

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

County	August 2009	
	Number of Calls	% of Total Calls
Alfalfa	1	1.92
Beaver	0	
Blaine	3	5.77
Cimarron	3	5.77
Custer	12	23.08
Dewey	1	1.92
Ellis	1	1.92
Harper	1	1.92
Major	2	3.85
Roger Mills	0	
Texas	2	3.85
Woods	0	
Woodward	18	34.62
Out of Call Center area	8	15.38
Total	52	100.0%

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN
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	41	37.96
Assess & Referral	11	10.18
Crisis	1	0.92
Listening & Support	1	0.92
Information Only	21	19.44
Total Caller Contacts	75	69.45%
Other	33	30.55
Total	108	100.0%

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: **September 2009**
Northwest Oklahoma 2-1-1**

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	1	0.89
7:00AM - 7:59AM	5	4.46
8:00AM - 8:59AM	3	2.68
9:00AM - 9:59AM	5	4.46
10:00AM - 10:59AM	9	8.04
11:00AM - 11:59AM	12	10.71
12:00PM - 12:59PM	5	4.46
1:00PM - 1:59PM	13	11.61
2:00PM - 2:59PM	10	8.93
3:00PM - 3:59PM	12	10.71
4:00PM - 4:59PM	4	3.57
5:00PM - 5:59PM	8	7.14
6:00PM - 6:59PM	3	2.68
7:00PM - 7:59PM	7	6.25
8:00PM - 8:59PM	10	8.93
9:00PM - 9:59PM	5	4.46
10:00PM - 10:59PM		
11:00PM - 11:59PM		
Total	112	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

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: **September 2009**
Northwest Oklahoma 2-1-1**

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	52	49.52
Financial Assistance and Support 14		
Utility-Electric 7		
Utility-Gas 2		
Utility Other 3		
	26	24.76
Directory	4	3.81
Housing	5	4.76
Employment	3	2.86
Health/Medical	3	2.86
Food	3	2.86
Other (1 or 2 calls each)	9	8.57
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	7	17.07	Non-Profit
DHS Related Programs	3	7.32	Government
Churches	5	12.20	Faith-Based
Ministerial Alliance	3	7.32	Faith-Based
Other Hotlines	2	4.88	Varied
Charity Care	8	19.51	Non-profit
Free Medical Clinics	4	9.76	Non-Profit
Mental Health Clinics	2	4.88	Non-Profit
Emergency Assistance (including food and energy)	2	4.88	Non-Profit
Other Agency/Program Referrals	5	12.20	Varied
Total Agency/Programs Referred	41	100%	