

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: January 2010

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	1.27%
Caddo	26	2.35%
Comanche	763	68.74%
Cotton	11	0.99%
Greer	6	0.54%
Harmon	5	0.45%
Jackson	38	3.43%
Kiowa	6	0.54%
Tillman	5	0.45%
Washita	6	0.54%
*Other	230	20.72%
Total	1110	100%

(* Cleveland, Custer, Garvin, Grady, Oklahoma, Roger Mills, 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)	54	5.32/4.87
Assessment and Referral (Includes assessment of caller need and referral)	458	45.13/41.27
Crisis (Mental health or life threatening intervention and connection to emergency services)	120	11.83/10.81
Listening and Support(Listening, support or redirection of callers with emotional distress or complex issues)	10	0.99/0.90
Information Only (Information about specified agency or program in response to a direct inquiry by caller)	373	36.75/33.61
Total Caller Contacts	1015	100.2
Other/Administrative (Includes, hang-ups, prank calls, staff calls or other administrative calls)	95	8.56
Total Calls	1110	100.2

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STAFF CALL-IN CALLS (Administrative, scheduling, supervisory level calls, etc):

Number & Percentage None

SEASONAL OR SPECIAL PROJECT CALLS:

Number & Percentage 47 4.24% (VITA tax centers)

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	0	0%
1:00AM – 1:59AM	2	0.18%
2:00AM – 2:59AM	2	0.18%
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	4	0.36%
7:00 AM – 7:59AM	6	0.54%
8:00 AM – 8:59AM	62	5.59%
9:00 AM – 9:59AM	114	10.27%
10:00 AM – 10:59AM	112	10.09%
11:00 AM – 11:59AM	102	9.19%
12:00 PM – 12:59 PM	90	8.11%
1:00 PM – 1:59 PM	123	11.09%
2:00 PM – 2:59 PM	122	10.99%
3:00 PM – 3:59 PM	122	10.99%
4:00 PM – 4:59 PM	113	10.18%
5:00 PM – 5:59 PM	42	3.79%
6:00 PM – 6:59 PM	30	2.71%
7:00 PM – 7:59 PM	31	2.80%
8:00 PM – 8:59 PM	23	2.08%
9:00 PM – 9:59 PM	7	0.63%
10:00 PM – 10:59 PM	3	0.27%
11:00 PM – 11: 59PM	0	0%
Total	1110	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report) 5.01_____ minutes

PERCENT OF ABANDONED CALLS (telephone system report): 5.6_____ %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): .40_____ Minute

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
 2 minutes 09 seconds**

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

87 CALLS FLAGGED 7.84% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

81 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

80 CALLS COMPLETED 7.21%

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

15 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

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

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

6 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:

68 = 6.13%

PERCENTAGE REPORTING PROBLEM/NEED WAS RESOLVED WITHOUT ACCESSING HUMAN SERVICE SYSTEM:

2 0.18%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

3 0.27%

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
Information, Personal	199	23.98%
Phone number, Agency/Org. Number	159	19.16%
Gen. Info., Disaster/Emergency	145	17.47%
Utility, Electric	97	11.69%
Rent Assistance	65	7.84%
VITA Tax Centers	47	5.67%
Emergency Food	39	4.70%
Phone Number, # Not Carried in Resources	28	3.38%
Utility, Gas	26	3.14%
Shelter, Family/ Individual Low Income	25	3.02%
Total Needs	830	100%

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

Due to the severe weather-related events, the number of standard follow up calls this month has decreased to address the high volume of calls for storm-related incidents.

ADDITIONAL ITEMS OF NOTE:

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