

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: June 2008**

**CALL CENTER:** 211 Southwest Oklahoma, Lawton

**COUNTIES COVERED:** Beckham Caddo Comanche  
 Cotton Greer Harmon  
 Jackson Kiowa Tillman  
 Washita

**CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):**

County	Number of Calls	% of Total Calls
Beckham	20	1.82%
Caddo	21	1.92%
Comanche	371	33.79%
Cotton	4	.36%
Greer	6	.55%
Harmon	3	.27%
Jackson	464	42.26%
Kiowa	20	1.82%
Tillman	4	.36%
Washita	7	.64%
*Other	178	16.21%
<b>Total</b>	<b>1098</b>	<b>100%</b>

(\*Canadian, Custer, McClain, Oklahoma, Pontotoc, Stephens, Tulsa, & Unknown)

**TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN (Number & Percentage of Total Calls - IRIS 3.0 call statistic: Type of Contact Report)**

**TOTAL CALLS**

Type of Call	# Of Type	% of Total Calls
<b>INFORMATION CALLS</b> (requests specific information: address, telephone, etc.)	423	38.52%
<b>REFERRAL CALLS</b> (assessment of caller needs and a referral given)	344	31.33%
<b>CRISIS CALLS</b> (crisis intervention to link caller with immediate emergency or mental health assistance)	6	.55%
<b>ADVOCACY CALLS</b> (contacts to link callers requiring special help)	26	2.37%
<b>PROBLEM SOLVING CALLS</b> (emotional distress or mental confusion)	12	1.09%
<b>OTHER CALLS</b> (Storm Shelter Registrations plus)	287	%
<b>TOTAL</b>	<b>1098</b>	<b>100%</b>

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**STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):**

**Number & Percentage**          None

**SEASONAL OR SPECIAL PROJECT CALLS:**

**Number & Percentage**          None

**CALL MANAGEMENT STATISTICS**

**CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report):**

<b>Hour of Calls</b>	<b>Number of Calls</b>	<b>% of Total Calls</b>
<b>12:00AM – 12:59AM</b>	<b>8</b>	<b>.73%</b>
<b>1:00AM – 1:59AM</b>	<b>5</b>	<b>.46%</b>
<b>2:00AM –2:59AM</b>	<b>13</b>	<b>1.18%</b>
<b>3:00 AM –3:59AM</b>	<b>7</b>	<b>.64%</b>
<b>4:00 AM – 4:59AM</b>	<b>6</b>	<b>.55%</b>
<b>5:00 AM – 5:59AM</b>	<b>5</b>	<b>.46%</b>
<b>6:00 AM – 6:59AM</b>	<b>7</b>	<b>.64%</b>
<b>7:00 AM – 7:59AM</b>	<b>19</b>	<b>1.73%</b>
<b>8:00 AM – 8:59AM</b>	<b>58</b>	<b>5.28%</b>
<b>9:00 AM – 9:59AM</b>	<b>76</b>	<b>6.92%</b>
<b>10:00 AM – 10:59AM</b>	<b>131</b>	<b>11.93%</b>
<b>11:00 AM – 11:59AM</b>	<b>150</b>	<b>13.66%</b>
<b>12:00 PM – 12:59 PM</b>	<b>91</b>	<b>8.29%</b>
<b>1:00 PM – 1:59 PM</b>	<b>92</b>	<b>8.38%</b>
<b>2:00 PM – 2:59 PM</b>	<b>90</b>	<b>8.20%</b>
<b>3:00 PM – 3:59 PM</b>	<b>79</b>	<b>7.19%</b>
<b>4:00 PM – 4:59 PM</b>	<b>58</b>	<b>5.28%</b>
<b>5:00 PM – 5:59 PM</b>	<b>52</b>	<b>4.74%</b>
<b>6:00 PM – 6:59 PM</b>	<b>67</b>	<b>6.10%</b>
<b>7:00 PM – 7:59 PM</b>	<b>22</b>	<b>2.00%</b>
<b>8:00 PM – 8:59 PM</b>	<b>18</b>	<b>1.64%</b>
<b>9:00 PM – 9:59 PM</b>	<b>23</b>	<b>2.09%</b>
<b>10:00 PM – 10:59 PM</b>	<b>11</b>	<b>1.00%</b>
<b>11:00 PM – 11: 59PM</b>	<b>10</b>	<b>.91%</b>
<b>Total</b>	<b>1098</b>	<b>100%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): .31 seconds**

**PERCENT OF ABANDONED CALLS (telephone system report): 5.9 %**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 39 seconds**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):**  
2 Minutes 49 seconds

**FOLLOW-UP CALLS REPORT**

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

**CALLS FLAGGED                    8.84% OF TOTAL CALLS**

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

**97 CALLS MADE**

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

**80 CALLS COMPLETED                    7.29%**

**AVERAGE LENGTH OF TIME BETWEEN ORIGINAL CALL & FOLLOW-UP CONTACT:**

**7 Days**

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:**

- 80 callers satisfied with the 211 process, the call specialists and the referrals.
- 0 callers were not satisfied (there were no services available in the area)
- 0 caller had no comment about process, call specialists, or the referral
- 17 were not able to contact: Left messages on answer machine, but they did not call back;

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

80 = 100%

**PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM:**

NONE                    0%

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:**

NONE                    0%

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**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:**

Number & Percentage      None

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:**

Number & Percentage      None

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:**

Number & Percentage      None

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

Number & Percentage      None

**OTHER REPORTING**

**TOP 10 NEEDS FOR THIS MONTH:**

- |                          |                                      |
|--------------------------|--------------------------------------|
| 1. Financial Asst - Rent | 6. Shelter, Homeless                 |
| 2. Disaster Assistance   | 7. Counseling, Anger Management      |
| 3. Emergency Food        | 8. Free/Reduced Medical              |
| 4. Shelter, Disaster     | 9. Prescription Assistance           |
| 5. Transportation local  | 10. Financial Assistance - Utilities |

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

<b>Agency</b>	<b>Type</b>	<b>Need</b>
Might CDRC	Non-Profit/Faith Based	Varied
Operation Care - Altus	Non-Profit/Faith Based	Varied
Food Bank - Altus	Non-Profit/Faith Based	Food
Lawton Food Bank	Non-Profit	Food
St Vincent de Paul	Non-Profit/Faith Based	Varied
Hearts That Care Free Health Clinic	Non-Profit	Medical
Catholic Charities	Non-Profit/Faith Based	Varied
C Carter Crane	Non-Profit	Homelessness
Salvation Army	Non-Profit/Faith Based	Varied
American Red Cross	Non-Profit	Varied

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

Jackson County's disaster increased our call volume tremendously. We also took a few calls from Kiowa County for Storm Shelter Registration.

**ADDITIONAL ITEMS OF NOTE:**

Please e-mail Monthly Reports to [Carrie.Wiggs@okdhs.org](mailto:Carrie.Wiggs@okdhs.org), no later than the 15<sup>th</sup> of the following month. Thank you!