

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

**FOR THE MONTH/YEAR: September 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	14	1.33%
Caddo	20	1.90%
Comanche	695	65.94%
Cotton	13	1.23%
Greer	8	.76%
Harmon	3	.29%
Jackson	23	2.18%
Kiowa	6	.57%
Tillman	6	.57%
Washita	5	.47%
*Other	261	24.76%
<b>Total</b>	<b>1054</b>	<b>100%</b>

(\*Canadian, Carter, Custer, Cleveland, Delaware, Grady, McClain, Oklahoma, Stephens, Tulsa, Washington & Unknown)

**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 (requests specific information: address, telephone, etc.)</b>	<b>264</b>	<b>25.05%</b>
<b>REFERRAL CALLS (assessment of caller needs and a referral given)</b>	<b>319</b>	<b>30.27%</b>
<b>CRISIS CALLS (crisis intervention to link caller with immediate emergency or mental health assistance)</b>	<b>245</b>	<b>23.24%</b>
<b>ADVOCACY CALLS (contacts to link callers requiring special help)</b>	<b>56</b>	<b>5.31%</b>
<b>PROBLEM SOLVING CALLS (emotional distress or mental confusion)</b>	<b>127</b>	<b>12.05%</b>
<b>OTHER CALLS</b>	<b>43</b>	<b>4.08%</b>
<b>TOTAL</b>	<b>1054</b>	<b>100.00%</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):**

Hour of Calls	Number of Calls	% of Total Calls
12:00AM – 12:59AM	0	0%
1:00AM – 1:59AM	1	.10%
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	2	.19%
8:00 AM – 8:59AM	79	7.5%
9:00 AM – 9:59AM	120	11.39%
10:00 AM – 10:59AM	132	12.52%
11:00 AM – 11:59AM	158	14.99%
12:00 PM – 12:59 PM	115	10.91%
1:00 PM – 1:59 PM	117	11.10%
2:00 PM – 2:59 PM	123	11.67%
3:00 PM – 3:59 PM	77	7.30%
4:00 PM – 4:59 PM	68	6.45%
5:00 PM – 5:59 PM	11	1.04%
6:00 PM – 6:59 PM	10	.95%
7:00 PM – 7:59 PM	11	1.04%
8:00 PM – 8:59 PM	18	1.71%
9:00 PM – 9:59 PM	7	.66%
10:00 PM – 10:59 PM	3	.29%
11:00 PM – 11: 59PM	2	.19%
<b>Total</b>	<b>1054</b>	<b>100%</b>

**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):** 3 minutes 02 seconds

**PERCENT OF ABANDONED CALLS (telephone system report):** 10.8 %

**AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report):** 1:00 Minute

**AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time):**  
3 minutes 52 seconds

**FOLLOW-UP CALLS REPORT**

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

73 CALLS FLAGGED                      6.9% OF TOTAL CALLS

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

73 CALLS MADE

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

71 CALLS COMPLETED                      97.2%

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

10 Days

**RESULTS OF FOLLOW-UP INQUIRIES**

**PERCENTAGE OF TOTAL CALL VOLUME REPORTING SATISFACTION WITH 211 SERVICES:**

- 63 callers satisfied with the 211 process, the call specialists and the referrals.
- 2 callers were not satisfied (there were no services available in the area)
- 6 callers had no comment about process, call specialists, or the referral
- 2 callers were not able to contact: Left messages on answer machine, but they did not call back;

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

71 = 97.2%

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

NONE                      0%

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

NONE                      0%

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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. Shelter - Emergency             | 6. Clothes                       |
| 2. Financial Assistance - Disaster | 7. Counseling, Anger Management  |
| 3. Emergency Food                  | 8. Free/Reduced Medical          |
| 4. Emergency Shelter               | 9. Prescription Assistance       |
| 5. Transportation out of town      | 10. Financial Assistance - Water |

**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 Homeless	Non-Profit/Faith Based	Varied
Salvation Army Emergency Funding	Non-Profit/Faith Based	Varied
C Carter Crane Homeless	Non-Profit/Faith Based	School Supplies
Lawton Food Bank	Non-Profit	Food
St Vincent de Paul Eastside	Non-Profit/Faith Based	Varied
Hearts That Care Free Health Clinic	Non-Profit	Medical
MIGHT CDRC	Non-Profit/Faith Based	Varied
Catholic Charities	Non-Profit/Faith Based	Homelessness
American Red Cross	Non-Profit	Varied
Lawton Community Health Ctr	Non-Profit	Varied

**SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:**

Disaster in TX and completing contract with Heartline 211 for night and weekend calls.

**ADDITIONAL ITEMS OF NOTE:**

**Please e-mail Monthly Reports no later than the 15<sup>th</sup> of the following month. Thank you!**