

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

**FOR THE MONTH/YEAR: May 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	7	1.12%
Caddo	14	2.24%
Comanche	409	65.33%
Cotton	9	1.44%
Greer	6	0.96%
Harmon	20	3.19%
Jackson	37	5.91%
Kiowa	21	3.35%
Tillman	18	2.88%
Washita	10	1.60%
*Other	75	11.98%
<b>Total</b>	<b>626</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.)	274	43.77%
<b>REFERRAL CALLS</b> (assessment of caller needs and a referral given)	287	45.85%
<b>CRISIS CALLS</b> (crisis intervention to link caller with immediate emergency or mental health assistance)	13	2.08%
<b>ADVOCACY CALLS</b> (contacts to link callers requiring special help)	10	1.60%
<b>PROBLEM SOLVING CALLS</b> (emotional distress or mental confusion)	15	2.39%
<b>OTHER CALLS</b> (Storm Shelter Registrations plus)	27	4.31%
<b>TOTAL</b>	<b>626</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>2</b>	<b>0.32%</b>
<b>1:00AM – 1:59AM</b>	<b>0</b>	<b>0%</b>
<b>2:00AM – 2:59AM</b>	<b>0</b>	<b>0%</b>
<b>3:00 AM – 3:59AM</b>	<b>1</b>	<b>0.16%</b>
<b>4:00 AM – 4:59AM</b>	<b>0</b>	<b>0%</b>
<b>5:00 AM – 5:59AM</b>	<b>1</b>	<b>0.16%</b>
<b>6:00 AM – 6:59AM</b>	<b>0</b>	<b>0%</b>
<b>7:00 AM – 7:59AM</b>	<b>6</b>	<b>0.96%</b>
<b>8:00 AM – 8:59AM</b>	<b>37</b>	<b>5.91%</b>
<b>9:00 AM – 9:59AM</b>	<b>76</b>	<b>12.14%</b>
<b>10:00 AM – 10:59AM</b>	<b>88</b>	<b>14.06%</b>
<b>11:00 AM – 11:59AM</b>	<b>76</b>	<b>12.14%</b>
<b>12:00 PM – 12:59 PM</b>	<b>71</b>	<b>11.34%</b>
<b>1:00 PM – 1:59 PM</b>	<b>67</b>	<b>10.70%</b>
<b>2:00 PM – 2:59 PM</b>	<b>67</b>	<b>10.70%</b>
<b>3:00 PM – 3:59 PM</b>	<b>62</b>	<b>9.90%</b>
<b>4:00 PM – 4:59 PM</b>	<b>44</b>	<b>7.03%</b>
<b>5:00 PM – 5:59 PM</b>	<b>6</b>	<b>0.96%</b>
<b>6:00 PM – 6:59 PM</b>	<b>7</b>	<b>1.12%</b>
<b>7:00 PM – 7:59 PM</b>	<b>3</b>	<b>0.48%</b>
<b>8:00 PM – 8:59 PM</b>	<b>4</b>	<b>0.64%</b>
<b>9:00 PM – 9:59 PM</b>	<b>3</b>	<b>0.48%</b>
<b>10:00 PM – 10:59 PM</b>	<b>1</b>	<b>0.16%</b>
<b>11:00 PM – 11: 59PM</b>	<b>4</b>	<b>0.64%</b>
<b>Total</b>	<b>626</b>	<b>100%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):** .30 seconds

**PERCENT OF ABANDONED CALLS (telephone system report):** 7.7 %

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):** 42 seconds

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):**  
2 Minutes 46 seconds

**FOLLOW-UP CALLS REPORT**

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

**CALLS FLAGGED                    9.43% OF TOTAL CALLS**

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

**59 CALLS MADE**

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

**59 CALLS COMPLETED                    100%**

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

**5 Days**

**RESULTS OF FOLLOW-UP INQUIRIES**

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

- 59 callers satisfied with the 211 process, the call specialists and the referrals. (6 of these callers were called back to give more information by Coordinator)
- 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
- 0 were not able to contact: Left messages on answer machine, did not call back;

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

59 = 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 - Utilities | 6. Shelter – Domestic Violence    |
| 2. Emergency Food             | 7. Phone #'s not in the data base |
| 3. \$'s for car gas           | 8. Free Medical                   |
| 4. Shelter Homeless           | 9. Prescription Assistance        |
| 5. Transportation local       | 10. Storm Shelter Reporting       |

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

<b>Agency</b>	<b>Type</b>	<b>Need</b>
Salvation Army	Non-Profit/Faith Based	Varied
Lawton Food Book	Non-Profit	Emergency Food
St Vincent de Paul's Society	Non-Profit/Faith Based	Financial Assistance
C Carter Crane	Non-Profit	Shelter
Hearts That Care Free Medical Clinic	Non-Profit/Medical	Free Medical Assistance
New Direction Battered Women Shelter	Non-Profit	Shelter & Counseling
Taliaferro Mental Health Center	For Profit	Counseling
MIGHT Community Resource Ctr	Non-Profit/Faith Based	Counseling & Financial
Catholic Charities	Non-Profit/Faith Based	Emergency Assistance
Lawton Community Health Center	Non-Profit	Medical Assistance

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

None

**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!