

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: August 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	14	1.48%
Caddo	20	2.12%
Comanche	650	68.78%
Cotton	2	.21%
Greer	4	.42%
Harmon	2	.21%
Jackson	22	2.33%
Kiowa	18	1.91%
Tillman	6	.64%
Washita	9	.95%
*Other	198	20.95%
Total	945	100%

(* 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)

Type of Call Contact and Definition	# of Calls	% of Total
Advocacy (Connects caller to additional assistance)	11	1.16%
Assessment and Referral (Includes assessment of caller need and referral)	451	47.73%
Crisis (Mental health or life threatening intervention and connection to emergency services)	28	2.96%
Listening and Support(Listening, support or redirection of callers with emotional distress or complex issues)	7	.74%
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	447	47.30%
Total Caller Contacts	944	99.89%
Other/Administrative (Includes, hang-ups, prank calls, staff calls or other administrative calls)	1	.11%
Total Calls	945	100%

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	7	.74%
1:00AM – 1:59AM	1	.11%
2:00AM – 2:59AM	2	.21%
3:00 AM – 3:59AM	1	.11%
4:00 AM – 4:59AM	2	.21%
5:00 AM – 5:59AM	2	.21%
6:00 AM – 6:59AM	0	0%
7:00 AM – 7:59AM	0	0%
8:00 AM – 8:59AM	62	6.56%
9:00 AM – 9:59AM	108	11.43%
10:00 AM – 10:59AM	148	15.66%
11:00 AM – 11:59AM	100	10.58%
12:00 PM – 12:59 PM	103	10.90%
1:00 PM – 1:59 PM	118	12.49%
2:00 PM – 2:59 PM	102	10.79%
3:00 PM – 3:59 PM	99	10.48%
4:00 PM – 4:59 PM	64	6.77%
5:00 PM – 5:59 PM	5	.53%
6:00 PM – 6:59 PM	6	.63%
7:00 PM – 7:59 PM	7	.74%
8:00 PM – 8:59 PM	3	.32%
9:00 PM – 9:59 PM	1	.11%
10:00 PM – 10:59 PM	2	.21%
11:00 PM – 11: 59PM	2	.21%
Total	945	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report) .25 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 6.8 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): .29 Minute

**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:

79 CALLS FLAGGED 9.0% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

72 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

72 CALLS COMPLETED 92%

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:

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

1 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;

1 Phone disconnected

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

70 = 98%

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

MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.

TDD/TTY/7-1-1 LINE:

Number & Percentage None

OTHER REPORTING:

TOP 10 NEEDS

Need	# of Needs	% of Total
Financial Assistance	266	29.07%
Phone Numbers (Request for Agency #'s)	195	21.31%
Personal (Donations, Birth Certificates, #'s not carried in data base)	170	18.58%
Medical	69	7.54%
Food	60	6.56%
Shelter	48	5.25%
Transportation	34	3.72%
Household Items	26	2.84%
Counseling	25	2.73%
Clothing	22	2.40%
Total Needs	915	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!