

MONTHLY 2-1-1 CALL CENTER REPORTING

FOR THE MONTH/YEAR: January 2008

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	28	4.60%
Caddo	11	1.80%
Comanche	460	75.54%
Cotton	4	0.66%
Greer	3	0.49%
Harmon	4	0.66%
Jackson	14	2.30%
Kiowa	3	0.49%
Tillman	7	1.15%
Washita	9	1.47%
*Other	66	10.84%
Total	609	100%

(*Blaine, Canadian, Custer, Garvin, Grady, LeFlore, Oklahoma, Pittsburgh, Roger Mills, & Stephens counties their main offices to notify them, but they have not corrected the problem.)

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.)	201	33.00%
REFERRAL CALLS (assessment of caller needs and a referral given)	278	45.65%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	3	.492%
ADVOCACY CALLS (contacts to link callers requiring special help)	11	1.81%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	57	9.36%
OTHER CALLS (Walk in requests plus)	59	9.69%
TOTAL	609	100%

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

FOR THE MONTH/YEAR: January 2008

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	0	0%
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	0	0%
7:00 AM – 7:59AM	5	.82%
8:00 AM – 8:59AM	40	6.56%
9:00 AM – 9:59AM	65	10.67%
10:00 AM – 10:59AM	91	15.00%
11:00 AM – 11:59AM	85	13.95%
12:00 PM – 12:59 PM	77	12.64%
1:00 PM – 1:59 PM	69	11.33%
2:00 PM – 2:59 PM	63	10.34%
3:00 PM – 3:59 PM	59	9.69%
4:00 PM – 4:59 PM	35	5.75%
5:00 PM – 5:59 PM	7	1.1%
6:00 PM – 6:59 PM	6	.99%
7:00 PM – 7:59 PM	2	.33%
8:00 PM – 8:59 PM	2	.33%
9:00 PM – 9:59 PM	2	.33%
10:00 PM – 10:59 PM	0	0%
11:00 PM – 11: 59PM	1	.16%
Total	609	100%

AVERAGE SPEED OF ANSWERING CALLS (telephone system report): .28 seconds

PERCENT OF ABANDONED CALLS (telephone system report): 6.0 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 1 Minute19 seconds

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):
2 Minutes 47 seconds

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

53 CALLS FLAGGED 8.70% OF TOTAL CALLS

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

53 CALLS MADE

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

53 CALLS COMPLETED 100%

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:

- 47 callers satisfied with the 211 process, the call specialists and the referrals.
- 3 callers were not satisfied (there were no services available in the area)
- 1 caller had no comment about process, call specialists, or the referral
- 2 were not able to contact: 1 left messages on answer machine, did not call back; the other the phone was disconnected.

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

51 = 96.2%

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

NONE 0%

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

NONE 5.6% (3)

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

FOR THE MONTH/YEAR: January 2008

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. Free Tax Center | 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
St Vincent de Paul's Society	Non-Profit/Faith Based	Financial Assistance
Great Plains Improvement Foundation	Non-Profit	Tax Preparation
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!