

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: December 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	19	1.96%
Caddo	27	2.87%
Comanche	628	64.80%
Cotton	12	1.23%
Greer	9	.92%
Harmon	2	.21%
Jackson	30	3.10%
Kiowa	10	1.03%
Tillman	8	.82%
Washita	10	1.03%
*Other	214	22.09%
<b>Total</b>	<b>969</b>	<b>100%</b>

(\* Cleveland, Custer, Garvin, Grady, Oklahoma, Roger Mills, Stephen, Tulsa & Unknown)

**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)	28	2.90
Assessment and Referral (Includes assessment of caller need and referral)	505	52.12
Crisis (Mental health or life threatening intervention and connection to emergency services)	2	0.21
Listening and Support( Listening, support or redirection of callers with emotional distress or complex issues)	13	1.34
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	327	33.75
Total Caller Contacts	875	
Other/Administrative (Includes, hang-ups, prank calls, staff calls or other administrative calls)	94	9.70
Total Calls	<b>969</b>	<b>100%</b>

**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	2	.21%
1:00AM – 1:59AM	2	.21%
2:00AM – 2:59AM	2	.21%
3:00 AM – 3:59AM	2	.21%
4:00 AM – 4:59AM	0	%
5:00 AM – 5:59AM	0	%
6:00 AM – 6:59AM	1	.10%
7:00 AM – 7:59AM	2	.21%
8:00 AM – 8:59AM	66	6.81%
9:00 AM – 9:59AM	99	10.22%
10:00 AM – 10:59AM	142	14.66%
11:00 AM – 11:59AM	137	14.14%
12:00 PM – 12:59 PM	116	12.00%
1:00 PM – 1:59 PM	113	11.60%
2:00 PM – 2:59 PM	106	10.94%
3:00 PM – 3:59 PM	91	9.40%
4:00 PM – 4:59 PM	66	6.81%
5:00 PM – 5:59 PM	8	.82%
6:00 PM – 6:59 PM	2	.21%
7:00 PM – 7:59 PM	6	.62%
8:00 PM – 8:59 PM	3	.31%
9:00 PM – 9:59 PM	2	.21%
10:00 PM – 10:59 PM	0	%
11:00 PM – 11: 59PM	1	.10%
<b>Total</b>	<b>969</b>	<b>100%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report)    .19 \_\_\_\_\_ seconds**

**PERCENT OF ABANDONED CALLS (telephone system report):    3.8 \_\_\_\_\_ %**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):    .45 \_\_\_\_\_ Minute**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):  
  2 \_\_\_\_\_ minutes 13 \_\_\_\_\_ seconds**

**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:**

  103   CALLS FLAGGED     10.63   % OF TOTAL CALLS

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:**

  80   CALLS MADE

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:**

  76   CALLS COMPLETED              7.84   %

**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:**

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

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

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

  4   Phone disconnected

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

  62   =   6.4   %

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

2      0%

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:**

6      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 3<sup>RD</sup> 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**

<b>Need</b>	<b># of Needs</b>	<b>% of Total</b>
Rent Assistance	92	13.35%
Utility, Electric	68	9.97%
Utility, Gas	46	6.68%
Utility, Water	43	6.24%
Food, Emergency	49	7.11%
Information	129	18.72%
Phone Number, Agency/Organization #	154	22.35%
Phone Number, # Not Carried in Resources	26	3.78%
Seasonal, Toys	59	8.56%
Shelter, Family/Individual Low Income	23	3.34%
<b>Total Needs</b>		<b>100%</b>

**SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:**

**ADDITIONAL ITEMS OF NOTE:**

**Please e-mail Monthly Reports no later than the 15<sup>th</sup> of the following month. Thank you!**