

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: June 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	17	1.81%
Caddo	19	2.02%
Comanche	584	62.19%
Cotton	6	.64%
Greer	8	.85%
Harmon	3	.32%
Jackson	17	1.81%
Kiowa	20	2.13%
Tillman	4	.43%
Washita	7	.75%
*Other	254	27.05%
Total	939	100%

(* Bryan, Cleveland, Creek, Custer, Grady, McCurtain, Oklahoma, 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)	18	1.92%
Assessment and Referral (Includes assessment of caller need and referral)	685	72.95%
Crisis (Mental health or life threatening intervention and connection to emergency services)	3	.32%
Listening and Support(Listening, support or redirection of callers with emotional distress or complex issues)	46	4.90%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	177	18.85%
Total Caller Contacts	929	98.94%
Other/Administrative (Includes, hang-ups, prank calls, staff calls or other administrative calls)	10	1.06%
Total Calls	939	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	2	.21%
1:00AM – 1:59AM	2	.21%
2:00AM – 2:59AM	1	.11%
3:00 AM – 3:59AM	0	0%
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	2	.21%
8:00 AM – 8:59AM	59	6.28%
9:00 AM – 9:59AM	64	6.82%
10:00 AM – 10:59AM	172	18.32%
11:00 AM – 11:59AM	99	10.54%
12:00 PM – 12:59 PM	109	11.61%
1:00 PM – 1:59 PM	87	9.27%
2:00 PM – 2:59 PM	136	14.48%
3:00 PM – 3:59 PM	110	11.71%
4:00 PM – 4:59 PM	66	7.03%
5:00 PM – 5:59 PM	9	.96%
6:00 PM – 6:59 PM	4	.43%
7:00 PM – 7:59 PM	4	.43%
8:00 PM – 8:59 PM	2	.21%
9:00 PM – 9:59 PM	5	.53%
10:00 PM – 10:59 PM	5	.53%
11:00 PM – 11: 59PM	1	.11%
Total	939	100%

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

PERCENT OF ABANDONED CALLS (telephone system report): 4.7%

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): .55 seconds

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
2 minutes 50 seconds**

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

87 CALLS FLAGGED 9.4% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

63 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

63 CALLS COMPLETED 72.42%

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

8 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

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

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

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

_____ Phone disconnected

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

60 = 68.97%

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 10 NEEDS

Need	# of Needs	% of Total
Financial Assistance	96	12.77%
Food	49	6.52%
Shelter, Homeless & Low Income	40	5.32%
Medical, Free	57	7.58%
Agency Phone Numbers	166	22.07%
Rental Assistance	67	8.91%
Counseling	38	5.05%
Information	137	18.22%
Disaster/Emergency	67	8.91%
Transportation Request	35	4.62%
Total Needs	752	100%

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

Agency	# Of calls	%	Type
Salvation Army	14	4.62%	Non-Profit/Faith Based
St Vincent de Paul Eastside	78	25.74%	Non-Profit/Faith Based
C Carter Crane Homeless	12	3.96%	Non-Profit
Lawton Food Bank	19	6.27%	Non-Profit
Catholic Charities	118	38.95%	Non-Profit/Faith Based
Hearts That Care Free Health Clinic	14	4.62%	Non-Profit
Bethlehem Baptist Food Program	19	6.27%	Non-Profit/Faith Based
House of Bread	17	5.61%	Non-Profit/Faith Based
Calvary Baptist	12	3.96%	Non-Profit/Faith Based
Total Referrals	303	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!