

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: **January 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	Number of Calls	% of Total Calls
Alfalfa	2	.020
Beaver	3	.029
Blaine	1	.010
Cimarron	2	.020
Custer	5	.049
Dewey	2	.020
Ellis	2	.020
Harper	1	.010
Major	4	.039
Roger Mills	3	.029
Texas	4	.039
Woods	4	.039
Woodward	70	.680
Out of Call Center area	0	.000
<b>Total</b>	<b>103</b>	<b>100%</b>

**Note: For the first time we have at least one call from each county AND no calls from out of call center area.**

**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 – Case mgmt	4	2.51
Crisis/Emergency	0	.00
Crystal Darkness	14	8.80
Hang up/Prank	21	13.20
Information and Referral	113	71.06
Problem Solving	0	.00
Seasonal/Special Project	0	.00
Information Only	5	3.14
Staff/Test	2	1.25
<b>Total</b>	<b>159</b>	<b>100%</b>

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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	1	.01
4:00AM - 4:59AM	0	.00
5:00AM - 5:59AM	0	.00
6:00AM - 6:59AM	1	.01
7:00AM - 7:59AM	0	.00
8:00AM - 8:59AM	8	.09
9:00AM - 9:59AM	8	.09
10:00AM - 10:59AM	9	.10
11:00AM - 11:59AM	5	.06
12:00PM - 12:59PM	9	.10
1:00PM - 1:59PM	6	.07
2:00PM - 2:59PM	13	.14
3:00PM - 3:59PM	4	.04
4:00PM - 4:59PM	6	.07
5:00PM - 5:59PM	3	.03
6:00PM - 6:59PM	8	.09
7:00PM - 7:59PM	4	.04
8:00PM - 8:59PM	1	.01
9:00PM - 9:59PM	1	.01
10:00PM - 10:59PM	1	.01
11:00PM - 11:59PM	1	.01
<b>Total</b>	<b>90</b>	<b>98%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 9.67 seconds**

**PERCENT OF ABANDONED CALLS (telephone system report): 0%**

**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. 35 seconds**

**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: .00**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP: 0**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP: NA**

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT: 7 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 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
Financial Assistance and Support	15	
Emergency Fin Aid	1	
Fin. Asst. – Medical Care	2	
Rent, Electric	2	
Tax Preparation	1	
Utility-Electric	6	
Utility-Gas	4	
Utility-Phone	1	
Utility-Water	2	
	34	.26
Crystal Darkness	14	
Law Enforcement	1	
Prevention	5	
Treatment	7	
	27	.20
Information	23	.17
Substance Abuse	13	.10
Housing	9	.07
Other	26	.20
<b>Total Needs</b>	<b>132</b>	<b>100%</b>

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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	.06	Government
Other City, County, State, Federal	2	.02	Government
Chemical Dependency	20	.19	Varied – Non-P/Faith B
Opportunities Inc	10	.10	Non-Profit
Mental Health Related	7	.07	Varied
Hotlines	13	.12	Govt or non-profit
Utility Related	13	.12	Varied
Other	34	.32	Varied
Other Agency/Program Referrals			
<b>Total Agency/Programs Referred</b>	<b>105</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.