

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

**FOR THE MONTH/YEAR: May 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            | 6               | 1.10%            |
| Caddo              | 13              | 2.50%            |
| Comanche           | 482             | 89%              |
| Cotton             | 9               | 1.65%            |
| Greer              | 1               | .20%             |
| Harmon             | 0               | 0%               |
| Jackson            | 3               | .60%             |
| Kiowa              | 3               | .60%             |
| Tillman            | 4               | .75%             |
| Washita            | 3               | .60%             |
| Other (Grady plus) | 13              | 2.50%            |
| <b>Total</b>       | <b>545</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.)                            | 130        | 23.85%           |
| <b>REFERRAL CALLS</b> (assessment of caller needs and a referral given)                                       | 251        | 46.05%           |
| <b>CRISIS CALLS</b> (crisis intervention to link caller with immediate emergency or mental health assistance) | 0          | 0                |
| <b>ADVOCACY CALLS</b> (contacts to link callers requiring special help)                                       | 7          | 1.30%            |
| <b>PROBLEM SOLVING CALLS</b> (emotional distress or mental confusion)   | 2          | .36              |
| <b>OTHER CALLS (Specify)(calls from other counties)</b>   | *155       | 28.44%           |
| <b>TOTAL</b>  | <b>545</b> | <b>100%</b>      |

\*Included here are calls for damage assessment for Comanche county.

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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> |
|----------------------|------------------------|-------------------------|
| 12:00AM – 12:59AM    | 0                      | 0%                      |
| 1:00AM – 1:59AM      | 0                      | 0%                      |
| 2:00AM – 2:59AM      | 0                      | 0%                      |
| 3:00 AM – 3:59AM     | 0                      | 0%                      |
| 4:00 AM – 4:59AM     | 0                      | 0%                      |
| 5:00 AM – 5:59AM     | 0                      | 0%                      |
| 6:00 AM – 6:59AM     | 5                      | 0.95%                   |
| 7:00 AM – 7:59AM     | 22                     | 4.10%                   |
| *8:00 AM – 8:59AM    | 56                     | 10.42%                  |
| 9:00 AM – 9:59AM     | 68                     | 12.66%                  |
| 10:00 AM – 10:59AM   | 61                     | 11.35%                  |
| 11:00 AM – 11:59AM   | 42                     | 7.82%                   |
| 12:00 PM – 12:59 PM  | 71                     | 13.22%                  |
| 1:00 PM – 1:59 PM    | 59                     | 11.00%                  |
| 2:00 PM – 2:59 PM    | 58                     | 10.80%                  |
| 3:00 PM – 3:59 PM    | 53                     | 9.87%                   |
| 4:00 PM – 4:59 PM    | 41                     | 7.63%                   |
| 5:00 PM – 5:59 PM    | 1                      | 0.18%                   |
| 6:00 PM – 6:59 PM    | 0                      | 0%                      |
| 7:00 PM – 7:59 PM    | 0                      | 0%                      |
| 8:00 PM – 8:59 PM    | 0                      | 0%                      |
| 9:00 PM – 9:59 PM    | 0                      | 0%                      |
| 10:00 PM – 10:59 PM  | 0                      | 0%                      |
| 11:00 PM – 11: 59PM  | 0                      | 0%                      |
| <b>Total</b>         | <b>537</b>             | <b>100%</b>             |

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): .40 seconds**

**PERCENT OF ABANDONED CALLS (telephone system report): 4%**

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

1:35

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

2:22 Minutes

**FOLLOW-UP CALLS REPORT**

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

57 CALLS FLAGGED                      10.61 % OF TOTAL CALLS

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

57 CALLS MADE

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

57 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:**

50 satisfied callers      90%

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

57 = 100%

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

NONE                      0%

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

7 = 10% (Received good service from 2-1-1, but not from the places they were referred to and wanted us to state that fact)

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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 Utilities | 6. Phone #'s not carried in Data base |
| 2. Disaster/Assessment            | 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)**

| <b>Agency</b>                        | <b>Type</b>            | <b>Need</b>                    |
|--------------------------------------|------------------------|--------------------------------|
| Catholic Charities                   | Non-Profit/Faith Based | Varied                         |
| Salvation Army                       | Non-Profit/Faith Based | Emergency Shelter/Utility Asst |
| C Cater Crane Shelter                | Non-Profit             | Temporary Shelter/Food         |
| Emergency Manager                    | Government             | Emergency Assistance           |
| American Red Cross                   | Non-Profit             | Emergency Assistance           |
| Dept of Human Services               | Non-Profit/Government  | Food/Financial Assistance      |
| Hearts That Care Free Medical Clinic | Non-Profit/Medical     | Free Medical Assistance        |
| Lawton Food Bank                     | Non-Profit             | Food                           |
| Church of Christ Service Center      | Non-Profit/Faith Based | 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. Calls received between 5 PM – 8 AM were entered into IRIS between 8:00 AM and 10:00AM.

**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!