

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: March/2010

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	18	1.96%
Caddo	29	3.16%
Comanche	600	65.43%
Cotton	4	.44%
Greer	3	.33%
Harmon	7	.76%
Jackson	24	2.62%
Kiowa	8	.87%
Tillman	9	.98%
Washita	9	.98%
*Other	206	22.47%
Total	917	100%

(* Other OK Counties & Out-of-state)

TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN (Number & Percentage of Total Calls - IRIS 3.0 call statistic: Type of Contact Report)

Type of Call Contact and Definition	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	6	.65%
Assessment and Referral (Includes assessment of caller need and referral)	454	49.51%
Crisis (Mental health or life threatening intervention and connection to emergency services)	10	1.09%
Listening and Support(Listening, support or redirection of callers with emotional distress or complex issues)	9	.98%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	328	35.77%
Total Caller Contacts	807	88%
Other/Administrative (Includes, hang-ups, prank calls, staff calls or other administrative calls)	110	12%
Total Calls	917	100%

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.

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	0%
1:00AM – 1:59AM	1	.11%
2:00AM – 2:59AM	3	.33%
3:00 AM – 3:59AM	1	.11%
4:00 AM – 4:59AM	2	.22%
5:00 AM – 5:59AM	1	.11%
6:00 AM – 6:59AM	3	.33%
7:00 AM – 7:59AM	3	.33%
8:00 AM – 8:59AM	73	7.96%
9:00 AM – 9:59AM	105	11.45%
10:00 AM – 10:59AM	127	13.85%
11:00 AM – 11:59AM	89	9.70%
12:00 PM – 12:59 PM	110	11.99%
1:00 PM – 1:59 PM	128	13.96%
2:00 PM – 2:59 PM	93	10.14%
3:00 PM – 3:59 PM	80	8.72%
4:00 PM – 4:59 PM	61	6.65%
5:00 PM – 5:59 PM	19	2.07%
6:00 PM – 6:59 PM	4	.44%
7:00 PM – 7:59 PM	3	.33%
8:00 PM – 8:59 PM	7	.76%
9:00 PM – 9:59 PM	3	.33%
10:00 PM – 10:59 PM	0	0%
11:00 PM – 11: 59PM	1	.11%
Total	917	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report) _1:45_____ seconds

PERCENT OF ABANDONED CALLS (telephone system report): ____8.1____ %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): ____0:27____ Minute

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
 ____1 minutes _56_____ seconds**

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

Due to resignation of 2-1-1 coordinator and training of two new call specialists, staff was not able to complete this month's follow-up report.

_____ CALLS FLAGGED _____% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

_____ CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

_____ CALLS COMPLETED _____%

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

_____ Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

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

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

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

_____ Phone disconnected

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

_____ = _____%

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

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.

TDD/TTY/7-1-1 LINE:

Number & Percentage None

OTHER REPORTING:

TOP 10 NEEDS

Need	# of Needs	% of Total
Miscellaneous Information	178	25.28%
Agency/Organization Number	168	23.86%
Utility, Electric	90	12.78%
Shelter	68	9.66%
Free/reduced medical and dental	57	8.10%
Food	36	5.12%
Rent Assistance	30	4.26%
# not carried in database	29	4.12%
Utility, Water	24	3.41%
Counseling (Family, Gambling, Anger)	24	3.41%
Total Needs	704	100%

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

ADDITIONAL ITEMS OF NOTE: None

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