

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

**FOR THE MONTH/YEAR: October 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	14	2.22%
Caddo	7	1.22%
Comanche	469	74.21%
Cotton	7	1.11%
Greer	0	0%
Harmon	0	0%
Jackson	9	1.43%
Kiowa	3	.48%
Tillman	3	.48%
Washita	1	.16%
*Other	119	18.83%
<b>Total</b>	<b>632</b>	<b>100%</b>

\*Carter, Custer, Grady, Jefferson, Major, Oklahoma, Payne, Pontotoc, Stephens & Tulsa Counties plus 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.)	222	27.79%
REFERRAL CALLS (assessment of caller needs and a referral given)	507	63.46%
CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)	5	.63%
ADVOCACY CALLS (contacts to link callers requiring special help)	7	.88%
PROBLEM SOLVING CALLS (emotional distress or mental confusion)	9	1.13%
OTHER CALLS (Walk in requests plus)	49	6.14%
<b>TOTAL</b>	<b>799</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	1	.16%
1:00AM – 1:59AM	1	.16%
2:00AM – 2:59AM	1	.16%
3:00 AM – 3:59AM	0	0%
4:00 AM – 4:59AM	0	0%
5:00 AM – 5:59AM	1	.16%
6:00 AM – 6:59AM	4	.64%
7:00 AM – 7:59AM	11	1.74%
8:00 AM – 8:59AM	37	5.86%
9:00 AM – 9:59AM	136	21.52%
10:00 AM – 10:59AM	72	11.40%
11:00 AM – 11:59AM	66	10.45%
12:00 PM – 12:59 PM	84	13.30%
1:00 PM – 1:59 PM	32	5.07%
2:00 PM – 2:59 PM	57	9.02%
3:00 PM – 3:59 PM	56	8.86%
4:00 PM – 4:59 PM	40	6.33%
5:00 PM – 5:59 PM	8	1.27%
6:00 PM – 6:59 PM	7	1.11%
7:00 PM – 7:59 PM	7	1.11%
8:00 PM – 8:59 PM	2	.32%
9:00 PM – 9:59 PM	5	.80%
10:00 PM – 10:59 PM	4	.64%
11:00 PM – 11: 59PM	0	0%
<b>Total</b>	<b>632</b>	<b>100%</b>

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

**PERCENT OF ABANDONED CALLS (telephone system report):** 9.4%

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):** 1:03 Minutes

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):**  
**3:14 Minutes**

**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:**

55 CALLS FLAGGED                      8.70% OF TOTAL CALLS

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

55 CALLS MADE

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

55 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:**

- 40 callers satisfied with the 211 process, the call specialists and the referrals.
- 10 callers were not satisfied (Did not want to accept the answer was “no services available”
- 3 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:**

53 = 98%

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

NONE              0%

**PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:**

NONE (SERVICE WAS NOT AVAILABLE)

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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!