

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: April 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	15	1.85%
Caddo	9	1.11%
Comanche	434	53.65%
Cotton	8	.99%
Greer	7	.86%
Harmon	5	.62%
Jackson	47	5.81%
Kiowa	14	1.73%
Tillman	2	.25%
Washita	5	.62%
*Other	263	32.51%
Total	809	100%

(*Canadian, Custer, McClain, Oklahoma, Pontotoc, Stephens, 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.)	256	31.64%
REFERRAL CALLS (assessment of caller needs and a referral given)	340	42.03%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	92	11.37%
ADVOCACY CALLS (contacts to link callers requiring special help)	14	1.73%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	16	1.98%
OTHER CALLS (Storm Shelter Registrations plus)	91	11.25%
TOTAL	809	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	1	.12%
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	1	.12%
6:00 AM – 6:59AM	0	0%
7:00 AM – 7:59AM	4	.49%
8:00 AM – 8:59AM	62	7.66%
9:00 AM – 9:59AM	122	15.08%
10:00 AM – 10:59AM	106	13.10%
11:00 AM – 11:59AM	105	12.98%
12:00 PM – 12:59 PM	88	10.88%
1:00 PM – 1:59 PM	84	10.39%
2:00 PM – 2:59 PM	76	9.39%
3:00 PM – 3:59 PM	87	10.75%
4:00 PM – 4:59 PM	55	6.80%
5:00 PM – 5:59 PM	8	.99%
6:00 PM – 6:59 PM	8	.99%
7:00 PM – 7:59 PM	2	.26%
8:00 PM – 8:59 PM	0	%
9:00 PM – 9:59 PM	0	%
10:00 PM – 10:59 PM	0	%
11:00 PM – 11: 59PM	0	%
Total	809	100%

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

PERCENT OF ABANDONED CALLS (telephone system report): 9.2 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 58 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
2 Minutes 55 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

70 CALLS FLAGGED 92.3% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

70 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

70 CALLS COMPLETED 100%

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

5 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

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

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

69 = 98.58%

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 Asst - Utilities | 6. Shelter – Domestic Violence |
| 2. Emergency Food | 7. Phone #'s not in the data base |
| 3. Transportation Local | 8. Free Medical |
| 4. Shelter Homeless | 9. Transportation out of town |
| 5. Storm Shelter Reporting | 10. Prescription Assistance |

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

Agency	Type	Need
Salvation Army	Non-Profit/Faith Based	Varied
Lawton Food Book	Non-Profit	Emergency Food
St Vincent de Paul's Society	Non-Profit/Faith Based	Financial Assistance
C Carter Crane	Non-Profit	Shelter
Hearts That Care Free Medical Clinic	Non-Profit/Medical	Free Medical Assistance
New Direction Battered Women Shelter	Non-Profit	Shelter & Counseling
Taliaferro Mental Health Center	For Profit	Counseling
MIGHT Community Resource Ctr	Non-Profit/Faith Based	Counseling & Financial
Catholic Charities	Non-Profit/Faith Based	Emergency Assistance
Lawton Community Health Center	Non-Profit	Medical Assistance

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

None

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!