

**MONTHLY 2-1-1 CALL CENTER REPORTING**

**FOR THE MONTH/YEAR: November 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	6	.99%
Caddo	9	1.47%
Comanche	439	72.09%
Cotton	5	.82%
Greer	1	.16%
Harmon	0	0%
Jackson	5	.82%
Kiowa	6	.99%
Tillman	2	.33%
Washita	1	.16%
*Other	135	22.17%
<b>Total</b>	<b>609</b>	<b>100%</b>

(\*Cleveland, Garfield, Grady, McClain, Oklahoma, & Stephens 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
<b>INFORMATION CALLS</b> (requests specific information: address, telephone, etc.)	192	31.53%
<b>REFERRAL CALLS</b> (assessment of caller needs and a referral given)	337	55.34%
<b>CRISIS CALLS</b> (crisis intervention to link caller with immediate emergency or mental health assistance)	15	2.46%
<b>ADVOCACY CALLS</b> (contacts to link callers requiring special help)	23	3.77%
<b>PROBLEM SOLVING CALLS</b> (emotional distress or mental confusion)	34	5.58%
<b>OTHER CALLS</b> (Walk in requests plus)	8	1.32%
<b>TOTAL</b>	<b>609</b>	<b>100%</b>

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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):**

<b>Hour of Calls</b>	<b>Number of Calls</b>	<b>% of Total Calls</b>
12:00AM – 12:59AM	0	0%
1:00AM – 1:59AM	0	0%
2:00AM – 2:59AM	2	.32%
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	1	.16%
7:00 AM – 7:59AM	6	.99%
8:00 AM – 8:59AM	49	8.05%
9:00 AM – 9:59AM	92	15.11%
10:00 AM – 10:59AM	94	15.44%
11:00 AM – 11:59AM	79	12.97%
12:00 PM – 12:59 PM	62	10.18%
1:00 PM – 1:59 PM	58	9.52%
2:00 PM – 2:59 PM	61	10.02%
3:00 PM – 3:59 PM	49	8.05%
4:00 PM – 4:59 PM	41	6.73%
5:00 PM – 5:59 PM	3	.49%
6:00 PM – 6:59 PM	3	.49%
7:00 PM – 7:59 PM	2	.33%
8:00 PM – 8:59 PM	3	.49%
9:00 PM – 9:59 PM	2	.33%
10:00 PM – 10:59 PM	1	.16%
11:00 PM – 11: 59PM	1	.16%
<b>Total</b>	<b>609</b>	<b>100%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 30 seconds**

**PERCENT OF ABANDONED CALLS (telephone system report): 5.3 %**

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 1:15 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:**

**50 CALLS FLAGGED                      8.21 % OF TOTAL CALLS**

**TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:**

**37 CALLS MADE**

**TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:**

**37 CALLS COMPLETED              74%**

**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:**

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

0 callers were not satisfied (Did not want to accept the answer was “no services available”

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

0 left messages on answer machine, they did not call back

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

37 = 100%

**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 3<sup>RD</sup> 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)**

<b>Agency</b>	<b>Type</b>	<b>Need</b>
Salvation Army	Non-Profit/Faith Based	Varied
C Carter Crane Shelter	Non-Profit	Emergency Shelter
MIGHT Community Resource	Non-Profit	Counseling
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](mailto:Carrie.Wiggs@okdhs.org), no later than the 15<sup>th</sup> of the following month.  
Thank you!