

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: December 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 | 18 | 2.53% |
| Caddo | 17 | 2.39% |
| Comanche | 501 | 70.27% |
| Cotton | 4 | .56% |
| Greer | 9 | 1.26% |
| Harmon | 0 | 0% |
| Jackson | 7 | .98% |
| Kiowa | 11 | 1.54% |
| Tillman | 5 | .70% |
| Washita | 5 | .70% |
| *Other | 136 | 19.07% |
| Total | 713 | 100% |

(*Carter, Ellis, Grady, Jefferson, Oklahoma, 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.) | 271 | 38.01% |
| REFERRAL CALLS (assessment of caller needs and a referral given) | 323 | 45.30% |
| CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance) | 19 | 2.67% |
| ADVOCACY CALLS (contacts to link callers requiring special help) | 9 | 1.26% |
| PROBLEM SOLVING CALLS (emotional distress or mental confusion) | 3 | .42% |
| OTHER CALLS | 88 | 12.34% |
| TOTAL | 713 | 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 | 3 | .42% |
| 1:00AM – 1:59AM | 0 | 0% |
| 2:00AM – 2:59AM | 1 | .14% |
| 3:00 AM – 3:59AM | 1 | .14% |
| 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 | 1 | .14% |
| 8:00 AM – 8:59AM | 40 | 5.61% |
| 9:00 AM – 9:59AM | 96 | 13.46% |
| 10:00 AM – 10:59AM | 109 | 15.29% |
| 11:00 AM – 11:59AM | 102 | 14.31% |
| 12:00 PM – 12:59 PM | 77 | 10.80% |
| 1:00 PM – 1:59 PM | 71 | 9.96% |
| 2:00 PM – 2:59 PM | 83 | 11.64% |
| 3:00 PM – 3:59 PM | 72 | 10.10% |
| 4:00 PM – 4:59 PM | 33 | 4.63% |
| 5:00 PM – 5:59 PM | 7 | .98% |
| 6:00 PM – 6:59 PM | 5 | .70% |
| 7:00 PM – 7:59 PM | 7 | .98% |
| 8:00 PM – 8:59 PM | 0 | 0% |
| 9:00 PM – 9:59 PM | 1 | .14% |
| 10:00 PM – 10:59 PM | 1 | .14% |
| 11:00 PM – 11: 59PM | 3 | .42% |
| Total | 713 | 100% |

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): .31 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 6.4 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 1:01 Minute

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
3 minutes 10 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

47 CALLS FLAGGED % OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

47 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

42 CALLS COMPLETED 100%

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

Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

- 42 callers satisfied with the 211 process, the call specialists and the referrals.
- callers were not satisfied
- 0 callers had no comment about process, call specialists, or the referral
- 4 callers were not able to contact: Left messages on answer machine, but they did not call back;
- 1 phone disconnected

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

= 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 - Rent | 6. Clothes |
| 2. Financial Assistance - Electric | 7. Transportation out of town |
| 3. Emergency Food | 8. Prescription Assistance |
| 4. Emergency Shelter | 9. Financial Assistance - Water |
| 5. Free/Reduced Medical | 10. Financial Assistance – Funeral Expenses |

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

| Agency | Type | Need |
|-------------------------------------|------------------------|-----------------|
| Salvation Army Homeless | Non-Profit/Faith Based | Varied |
| Salvation Army Emergency Funding | Non-Profit/Faith Based | Varied |
| C Carter Crane Homeless | Non-Profit | Shelter |
| Lawton Food Bank | Non-Profit | Food |
| St Vincent de Paul Eastside | Non-Profit/Faith Based | Varied |
| Hearts That Care Free Health Clinic | Non-Profit | Medical |
| MIGHT CDRC | Non-Profit/Faith Based | Varied |
| Catholic Charities | Non-Profit/Faith Based | Homelessness |
| Lawton Community Health Ctr | Non-Profit | Medical |
| Bethlehem Bread of Life | Non-Profit/Faith Based | Food & Clothing |

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!