

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: April 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	13	1.46%
Caddo	23	2.58%
Comanche	534	59.80%
Cotton	6	.67%
Greer	4	.45%
Harmon	2	.22%
Jackson	25	2.80%
Kiowa	9	1.01%
Tillman	8	.89%
Washita	7	.78%
*Other	262	29.34%
Total	893	100%

(* Other Oklahoma counties & 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.)	363	38.70%
REFERRAL CALLS (assessment of caller needs and a referral given)	477	50.85%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	28	2.98%
ADVOCACY CALLS (contacts to link callers requiring special help)	30	3.20%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	21	2.24%
OTHER CALLS	19	2.03%
TOTAL	938	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	6	.67%
2:00AM – 2:59AM	1	.11%
3:00 AM – 3:59AM	0	0%
4:00 AM – 4:59AM	2	.22%
5:00 AM – 5:59AM	2	.22%
6:00 AM – 6:59AM	1	.11%
7:00 AM – 7:59AM	2	.22%
8:00 AM – 8:59AM	45	5.04%
9:00 AM – 9:59AM	92	10.30%
10:00 AM – 10:59AM	133	14.89%
11:00 AM – 11:59AM	116	13.00%
12:00 PM – 12:59 PM	77	8.62%
1:00 PM – 1:59 PM	107	11.98%
2:00 PM – 2:59 PM	93	10.42%
3:00 PM – 3:59 PM	91	10.19%
4:00 PM – 4:59 PM	80	8.96%
5:00 PM – 5:59 PM	8	.90%
6:00 PM – 6:59 PM	14	1.57%
7:00 PM – 7:59 PM	7	.79%
8:00 PM – 8:59 PM	5	.56%
9:00 PM – 9:59 PM	3	.34%
10:00 PM – 10:59 PM	2	.22%
11:00 PM – 11: 59PM	6	.67%
Total	893	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report) .28 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 10.5 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): .46 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 3 minutes 01 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

67 CALLS FLAGGED 7.5% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

59 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

59 CALLS COMPLETED 100%

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:

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

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

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

3 did not like the wait time on the overnight calls

_____ Phone disconnected

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

56 =100%

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 5 NEEDS

Need	# of Needs	% of Total
Financial Assistance, Electric, Gas	322	45.42%
Food	155	21.86%
Shelter, Homeless & Low Income	165	23.27%
Medical, Free	39	5.50%
Substance Abuse Prevention & Treatment	28	3.95%
		%
		%
		%
		%
		%
Total Needs	709	100%

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

Agency	# Of calls	%	Type
Salvation Army	127	24.56%	Non-Profit/Faith Based
St Vincent de Paul Eastside	132	25.53%	Non-Profit/Faith Based
C Carter Crane Homeless	75	14.51%	Non-Profit
Lawton Food Bank	116	22.44%	Non-Profit
Hearts That Care Free Health Clinic	39	7.54%	Non-Profit
Roadback, Inc	28	5.42%	Non-Profit
Total Referrals	517	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

ADDITIONAL ITEMS OF NOTE:

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