

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

**FOR THE MONTH/YEAR: February 2010**

**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	0.70%
Caddo	72	3.87%
Comanche	1275	68.55%
Cotton	6	0.33%
Greer	8	0.43%
Harmon	1	0.06%
Jackson	83	4.47%
Kiowa	34	1.83%
Tillman	8	0.43%
Washita	15	0.81%
*Other	345	18.55%
<b>Total</b>	<b>1860</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)	31	1.78/1.67
Assessment and Referral (Includes assessment of caller need and referral)	418	24/22.48
Crisis (Mental health or life threatening intervention and connection to emergency services)	732	42.02/39.36
Listening and Support( Listening, support or redirection of callers with emotional distress or complex issues)	19	1.09/1.03
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	542	31.12/29.14
Total Caller Contacts	1742	100
Other/Administrative (Includes, hang-ups, prank calls, staff calls or other administrative calls)	118	6.35
Total Calls	<b>1860</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	16	0.86%
1:00AM – 1:59AM	59	3.18%
2:00AM – 2:59AM	83	4.47%
3:00 AM – 3:59AM	58	3.12%
4:00 AM – 4:59AM	47	2.53%
5:00 AM – 5:59AM	33	1.78%
6:00 AM – 6:59AM	23	1.24%
7:00 AM – 7:59AM	7	0.38%
8:00 AM – 8:59AM	116	6.24%
9:00 AM – 9:59AM	184	9.90%
10:00 AM – 10:59AM	210	11.29%
11:00 AM – 11:59AM	180	9.68%
12:00 PM – 12:59 PM	177	9.52%
1:00 PM – 1:59 PM	175	9.41%
2:00 PM – 2:59 PM	167	8.98%
3:00 PM – 3:59 PM	139	7.48%
4:00 PM – 4:59 PM	120	6.46%
5:00 PM – 5:59 PM	38	2.05%
6:00 PM – 6:59 PM	25	1.35%
7:00 PM – 7:59 PM	1	0.06%
8:00 PM – 8:59 PM	1	0.06%
9:00 PM – 9:59 PM	0	0%
10:00 PM – 10:59 PM	0	0%
11:00 PM – 11: 59PM	1	0.06%
<b>Total</b>	<b>1860</b>	<b>100%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report)   \_\_20\_\_ seconds**

**PERCENT OF ABANDONED CALLS (telephone system report):   \_\_5.6\_\_ %**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):   \_\_1.25\_\_ Minute**

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):  
\_\_1\_\_ minutes \_\_56\_\_ seconds**

**FOLLOW-UP CALLS REPORT**

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

151 CALLS FLAGGED 8 % OF TOTAL CALLS

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

74 CALLS MADE

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

67 CALLS COMPLETED 90 %

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

15 Days

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:**

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

0 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;

2 Phone disconnected

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

52 = 77 %

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

1 1.5%

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

6 8.96%

**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>
Disaster/Emergency: General Info	431	30.21%
Rent Assistance	48	3.37%
Utility, electric	76	5.33%
Utility, Gas	41	2.88%
Emergency Food	31	2.18%
Information	510	35.74%
Phone Number, # not carried in resources	45	3.16%
Agency/Organization Number	175	12.27%
Vita Tax Centers	49	3.44%
Shelter, Family/Individual Low Income	21	1.48%
<b>Total Needs</b>	<b>1427</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!**