

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

**FOR THE MONTH/YEAR: May 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	22	2.54%
Caddo	20	2.31%
Comanche	555	64.09%
Cotton	4	.46%
Greer	7	.81%
Harmon	2	.23%
Jackson	21	2.43%
Kiowa	6	.69%
Tillman	4	.46%
Washita	2	.23%
*Other	223	25.75%
<b>Total</b>	<b>866</b>	<b>100%</b>

(\* Other Oklahoma counties & 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
<b>INFORMATION CALLS (requests specific information: address, telephone, etc.)</b>	313	36.14%
<b>REFERRAL CALLS (assessment of caller needs and a referral given)</b>	429	49.54%
<b>CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)</b>	12	1.39%
<b>ADVOCACY CALLS (contacts to link callers requiring special help)</b>	4	.46%
<b>PROBLEM SOLVING CALLS (emotional distress or mental confusion)</b>	32	3.69%
<b>OTHER CALLS</b>	76	8.78%
<b>TOTAL</b>	<b>866</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	1	.12%
1:00AM – 1:59AM	2	.23%
2:00AM – 2:59AM	1	.12%
3:00 AM – 3:59AM	2	.23%
4:00 AM – 4:59AM	2	.23%
5:00 AM – 5:59AM	1	.12%
6:00 AM – 6:59AM	1	.12%
7:00 AM – 7:59AM	3	.35%
8:00 AM – 8:59AM	70	8.08%
9:00 AM – 9:59AM	87	10.05%
10:00 AM – 10:59AM	118	13.62%
11:00 AM – 11:59AM	114	13.16%
12:00 PM – 12:59 PM	84	9.70%
1:00 PM – 1:59 PM	92	10.62%
2:00 PM – 2:59 PM	100	11.55%
3:00 PM – 3:59 PM	70	8.08%
4:00 PM – 4:59 PM	81	9.35%
5:00 PM – 5:59 PM	11	1.27%
6:00 PM – 6:59 PM	7	.81%
7:00 PM – 7:59 PM	6	.69%
8:00 PM – 8:59 PM	4	.46%
9:00 PM – 9:59 PM	1	.12%
10:00 PM – 10:59 PM	1	.11%
11:00 PM – 11: 59PM	7	.81%
<b>Total</b>	<b>866</b>	<b>100%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report)    \_\_.37\_\_ seconds**

**PERCENT OF ABANDONED CALLS (telephone system report):      \_\_\_\_ 10.1%**

**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):  
\_\_3 minutes \_\_11\_ seconds**

**FOLLOW-UP CALLS REPORT**

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

77 CALLS FLAGGED      7.9% OF TOTAL CALLS

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

70 CALLS MADE

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

70 CALLS COMPLETED      100%

**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:**

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

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

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

\_\_\_\_\_ did not like the wait time on the overnight calls

\_\_\_\_\_ Phone disconnected

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

67 =95.7%

**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 3<sup>RD</sup> PARTY INTERPRETER:**

Number & Percentage      None

