

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: July 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	4	.55%
Caddo	6	.82%
Comanche	618	83.65%
Cotton	67	9.06%
Greer	3	.40%
Harmon	5	.68%
Jackson	10	1.35%
Kiowa	13	1.75%
Tillman	3	.40%
Washita	1	.13%
Other (Grady plus)	9	1.21%
Total	739	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.)	240	29.89%
REFERRAL CALLS (assessment of caller needs and a referral given)	471	58.65%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	21	2.61%
ADVOCACY CALLS (contacts to link callers requiring special help)	29	3.61%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	6	.74%
OTHER CALLS (Specify)(walk in requests plus)	36	4.50%
TOTAL	803	100%

*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):

Hour of Calls	Number of Calls	% of Total Calls
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	0	0%
7:00 AM – 7:59AM	30	4.05%
*8:00 AM – 8:59AM	105	14.20%
9:00 AM – 9:59AM	77	10.41%
10:00 AM – 10:59AM	97	13.12%
11:00 AM – 11:59AM	62	8.40%
12:00 PM – 12:59 PM	78	10.55%
1:00 PM – 1:59 PM	61	8.25%
2:00 PM – 2:59 PM	99	13.39%
3:00 PM – 3:59 PM	82	11.10%
4:00 PM – 4:59 PM	48	6.50%
5:00 PM – 5:59 PM	0	0%
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%
Total	739	99.97%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): Under 30 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 7.3% (Currently the ACD system is recording all calls into the building. This statistic is not accurate for 211 only.

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

1:50 Minutes

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

2:16 Minutes

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

63 CALLS FLAGGED 8.52% 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 100%

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

7 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

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

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

63 = 100%

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

NONE 0%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

41.26% 26 were not satisfied with the service they received. These were all disaster related and the clients were not happy with the referrals we gave, ie FEMA, Emergency Management & some social services.

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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:

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|--------------------------------|---------------------------------------|
| 1. Disaster / Assessment | 6. Phone #'s not carried in Data base |
| 2. Financial Assistance | 7. Medical Assistance - Dental |
| 3. Shelter - Homeless | 8. Emergency Food |
| 4. Travel (Out of Town) | 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
FEMA	Government	Disaster Assistance
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 Noon.

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!