

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: January 2009

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	54	5.60%
Caddo	52	5.38%
Comanche	523	54.00%
Cotton	10	1.04%
Greer	19	1.97%
Harmon	31	3.20%
Jackson	45	4.65%
Kiowa	30	3.10%
Tillman	18	1.87%
Washita	14	1.45%
*Other	173	17.87%
Total	969	100%

(* Cleveland, Custer, Garvin, Grady, Oklahoma, Roger Mills, Stephen, 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
INFORMATION CALLS (requests specific information: address, telephone, etc.)	319	32.92%
REFERRAL CALLS (assessment of caller needs and a referral given)	396	40.87%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	51	5.27%
ADVOCACY CALLS (contacts to link callers requiring special help)	69	7.12%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	37	3.82%
OTHER CALLS	97	10.01%
TOTAL	969	100%

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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	2	.207%
1:00AM – 1:59AM	1	.104%
2:00AM –2:59AM	2	.207%
3:00 AM –3:59AM	1	.104%
4:00 AM – 4:59AM	3	.310%
5:00 AM – 5:59AM	1	.104%
6:00 AM – 6:59AM	5	.516%
7:00 AM – 7:59AM	3	.310%
8:00 AM – 8:59AM	59	6.089%
9:00 AM – 9:59AM	86	8.876%
10:00 AM – 10:59AM	73	7.534%
11:00 AM – 11:59AM	103	10.630%
12:00 PM – 12:59 PM	79	8.153%
1:00 PM – 1:59 PM	66	6.812%
2:00 PM – 2:59 PM	80	8.256%
3:00 PM – 3:59 PM	67	6.915%
4:00 PM – 4:59 PM	54	5.573%
5:00 PM – 5:59 PM	29	2.993%
6:00 PM – 6:59 PM	28	2.890%
7:00 PM – 7:59 PM	64	6.605%
8:00 PM – 8:59 PM	56	5.780%
9:00 PM – 9:59 PM	48	4.954%
10:00 PM – 10:59 PM	36	3.716%
11:00 PM – 11: 59PM	23	2.374%
Total	969	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report) :32 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 6.5 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 1:03 Minute

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
3 minutes 26 seconds**

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

71 CALLS FLAGGED 7.33% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

63 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

63 CALLS COMPLETED 88.74%

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

10 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

57 callers satisfied with the 211 process, the call specialists and the referrals.

2 callers had no comment about process, call specialists, or the referral

4 callers were not able to contact: Left messages on answer machine, but they did not call back;

0 Phone disconnected

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

59= 93.65%

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

NONE 0%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

NONE 0%

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

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TDD/TTY/7-1-1 LINE:

Number & Percentage None

OTHER REPORTING:

TOP 10 NEEDS

Need	# of Needs	% of Total
Financial Assistance, Electric	208	15.20%
Food	97	7.09%
Shelter, Homeless & Low Income	89	6.51%
Medical, Free	95	6.94%
Substance Abuse Prevention & Treatment	175	12.79%
Financial Assistance Gas	121	8.84%
Rental Assistance	233	17.02%
Counseling	91	6.65%
VITA Tax Information	123	8.99%
Information	137	10.01%
Total Needs	1369	100%

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

Agency	# Of calls	%	Type
Salvation Army	116	19.47%	Non-Profit/Faith Based
St Vincent de Paul Eastside	124	20.81%	Non-Profit/Faith Based
C Carter Crane Homeless	56	9.40%	Non-Profit
Lawton Food Bank	61	10.24%	Non-Profit
MIGHT CDRC	30	5.04%	Non-Profit/Faith Based
Hearts That Care Free Health Clinic	42	7.05%	Non-Profit
Roadback, Inc	94	15.78%	Non-Profit
Lawton Housing Authority	33	5.54%	Non-Profit
Taliaferro	40	6.72%	For-Profit
Total Referrals	596	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

The Crystal Darkness Campaign airing 3 times in this area.

ADDITIONAL ITEMS OF NOTE:

Please e-mail Monthly Reports no later than the 15th of the following month. Thank you!