

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: *June* 2008**

**CALL CENTER: FIRST CALL 2-1-1**

**COUNTIES COVERED:**

**Washington**                      **Ottawa**  
**Nowata**                              **Mayes**  
**Craig**                                **Osage (a portion thereof)**  
**Delaware**

**CALL VOLUME BY COUNTY (Number & Percentage of Total Calls):**

<b>County</b>	<b>Number of Calls</b>	<b>% of Total calls</b>
<b>Washington County</b>	<b>173</b>	<b>53.73%</b>
<b>Nowata County</b>	<b>8</b>	<b>2.48%</b>
<b>Craig County</b>	<b>9</b>	<b>2.80%</b>
<b>Delaware County</b>	<b>17</b>	<b>5.28%</b>
<b>Ottawa County</b>	<b>26</b>	<b>8.07%</b>
<b>Mayes County</b>	<b>46</b>	<b>14.29%</b>
<b>Osage County (a portion thereof)</b>	<b>8</b>	<b>2.48%</b>
<b>Outside Jurisdiction</b>	<b>23</b>	<b>7.14%</b>
<b>Unknown</b>	<b>12</b>	<b>3.73%</b>
<b>Total</b>	<b>322</b>	

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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**TOTAL NUMBER OF INCOMING CALLS THIS MONTH BREAKDOWN  
(Number & Percentage of Total Calls - IRis 3.0 call statistic: Type of Contact Report)**

<b>Type of Call</b>	<b>Number of Type</b>	<b>% of Total Calls</b>
<b>Information Request (Specific - telephone, address)</b>	<b>42</b>	<b>13.04%</b>
<b>Referral (Assess and refer)</b>	<b>279</b>	<b>86.65%</b>
<b>Crisis (Link to immediate help)</b>	<b>0</b>	<b>0.00%</b>
<b>Advocacy (Link to special help)</b>	<b>0</b>	<b>0.00%</b>
<b>Counseling</b>	<b>0</b>	<b>0.00%</b>
<b>Follow-up &amp; Referral</b>	<b>1</b>	<b>0.31%</b>
<b>Information &amp; Referral</b>	<b>0</b>	<b>0.00%</b>
	<b>322</b>	<b>100.00%</b>

## CALL MANAGEMENT STATISTICS

**CALL VOLUME BY HOUR AND PERCENT (IRis 3.0 call frequency report):**

<b>Hour</b>	<b>Calls</b>	<b>Percent</b>
<b>12:00AM - 12:59AM</b>	<b>0</b>	<b>0.00%</b>
<b>1:00AM - 1:59AM</b>	<b>0</b>	<b>0.00%</b>
<b>2:00AM - 2:59AM</b>	<b>0</b>	<b>0.00%</b>
<b>3:00AM - 3:59AM</b>	<b>0</b>	<b>0.00%</b>
<b>4:00AM - 4:59AM</b>	<b>0</b>	<b>0.00%</b>
<b>5:00AM - 5:59AM</b>	<b>0</b>	<b>0.00%</b>
<b>6:00AM - 6:59AM</b>	<b>0</b>	<b>0.00%</b>
<b>7:00AM - 7:59AM</b>	<b>1</b>	<b>0.31%</b>
<b>8:00AM - 8:59AM</b>	<b>23</b>	<b>7.14%</b>
<b>9:00AM - 9:59AM</b>	<b>45</b>	<b>13.98%</b>
<b>10:00AM - 10:59AM</b>	<b>42</b>	<b>13.04%</b>
<b>11:00AM - 11:59AM</b>	<b>41</b>	<b>12.73%</b>
<b>12:00PM - 12:59PM</b>	<b>37</b>	<b>11.49%</b>
<b>1:00PM - 1:59PM</b>	<b>32</b>	<b>9.94%</b>
<b>2:00PM - 2:59PM</b>	<b>40</b>	<b>12.42%</b>
<b>3:00PM - 3:59PM</b>	<b>30</b>	<b>9.32%</b>
<b>4:00PM - 4:59PM</b>	<b>20</b>	<b>6.21%</b>
<b>5:00PM - 5:59PM</b>	<b>3</b>	<b>0.93%</b>
<b>6:00PM - 6:59PM</b>	<b>4</b>	<b>1.24%</b>
<b>7:00PM - 7:59PM</b>	<b>1</b>	<b>0.31%</b>
<b>8:00PM - 8:59PM</b>	<b>2</b>	<b>0.62%</b>
<b>9:00PM - 9:59PM</b>	<b>1</b>	<b>0.31%</b>
<b>10:00PM - 10:59PM</b>	<b>0</b>	<b>0.00%</b>
<b>11:00PM - 11:59PM</b>	<b>0</b>	<b>0.00%</b>
<b>Total</b>	<b>322</b>	<b>100.00%</b>

