

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: April 2007

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	2.24%
Caddo	3	.84%
Comanche	313	87.93%
Cotton	1	.28%
Greer	0	0%
Harmon	0	0%
Jackson	1	.28%
Kiowa	1	.28%
Tillman	3	.84%
Washita	2	.57%
Other (Grady plus)	24	6.74%
Total	356	100%

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
INFORMATION CALLS (requests specific information: address, telephone, etc.)	117	30.25%
REFERRAL CALLS (assessment of caller needs and a referral given)	186	47.93%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	19	4.89%
ADVOCACY CALLS (contacts to link callers requiring special help)	0	0%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	64	16.49%
OTHER CALLS (Specify)(calls from other counties)	1	.25%
TOTAL	388	99.81%

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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):

Hour of Calls	Number of Calls	% of Total Calls
12:00AM – 12:59AM	0	
1:00AM – 1:59AM	0	
2:00AM – 2:59AM	0	
3:00 AM – 3:59AM	0	
4:00 AM – 4:59AM	0	
5:00 AM – 5:59AM	0	
6:00 AM – 6:59AM	0	
7:00 AM – 7:59AM	25	
*8:00 AM – 8:59AM	43	
9:00 AM – 9:59AM	39	
10:00 AM – 10:59AM	54	
11:00 AM – 11:59AM	50	
12:00 PM – 12:59 PM	41	
1:00 PM – 1:59 PM	47	
2:00 PM – 2:59 PM	38	
3:00 PM – 3:59 PM	27	
4:00 PM – 4:59 PM	21	
5:00 PM – 5:59 PM	2	
6:00 PM – 6:59 PM	0	
7:00 PM – 7:59 PM	1	
8:00 PM – 8:59 PM	0	
9:00 PM – 9:59 PM	0	
10:00 PM – 10:59 PM	0	
11:00 PM – 11: 59PM	0	
Total 2007	388	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 29seconds

PERCENT OF ABANDONED CALLS (telephone system report): 9.1%

*Include calls from 11 PM – 7 AM

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

1.16 Minutes

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):

2:34 Minutes

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

30 CALLS FLAGGED 8.42 % OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

30 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

30 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:

30 satisfied callers 100%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

30 = 100%

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

NONE 0%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

27 accessed service and was happy with results 100%
3 accessed service and was not happy with results BUT WAS HAPPY WITH THE 211 PROCESS

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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 3RD PARTY INTERPRETER:

Number & Percentage None

TDD/TTY/7-1-1 LINE:

Number & Percentage None

OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH: March 2007

- | | |
|--|---------------------------------------|
| 1. Financial Assistance Utilities | 6. Phone #'s not carried in Data base |
| 2. Financial Assistance Transportation | 7. Medical Assistance - Dental |
| 3. Shelter - Homeless | 8. Emergency Food |
| 4. Shelter - Low Income | 9. Household Items |
| 5. Shelter – Domestic Violence | 10. Counseling – Mental |

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

Agency	Type	Need
Catholic Charities	Non-Profit/Faith Based	Varied
Salvation Army	Non-Profit	Emergency Shelter/Utility Asst
C Cater Crane Shelter	Non-Profit	Temporary Shelter/Food
St Vincent de Paul Society	Non-Profit	Financial Asst Plus
Calvary Baptist Church Free Clinic	Non-Profit	Medical – dental only
Dept of Human Services	Non-Profit	Food/Financial Assistance
Hearts That Care Free Medical Clinic	Non-Profit	Free Medical Assistance
Lawton Food Bank	Non-Profit	Food
Church of Christ Service Center	Non-Profit	Household Items/clothes
Taliaferro Mental Health Center	For Profit	Counseling

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

*Because of our current system limitations, the night time calls are reported the next business day. This information was entered into IRIS between 8:00 AM and 9:00AM.

ADDITIONAL ITEMS OF NOTE:

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