

**MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: September 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	2	.041
Beaver	1	.020
Blaine	3	.061
Cimarron	0	.000
Custer	7	.143
Dewey	0	.000
Ellis	0	.000
Harper	1	.020
Major	0	.000
Roger Mills	0	.000
Texas	2	.041
Woods	1	.020
Woodward	22	.449
Out of Call Center area	10	.204
Total	49	100%

**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	63	.97
Problem Solving	0	.00
Seasonal/Special Project	0	.00
Information Only	2	.03
Staff	0	.00
Total	65	100%

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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	2	.04
9:00AM - 9:59AM	5	.10
10:00AM - 10:59AM	8	.16
11:00AM - 11:59AM	5	.10
12:00PM - 12:59PM	9	.18
1:00PM - 1:59PM	6	.12
2:00PM - 2:59PM	5	.10
3:00PM - 3:59PM	4	.08
4:00PM - 4:59PM	4	.08
5:00PM - 5:59PM	1	.02
6:00PM - 6:59PM	0	.00
7:00PM - 7:59PM	1	.02
8:00PM - 8:59PM	0	.00
9:00PM - 9:59PM	0	.00
10:00PM - 10:59PM	0	.00
11:00PM - 11:59PM	0	.00
Total	50	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 4.75 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. 31 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 3RD PARTY INTERPRETER:

Number & Percentage 0

TDD/TTY/7-1-1 LINE:

Number & Percentage 0

OTHER REPORTING

**TOP 10 NEEDS FOR THIS MONTH: Only listed 6 specifically because the rest of the
needs were one each.**

Top 10 Needs	Number of Needs	Percentage of Total Needs
Financial Assistance and Support	8	
Charity	1	
Emerg. Fin. Aid	1	
Optional State Supplement	1	
Rent, Fin Aid	1	
Utility-Electric	4	
Utility-Gas	1	
Other	2	
	19	.27
Health/Medical	12	.17
Information	9	.13
Funding Agencies	5	.07
Housing	5	.07
Legal	3	.04
Substance Abuse	2	.03
Translations	2	.03
Donations	2	.03
Other	12	.17
Total Needs	71	100%

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

Agency	Referrals	%	Agency Type
DHS Related Programs	6	.14	Government
Basic Financial Assistance (i.e. cash asst.)	6	.14	Varied
Utility Assistance	5	.12	Varied
Dental Resources for Seniors	4	.09	Varied
Opportunities Inc.	4	.09	Non-profit
Other	18	.42	Varied
Other Agency/Program Referrals			
Total Agency/Programs Referred	43	100%	

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.

ADDITIONAL ITEMS OF NOTE:

Please e-mail Monthly Reports to Carrie.DeWeese@okdhs.org, no later than the 15th of the following month. Thank you!