisis	8	7.62
Listening & Support	0	0.00
Information Only	47	44.76
Total Caller Contacts	105	
Other	0	
Total	105	100.0%

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CALL MANAGEMENT STATISTICS

Hour	Calls	Percent
12:00AM - 12:59AM		
1:00AM - 1:59AM		
2:00AM - 2:59AM		
3:00AM - 3:59AM		
4:00AM - 4:59AM		
5:00AM - 5:59AM		
6:00AM - 6:59AM	2	2.00
7:00AM - 7:59AM	1	1.00
8:00AM - 8:59AM	10	10.00
9:00AM - 9:59AM	7	7.00
10:00AM - 10:59AM	8	8.00
11:00AM - 11:59AM	5	5.00
12:00PM - 12:59PM	11	11.00
1:00PM - 1:59PM	13	13.00
2:00PM - 2:59PM	14	14.00
3:00PM - 3:59PM	8	8.00
4:00PM - 4:59PM	4	4.00
5:00PM - 5:59PM	3	3.00
6:00PM - 6:59PM	3	3.00
7:00PM - 7:59PM	4	4.00
8:00PM - 8:59PM	4	4.00
9:00PM - 9:59PM	3	3.00
10:00PM - 10:59PM		
11:00PM - 11:59PM		
Total	100	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	42	40.00
Financial Assistance and Support		
Utility-Electric 8		
Utility-Gas 1		
Rent/Electric 4		
	31	29.52
Health/Medical	8	7.62
Housing	6	5.71
Food	5	4.76
Directory	5	4.76
Legal	3	2.86
Other (1 or 2 calls each)	5	4.76
Total Needs	105	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	10	9.09	Non-Profit
DHS Related Programs	19	17.27	Government
Churches	16	14.55	Faith-Based
Ministerial Alliance	5	4.55	Faith-Based
Other Hotlines	3	2.73	Varied
Charity Care	19	17.27	Non-profit
Free Medical Clinics	8	7.27	Non-Profit
Mental Health Clinics	4	3.64	Non-Profit
Emergency Assistance (including food and energy)	6	5.45	Non-Profit
Other Agency/Program Referrals	20	18.18	Varied
Total Agency/Programs Referred	110	100%	