

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: March 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	13	1.03%
Caddo	30	2.39%
Comanche	945	75.24%
Cotton	5	.40%
Greer	4	.32%
Harmon	3	.24%
Jackson	17	1.35%
Kiowa	7	.56%
Tillman	4	.32%
Washita	1	.08%
*Other	227	18.07%
Total	1256	100%

(*)

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.)	838	63.05%
REFERRAL CALLS (assessment of caller needs and a referral given)	329	24.76%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	20	1.50%
ADVOCACY CALLS (contacts to link callers requiring special help)	3	.23%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	30	2.26%
OTHER CALLS	109	8.20%
TOTAL	1329	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	5	.40%
1:00AM – 1:59AM	0	0%
2:00AM – 2:59AM	1	.08%
3:00 AM – 3:59AM	0	0%
4:00 AM – 4:59AM	1	.08%
5:00 AM – 5:59AM	1	.08%
6:00 AM – 6:59AM	1	.08%
7:00 AM – 7:59AM	3	.24%
8:00 AM – 8:59AM	81	6.45%
9:00 AM – 9:59AM	140	11.15%
10:00 AM – 10:59AM	163	12.98%
11:00 AM – 11:59AM	190	15.13%
12:00 PM – 12:59 PM	167	13.3%
1:00 PM – 1:59 PM	135	10.75%
2:00 PM – 2:59 PM	121	9.63%
3:00 PM – 3:59 PM	100	7.96%
4:00 PM – 4:59 PM	89	7.08%
5:00 PM – 5:59 PM	13	1.03%
6:00 PM – 6:59 PM	13	1.03%
7:00 PM – 7:59 PM	10	.79%
8:00 PM – 8:59 PM	9	.72%
9:00 PM – 9:59 PM	5	.40%
10:00 PM – 10:59 PM	6	.48%
11:00 PM – 11: 59PM	2	.16%
Total	1256	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report) .29seconds

PERCENT OF ABANDONED CALLS (telephone system report): 7.7 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report) :53 Seconds

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
3 minutes 08 seconds**

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

82 CALLS FLAGGED 6.53% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

70 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

63 CALLS COMPLETED 76.83%

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:

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

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

1 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:

60 = 95.24%

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 (But we were billed twice for this service. We have since cleared up the bill.)

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, Electric	91	7.49%
Food	33	2.72%
Shelter, Homeless & Low Income	36	2.97%
Medical, Free	52	4.28%
Crisis Listening	16	1.32%
Financial Assistance Gas	28	2.31%
Rental Assistance	19	1.57%
Counseling	30	2.47%
Code Red Registration	594	48.89%
Information	316	26.01%
Total Needs	1215	100%

**TOP 6 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each:
Government, Non-Profit, Faith-Based)**

Agency	# Of calls	%	Type
CodeRed (EM)	594	72062%	Non-Profit
St Vincent de Paul Eastside	38	4.65%	Non-Profit/Faith Based
C Carter Crane Homeless	36	4.40%	Non-Profit
Lawton Food Bank	33	4.04%	Non-Profit
Catholic Charities	65	7.95%	Non-Profit/Faith Based
Hearts That Care Free Health Clinic	52	6.36%	Non-Profit
Total Referrals	818	100%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

211 was asked the City of Lawton & Comanche County EM to register citizens for CodeRed.

ADDITIONAL ITEMS OF NOTE:

Please e-mail Monthly Reports no later than the 15th of the following month. Thank you!