

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: October 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	27	2.50 %
Caddo	24	2.22 %
Comanche	752	69.57 %
Cotton	4	0.37 %
Greer	7	0.65 %
Harmon	1	0.10 %
Jackson	79	7.31 %
Kiowa	11	1.02 %
Tillman	16	1.48 %
Washita	17	1.58 %
*Other	143	13.23 %
Total	1081	100%

(* Other OK Counties & 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)	2	0.20 / 0.19
Assessment and Referral (Includes assessment of caller need and referral)	514	49.76/ 47.55
Crisis (Mental health or life threatening intervention and connection to emergency services)	3	0.29/ 0.28
Listening and Support(Listening, support or redirection of callers with emotional distress or complex issues)	13	1.26/ 1.21
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	501	48.50/ 46.35
Total Caller Contacts	1033	100
Other/Administrative (Includes, hang-ups, prank calls, staff calls or other administrative calls)	48	4.44
Total Calls	1081	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	8	0.74 %
1:00AM – 1:59AM	3	0.28 %
2:00AM – 2:59AM	3	0.28 %
3:00 AM – 3:59AM	1	0.10 %
4:00 AM – 4:59AM	1	0.10 %
5:00 AM – 5:59AM	0	0 %
6:00 AM – 6:59AM	4	0.37 %
7:00 AM – 7:59AM	3	0.28 %
8:00 AM – 8:59AM	77	7.13 %
9:00 AM – 9:59AM	136	12.58 %
10:00 AM – 10:59AM	154	14.25 %
11:00 AM – 11:59AM	115	10.64 %
12:00 PM – 12:59 PM	119	11.01 %
1:00 PM – 1:59 PM	121	11.20 %
2:00 PM – 2:59 PM	119	11.01 %
3:00 PM – 3:59 PM	96	8.88 %
4:00 PM – 4:59 PM	89	8.24 %
5:00 PM – 5:59 PM	10	0.93 %
6:00 PM – 6:59 PM	3	0.28 %
7:00 PM – 7:59 PM	12	1.11 %
8:00 PM – 8:59 PM	3	0.28 %
9:00 PM – 9:59 PM	2	0.19 %
10:00 PM – 10:59 PM	1	0.10 %
11:00 PM – 11: 59PM	1	0.10 %
Total	1081	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report) .32 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 9.6 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): .50 Seconds

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
2 minutes 39 seconds**

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

_____ CALLS FLAGGED _____% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

_____ CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

_____ CALLS COMPLETED _____%

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:

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

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

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

_____ Phone disconnected

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

_____ = _____%

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
Rent Assistance	112	14.31 %
Utility, Electric	176	22.48 %
Utility, Gas	63	8.05 %
Utility, Water	50	6.39 %
Registration/ Emergency Manager	53	6.77 %
Food	52	6.65 %
Agency/ Organization Number	132	16.86 %
Shelter	69	8.82 %
# Not Carried in Resources	41	5.24 %
Medical (Free or Reduced)	35	4.47 %
Total Needs	783	100%

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

Due to the change in staff, both leadership and call specialist, the follow up report was not completed. Therefore, it is not a part of this month's report.

ADDITIONAL ITEMS OF NOTE:

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