

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

**FOR THE MONTH/YEAR: November 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	8	1.07%
Caddo	12	1.61%
Comanche	554	74.16%
Cotton	7	.94%
Greer	1	.13%
Harmon	1	.13%
Jackson	15	2.01%
Kiowa	8	1.07%
Tillman	6	.81%
Washita	3	.40%
*Other	132	17.67%
<b>Total</b>	<b>747</b>	<b>100%</b>

(\*Carter, Grady, Jefferson, Oklahoma, Stephens & 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 (requests specific information: address, telephone, etc.)</b>	<b>300</b>	<b>40.16%</b>
<b>REFERRAL CALLS (assessment of caller needs and a referral given)</b>	<b>358</b>	<b>47.93%</b>
<b>CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)</b>	<b>16</b>	<b>2.14%</b>
<b>ADVOCACY CALLS (contacts to link callers requiring special help)</b>	<b>1</b>	<b>.13%</b>
<b>PROBLEM SOLVING CALLS (emotional distress or mental confusion)</b>	<b>2</b>	<b>.27%</b>
<b>OTHER CALLS</b>	<b>70</b>	<b>9.37%</b>
<b>TOTAL</b>	<b>747</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>3</b>	<b>.40%</b>
<b>1:00AM – 1:59AM</b>	<b>1</b>	<b>.13%</b>
<b>2:00AM – 2:59AM</b>	<b>0</b>	<b>0%</b>
<b>3:00 AM – 3:59AM</b>	<b>0</b>	<b>0%</b>
<b>4:00 AM – 4:59AM</b>	<b>0</b>	<b>0%</b>
<b>5:00 AM – 5:59AM</b>	<b>2</b>	<b>.27%</b>
<b>6:00 AM – 6:59AM</b>	<b>1</b>	<b>.13%</b>
<b>7:00 AM – 7:59AM</b>	<b>7</b>	<b>.94%</b>
<b>8:00 AM – 8:59AM</b>	<b>52</b>	<b>6.96%</b>
<b>9:00 AM – 9:59AM</b>	<b>100</b>	<b>13.39%</b>
<b>10:00 AM – 10:59AM</b>	<b>123</b>	<b>16.47%</b>
<b>11:00 AM – 11:59AM</b>	<b>93</b>	<b>12.45%</b>
<b>12:00 PM – 12:59 PM</b>	<b>91</b>	<b>12.18%</b>
<b>1:00 PM – 1:59 PM</b>	<b>74</b>	<b>9.91%</b>
<b>2:00 PM – 2:59 PM</b>	<b>75</b>	<b>10.04%</b>
<b>3:00 PM – 3:59 PM</b>	<b>55</b>	<b>7.36%</b>
<b>4:00 PM – 4:59 PM</b>	<b>44</b>	<b>5.89%</b>
<b>5:00 PM – 5:59 PM</b>	<b>10</b>	<b>1.34%</b>
<b>6:00 PM – 6:59 PM</b>	<b>6</b>	<b>.80%</b>
<b>7:00 PM – 7:59 PM</b>	<b>2</b>	<b>.27%</b>
<b>8:00 PM – 8:59 PM</b>	<b>3</b>	<b>.40%</b>
<b>9:00 PM – 9:59 PM</b>	<b>0</b>	<b>0%</b>
<b>10:00 PM – 10:59 PM</b>	<b>2</b>	<b>.27%</b>
<b>11:00 PM – 11: 59PM</b>	<b>3</b>	<b>.40%</b>
<b>Total</b>	<b>747</b>	<b>100%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):** .28 seconds

**PERCENT OF ABANDONED CALLS (telephone system report):** 5.6 %

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):** .51 Minute

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):**  
3 minutes 18 seconds

**FOLLOW-UP CALLS REPORT**

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

**59 CALLS FLAGGED                      7.9% 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:**

8 Days

**RESULTS OF FOLLOW-UP INQUIRIES**

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

- 50 callers satisfied with the 211 process, the call specialists and the referrals.
- 2 callers were not satisfied (did not want to accept the answers the call specialist gave them.
- 2 callers had no comment about process, call specialists, or the referral
- 5 callers were not able to contact: Left messages on answer machine, but they did not call back;

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

50 = 84.75%

**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 Assistance - Rent     | 6. Clothes                                  |
| 2. Financial Assistance - Electric | 7. Transportation out of town               |
| 3. Emergency Food                  | 8. Prescription Assistance                  |
| 4. Emergency Shelter               | 9. Financial Assistance - Water             |
| 5. Free/Reduced Medical            | 10. Financial Assistance – Funeral Expenses |

**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 Homeless	Non-Profit/Faith Based	Varied
Salvation Army Emergency Funding	Non-Profit/Faith Based	Varied
C Carter Crane Homeless	Non-Profit	Shelter
Lawton Food Bank	Non-Profit	Food
St Vincent de Paul Eastside	Non-Profit/Faith Based	Varied
Hearts That Care Free Health Clinic	Non-Profit	Medical
MIGHT CDRC	Non-Profit/Faith Based	Varied
Catholic Charities	Non-Profit/Faith Based	Homelessness
Lawton Community Health Ctr	Non-Profit	Medical
Bethlehem Bread of Life	Non-Profit/Faith Based	Food & Clothing

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

NA

**ADDITIONAL ITEMS OF NOTE:**

**Please e-mail Monthly Reports no later than the 15<sup>th</sup> of the following month. Thank you!**