

**End of the Year Reporting
February 2007 – December 2007**

CALL CENTER: Southwest Oklahoma 211

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	84	1.32%
Caddo	92	1.44%
Comanche	5118	80.33%
Cotton	126	1.98%
Greer	30	.47%
Harmon	40	.63%
Jackson	71	1.12%
Kiowa	64	1.00%
Tillman	58	.91%
Washita	31	.49%
*Other (Various counties & states not in calling area)	657	10.31%
Total	6371	100%

TOTAL NUMBER OF INCOMING CALLS BREAKDOWN : (PLEASE REPORT CALLER CONTACT CALLS ONLY)

TOTAL CALLS

Type of Call	# Of Type	% of Total Calls
INFORMATION CALLS (requests specific information: address, telephone, etc.)	2359	34.91%
REFERRAL CALLS (assessment of caller needs and a referral given)	3464	51.26%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	155	2.29%
ADVOCACY CALLS (contacts to link callers requiring special help)	163	2.41%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	245	3.63%
OTHER CALLS (Walk in requests plus)	372	5.50%
TOTAL	6758	100%

CALL MANAGEMENT STATISTICS:

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

PERCENT OF ABANDONED CALLS (telephone system report):
5.09%

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

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
2.61 minutes

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS):

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:
Number & Percentage NA

CALLS TAKEN BY TELE-INTERPRETER SERVICE:
Number & Percentage NA

CALLER'S 3RD PARTY INTERPRETER:
Number & Percentage NA

TDD/TTY/7-1-1 LINE:
Number & Percentage NA

OTHER REPORTING:

TOP 10 NEEDS FOR 2007 CALENDAR YEAR

1. Financial Assistance - Utility
2. Shelter - Homeless
3. Emergency Food
4. Financial Assistance – Out of town travel
5. Shelter – Domestic Violence
6. Counseling – Mental Health
7. Medical Assistance - Free
8. Medical Assistance - Prescription
9. Household Items
10. Phone numbers not carried in database

TOP 10 REFERRALS CATEGORIZED BY AGENCY TYPE (Percentage of each: Government, Non-Profit, Faith-Based)

1. Salvation Army – Utility Assistance Program
2. Salvation Army – Homeless Shelter
3. C. Carter Crane Homeless Shelter
4. St Vincent de Paul’s Society – Utility & Housing Program
5. Hearts That Care Free Medical Clinic
6. Taliaferro Mental Health Center
7. Catholic Charities
8. Calvary Baptist Church Free Dental Clinic
9. Church of Christ Service Center – Household items & clothing
10. Lawton Food Bank

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME IN 2007 & ADDITIONAL ITEMS OF

NOTE: In the beginning as we were working through our new phone system, we encountered a few problems that were addressed and worked out in a timely manner. Also, when we started, the first few months our evening calls were answered by volunteers and manually recorded the next business into the system. As time progressed, we contracted with Southeastern Oklahoma 211 to take our overnight calls. This is the system that is currently in place and working well.