

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: August 2008

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	10	1.20%
Caddo	19	2.27%
Comanche	597	71.41%
Cotton	14	1.67%
Greer	9	1.08%
Harmon	3	.36%
Jackson	27	3.23%
Kiowa	9	1.08%
Tillman	13	1.55%
Washita	16	1.91%
*Other	119	14.24%
Total	836	100%

(Custer, Garfield, Grady, Major, Oklahoma, Pittsburg, Pontotoc, Stephens, & 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.)	285	34.09%
REFERRAL CALLS (assessment of caller needs and a referral given)	452	54.07%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	22	2.63%
ADVOCACY CALLS (contacts to link callers requiring special help)	10	1.20%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	17	2.03%
OTHER CALLS	50	5.98%
TOTAL	836	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	0	0%
1:00AM – 1:59AM	0	0%
2:00AM –2:59AM	1	.12%
3:00 AM –3:59AM	0	0%
4:00 AM – 4:59AM	0	0%
5:00 AM – 5:59AM	1	.12%
6:00 AM – 6:59AM	0	0%
7:00 AM – 7:59AM	2	.24%
8:00 AM – 8:59AM	31	3.71%
9:00 AM – 9:59AM	97	11.60%
10:00 AM – 10:59AM	126	15.07%
11:00 AM – 11:59AM	121	14.47%
12:00 PM – 12:59 PM	97	11.60%
1:00 PM – 1:59 PM	85	10.17%
2:00 PM – 2:59 PM	99	11.84%
3:00 PM – 3:59 PM	80	9.57%
4:00 PM – 4:59 PM	62	7.42%
5:00 PM – 5:59 PM	10	1.20%
6:00 PM – 6:59 PM	9	1.07%
7:00 PM – 7:59 PM	5	.60%
8:00 PM – 8:59 PM	5	.60%
9:00 PM – 9:59 PM	2	.24%
10:00 PM – 10:59 PM	2	.24%
11:00 PM – 11: 59PM	0	0%
Total	836	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): .54 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 8.9 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 1.09 Minutes

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
3 Minutes 19 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

88 CALLS FLAGGED 10.53% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

88 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

88 CALLS COMPLETED 100%

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

9 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

- 80 callers satisfied with the 211 process, the call specialists and the referrals.
- 3 callers were not satisfied (there were no services available in the area)
- 5 callers had no comment about process, call specialists, or the referral
- 0 callers were not able to contact: Left messages on answer machine, but they did not call back;

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

88 = 100%

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 3RD 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 - Electric | 6. Clothes |
| 2. Financial Assistance – Water | 7. Counseling, Anger Management |
| 3. Emergency Food | 8. Free/Reduced Medical |
| 4. Emergency Shelter | 9. Prescription Assistance |
| 5. Transportation out of town | 10. Financial Assistance - Gas |

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

Agency	Type	Need
Might CDRC	Non-Profit/Faith Based	Varied
St Vincent De Paul	Non-Profit/Faith Based	Varied
Salvation Army	Non-Profit/Faith Based	Varied
Lawton Food Bank	Non-Profit	Food
St Vincent de Paul	Non-Profit/Faith Based	Varied
Hearts That Care Free Health Clinic	Non-Profit	Medical
Catholic Charities	Non-Profit/Faith Based	Varied
C Carter Crane	Non-Profit	Homelessness
Agape Faith Ministries	Non-Profit/Faith Based	Varied
Lawton Community Health Ctr	Non-Profit	Varied

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

NA

ADDITIONAL ITEMS OF NOTE:

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