

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: December 2007

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	19	3.37%
Caddo	11	1.95%
Comanche	379	67.2%
Cotton	1	.18%
Greer	2	.35%
Harmon	6	1.06%
Jackson	4	.71%
Kiowa	8	1.42%
Tillman	3	.53%
Washita	2	.35%
*Other	129	22.88%
Total	564	100%

(*Cleveland, Garfield, Grady, McClain, Oklahoma, Osage Ottawa, Stephens, & Washington counties as well as TX and other states)

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
INFORMATION CALLS (requests specific information: address, telephone, etc.)	253	44.86%
REFERRAL CALLS (assessment of caller needs and a referral given)	259	45.92%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	8	1.42%
ADVOCACY CALLS (contacts to link callers requiring special help)	5	.89%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	35	6.2%
OTHER CALLS (Walk in requests plus)	4	.71%
TOTAL	564	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	0	0%
1:00AM – 1:59AM	0	0%
2:00AM – 2:59AM	1	.18%
3:00 AM – 3:59AM	1	.18%
4:00 AM – 4:59AM	1	.18%
5:00 AM – 5:59AM	0	0%
6:00 AM – 6:59AM	0	0%
7:00 AM – 7:59AM	4	.71%
8:00 AM – 8:59AM	36	6.38%
9:00 AM – 9:59AM	74	13.12%
10:00 AM – 10:59AM	81	14.36%
11:00 AM – 11:59AM	66	11.7%
12:00 PM – 12:59 PM	66	11.7%
1:00 PM – 1:59 PM	70	12.41%
2:00 PM – 2:59 PM	43	7.63%
3:00 PM – 3:59 PM	44	7.8%
4:00 PM – 4:59 PM	50	8.87%
5:00 PM – 5:59 PM	7	1.24%
6:00 PM – 6:59 PM	3	.53%
7:00 PM – 7:59 PM	3	.53%
8:00 PM – 8:59 PM	3	.53%
9:00 PM – 9:59 PM	7	1.24%
10:00 PM – 10:59 PM	3	.53%
11:00 PM – 11: 59PM	1	.18%
Total	564	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 29 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 8.6 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 2:02 Minutes

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
2:37 Minutes

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

41 CALLS FLAGGED 7.26 % OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

41 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

39 CALLS COMPLETED 95.1%

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

7 Days

RESULTS OF FOLLOW-UP INQUIRIES

PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:

- 34 callers satisfied with the 211 process, the call specialists and the referrals.
- 4 callers were not satisfied (2 were out of town situations and the callers did not like the answer; 2 were situations with caller being released from prison with housing needs that could not be met because of their arrest type.
- 1 caller had no comment about process, call specialists, or the referral
- 2 left messages on answer machine, they did not call back

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

39 = 95.1% (BASED ON THE 2 THAT WERE NOT REACHED)

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

NONE 0%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

NONE

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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

TDD/TTY/7-1-1 LINE:

Number & Percentage None

OTHER REPORTING

TOP 10 NEEDS FOR THIS MONTH:

- | | |
|--------------------------------|---------------------------------------|
| 1. Financial Assistance | 6. Counseling – Mental |
| 2. Shelter - Homeless | 7. Medical Assistance |
| 3. Emergency Food | 8. Anger Management Classes |
| 4. Travel (Out of Town) | 9. Household Items |
| 5. Shelter – Domestic Violence | 10. Phone #'s not carried in database |

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

Agency	Type	Need
Salvation Army	Non-Profit/Faith Based	Varied
C Carter Crane Shelter	Non-Profit	Emergency Shelter
Bethlehem Bapt Bread of Life Ministries	Non-Profit/Faith Based	Food
St Vincent de Paul	Non-Profit/Faith Based	Financial Assistance
Hearts That Care Free Medical Clinic	Non-Profit/Medical	Free Medical Assistance
Lawton Food Bank	Non-Profit	Food
Church of Christ Service Center	Non-Profit/Faith Based	Household Items/clothes
Taliaferro Mental Health Center	For Profit	Counseling
Catholic Charities	Non-Profit/Faith Based	Emergency Assistance
Calvary Baptist Free Dental Clinic	Non-Profit/Faith Based	Dental Services

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

None

ADDITIONAL ITEMS OF NOTE:

Please e-mail Monthly Reports to Carrie.Wiggs@okdhs.org, no later than the 15th of the following month.
Thank you!