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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**AVERAGE SPEED OF ANSWERING CALLS (telephone system report):**

**0:12**

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

**2%**

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

**:58**

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

**2:26**

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**FOLLOW-UP CALLS REPORT**

**PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: ALL CALLERS LEAVING NAME AND NUMBER RECEIVE A FOLLOW-UP**

**JUNE 2008 – CALLS FLAGGED = % OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

**CALLS MADE FOR FOLLOW-UP**

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

<b>FOLLOW-UP CALLS COMPLETED =</b>	<b>%</b>
<b>FOLLOW-UP CALLERS UNAVAILABLE =</b>	<b>%</b>
<b>FOLLOW-UP CALLS INCOMPLETE =</b>	<b>%</b>

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

**14 DAYS**

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.  
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**RESULTS OF FOLLOW-UP INQUIRIES:**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:**

**%**

**PERCENTAGE REPORTING SERVICES WERE CALLED:**

**%**

**PERCENTAGE REPORTING SERVICES WERE NOT CALLED:**

**%**

**LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)**

**CALLS TAKEN BY TELE-INTERPRETER SERVICE:**

**Number & Percentage**

**0 OR .00%**

**CALLER'S 3<sup>RD</sup> PARTY INTERPRETER:**

**Number & Percentage**

**0**

**TDD/TTY/7-1-1 LINE:**

**Number & Percentage**

**0 OR .00%**

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.**  
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**OTHER REPORTING:**

**TOP 10 NEEDS FOR THIS MONTH:**

<b>Top 10 Needs</b>	<b>Number of Callers</b>	<b>Percentage of Total Needs</b>
<b>Fin. Assistance &amp; Support</b>	<b>71</b>	<b>22.76%</b>
<b>Information</b>	<b>68</b>	<b>21.79%</b>
<b>Directory</b>	<b>51</b>	<b>16.35%</b>
<b>Health/Medical</b>	<b>42</b>	<b>13.46%</b>
<b>Housing</b>	<b>27</b>	<b>8.65%</b>
<b>Transportation</b>	<b>19</b>	<b>6.09%</b>
<b>Legal</b>	<b>11</b>	<b>3.53%</b>
<b>Food</b>	<b>10</b>	<b>3.21%</b>
<b>Household/Furniture</b>	<b>8</b>	<b>2.56%</b>
<b>Employment</b>	<b>5</b>	<b>1.60%</b>

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

Agency	Referrals	%	Agency Type
<b>Community Action</b>	<b>40</b>	<b>36.04%</b>	<b>Govt.</b>
<b>Salvation Army</b>	<b>20</b>	<b>18.02%</b>	<b>Faith-Based</b>
<b>Lighthouse Outreach</b>	<b>14</b>	<b>12.61%</b>	<b>Faith-Based</b>
<b>Legal Aid</b>	<b>6</b>	<b>5.41%</b>	<b>Non-Profit</b>
<b>OKLA Dept Of Human Services</b>	<b>6</b>	<b>5.41%</b>	<b>Govt.</b>
<b>Brookhaven Apts</b>	<b>5</b>	<b>4.50%</b>	<b>Govt.</b>
<b>Cherokee Nation</b>	<b>5</b>	<b>4.50%</b>	<b>Govt.</b>
<b>Neighbor for Neighbor</b>	<b>5</b>	<b>4.50%</b>	<b>Non-Profit</b>
<b>Mary Martha Outreach</b>	<b>5</b>	<b>4.50%</b>	<b>Non-Profit</b>
<b>Oklahoma Dept of Veterans Affairs</b>	<b>5</b>	<b>4.50%</b>	<b>Govt.</b>
<b>Total Agency/Programs Referred</b>	<b>111</b>	<b>100.00%</b>	

**SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:  
We are in between AMERICORP VISTA placements and did not have anyone to take care of the follow-up/quality calls.**

Please e-mail Monthly Reports to [Carrie.Dewesse@okdhs.org](mailto:Carrie.Dewesse@okdhs.org), no later than the 15<sup>th</sup> of the following month. Thank you!