

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

**FOR THE MONTH/YEAR: March 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	5	.86%
Caddo	7	1.20%
Comanche	482	83.11%
Cotton	9	1.55%
Greer	5	.87%
Harmon	10	1.72%
Jackson	5	.87%
Kiowa	8	1.38%
Tillman	8	1.38%
Washita	2	.34%
Other (Stephens plus)	39	6.72%
<b>Total</b>	<b>580</b>	<b>100%</b>

**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.)	<b>239</b>	<b>41.20%</b>
<b>REFERRAL CALLS</b> (assessment of caller needs and a referral given)	<b>290</b>	<b>50.00%</b>
<b>CRISIS CALLS</b> (crisis intervention to link caller with immediate emergency or mental health assistance)	<b>17</b>	<b>2.94%</b>
<b>ADVOCACY CALLS</b> (contacts to link callers requiring special help)	<b>10</b>	<b>1.73%</b>
<b>PROBLEM SOLVING CALLS</b> (emotional distress or mental confusion)	<b>13</b>	<b>2.24%</b>
<b>OTHER CALLS (Specify)</b> (calls from other states)	<b>11</b>	<b>1.89%</b>
<b>TOTAL</b>	<b>580</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):**

Hour of Calls	Number of Calls	% of Total Calls
12:00AM – 12:59AM	1*	.17%
1:00AM – 1:59AM	1*	.17%
2:00AM – 2:59AM	2*	.35%
3:00 AM – 3:59AM	2*	.35%
4:00 AM – 4:59AM	0*	0%
5:00 AM – 5:59AM	2*	.35%
6:00 AM – 6:59AM	2*	.35%
7:00 AM – 7:59AM	7*	1.20%
8:00 AM – 8:59AM	87	15.00%
9:00 AM – 9:59AM	89	15.34%
10:00 AM – 10:59AM	71	12.24%
11:00 AM – 11:59AM	63	10.86%
12:00 PM – 12:59 PM	48	8.28%
1:00 PM – 1:59 PM	53	9.13%
2:00 PM – 2:59 PM	35	6.03%
3:00 PM – 3:59 PM	27	4.66%
4:00 PM – 4:59 PM	33	5.69%
5:00 PM – 5:59 PM	5*	.87%
6:00 PM – 6:59 PM	14*	2.41%
7:00 PM – 7:59 PM	10*	1.73%
8:00 PM – 8:59 PM	13*	2.24%
9:00 PM – 9:59 PM	7*	1.20%
10:00 PM – 10:59 PM	3*	.51%
11:00 PM – 11:59PM	5*	.87%
<b>Total February 2007</b>	<b>580</b>	<b>100%</b>

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

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

None – Phantom Calls

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

None

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

2:87 Minutes

**FOLLOW-UP CALLS REPORT**

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

63 CALLS FLAGGED                      11 % OF TOTAL CALLS (10.86%)

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

63 CALLS MADE

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

63 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:**

60 satisfied callers      95%

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

60 accessed service and was happy with results      95%                      1 phone disconnect      1%  
2 accessed service and was not happy with results      4%

**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: March 2007**

- |   |  |
|---|--|
| 1. Financial Assistance for the Elderly | 6. Financial Assistant – Utilities     |
| 2. Emergency Housing                    | 7. Request for Information             |
| 3. Out of Town Travel Asst              | 8. Financial assistance - Prescription |
| 4. Financial Assistance – Medical       | 9. Free Furniture & clothing           |
| 5. Health/Gambling/Drug & Alcohol       | 10. Counseling – Mental                |

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

<b>Agency</b>	<b>Type</b>	<b>Need</b>
Area Agency on Aging	Non-Profit/Government	Varied
C Carter Crane Homeless Shelter	Non-Profit	Emergency Shelter
Church of Christ Service Center	Faith Based	Furniture, Clothes, & other asst
Great Plains Improvement Foundation	Non-Profit	Prescription Assist
Hearts That Care Free Clinic	Non-Profit	Medical
Lawton Food Bank	Non-Profit	Food
Lawton Housing Authority	Non-Profit	Low Income Shelter
Legal Aide	Non-Profit	Landlord/Child/Divorce
Salvation Army	Non-Profit	Varied (Food, Shelter, Financial)
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. Since the time of the call is recorded by the volunteer call specialist, I have manually adjusted this report to reflect the actual time of the calls. The information is entered into IRIS between 9:00 and 9:30 AM.

**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!