

**MONTHLY 2-1-1 CALL CENTER REPORTING  
FOR THE MONTH/YEAR: April 2007**

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

**COUNTIES COVERED:**

<b>Washington</b>	<b>Ottawa</b>
<b>Nowata</b>	<b>Mayes</b>
<b>Craig</b>	<b>Osage (a portion thereof)</b>
<b>Delaware</b>	

**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>129</b>	<b>64.18%</b>
<b>Nowata County</b>	<b>3</b>	<b>1.49%</b>
<b>Craig County</b>	<b>9</b>	<b>4.48%</b>
<b>Delaware County</b>	<b>7</b>	<b>3.48%</b>
<b>Ottawa County</b>	<b>20</b>	<b>9.95%</b>
<b>Mayes County</b>	<b>11</b>	<b>5.47%</b>
<b>Osage County (a portion thereof)</b>	<b>12</b>	<b>5.97%</b>
<b>Outside Jurisdiction</b>	<b>10</b>	<b>4.98%</b>
<b>Total</b>	<b>201</b>	

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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</b> <b>(Specific - telephone, address)</b>	<b>15</b>	<b>7.46%</b>
<b>Referral</b> <b>(Assess and refer)</b>	<b>186</b>	<b>92.54%</b>
<b>Crisis</b> <b>(Link to immediate help)</b>		
<b>Advocacy</b> <b>(Link to special help)</b>		

## CALL MANAGEMENT STATISTICS

### CALL VOLUME BY HOUR AND PERCENT (IRIS 3.0 call frequency report):

Hour	Calls	Percent
12:00AM - 12:59AM	0	0.00%
1:00AM - 1:59AM	0	0.00%
2:00AM - 2:59AM	2	1.00%
3:00AM - 3:59AM	0	0.00%
4:00AM - 4:59AM	0	0.00%
5:00AM - 5:59AM	0	0.00%
6:00AM - 6:59AM	0	0.00%
7:00AM - 7:59AM	0	0.00%
8:00AM - 8:59AM	16	7.96%
9:00AM - 9:59AM	24	11.94%
10:00AM - 10:59AM	17	8.46%
11:00AM - 11:59AM	23	11.44%
12:00PM - 12:59PM	17	8.46%
1:00PM - 1:59PM	30	14.93%
2:00PM - 2:59PM	26	12.94%
3:00PM - 3:59PM	26	12.94%
4:00PM - 4:59PM	9	4.48%
5:00PM - 5:59PM	4	1.99%
6:00PM - 6:59PM	1	0.50%
7:00PM - 7:59PM	3	1.49%
8:00PM - 8:59PM	0	0.00%
9:00PM - 9:59PM	2	1.00%
10:00PM - 10:59PM	1	0.50%
11:00PM - 11:59PM	0	0.00%
<b>Total</b>	<b>201</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):**

**UNDER 10 SECONDS**

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

**NONE – PHANTOM CALLS**

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

**NONE**

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

**3 MINUTES**

**FOLLOW-UP CALLS REPORT—NO FOLLOWUPS MADE IN STEALTH  
PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP: ALL CALLERS LEAVING  
NAME AND NUMBER ARE FOLLOWED-UP ON**

**APRIL 2007 –34 CALLS FLAGGED = 16.9% OF TOTAL CALL VOLUME  
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

**34 CALLS MADE FOR FOLLOW-UP**

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

<b>15 FOLLOW-UP CALLS COMPLETED =</b>	<b>44%</b>
<b>19 FOLLOW-UP CALLERS UNAVAILABLE =</b>	<b>56%</b>
<b>0 FOLLOW-UP CALLS INCOMPLETE =</b>	<b>00%</b>

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

**14 DAYS**

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**RESULTS OF FOLLOW-UP INQUIRIES:**

**PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:**

**93.00%**

**PERCENTAGE REPORTING HAVING ACCESSED SERVICES:**

**46.67%**

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

**0% (DID NOT CALL REFERRALS PROVIDED)**

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

**53.33% (NO PROGRAM WAS FOUND TO MEET NEED)  
NO FUNDING FOR UTILITIES**

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

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

**Number & Percentage**

**0**

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

**Number & Percentage**

**0**

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

**Number & Percentage**

**0**

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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 Utilities=59</b>	<b>86</b>	<b>30.82%</b>
<b>Health/Medical Dental=8</b>	<b>33</b>	<b>11.83%</b>
<b>Information</b>	<b>28</b>	<b>10.73%</b>
<b>Housing</b>	<b>25</b>	<b>8.96%</b>
<b>Legal</b>	<b>15</b>	<b>5.38%</b>
<b>Food</b>	<b>14</b>	<b>5.02%</b>
<b>Transportation</b>	<b>13</b>	<b>4.66%</b>
<b>Home Health</b>	<b>7</b>	<b>2.51%</b>
<b>Household/Furniture</b>	<b>7</b>	<b>2.51%</b>
<b>Clothing</b>	<b>5</b>	<b>1.79%</b>
<b>Donations</b>	<b>5</b>	<b>1.79%</b>
<b>Total Needs</b>	<b>279</b>	<b>100.00%</b>

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

<b>Agency</b>	<b>Referrals</b>	<b>%</b>	<b>Agency Type</b>
<b>Community Action</b>	<b>35</b>	<b>25.36%</b>	<b>Non-Profit</b>
<b>Department of Human Services</b>	<b>24</b>	<b>17.39%</b>	<b>Government</b>
<b>Salvation Armies</b>	<b>17</b>	<b>12.32%</b>	<b>Faith-Based</b>
<b>CONCERN</b>	<b>17</b>	<b>12.32%</b>	<b>Faith-Based</b>
<b>Neighbor for Neighbor</b>	<b>11</b>	<b>7.97%</b>	<b>Non-Profit</b>
<b>Christian HELP Center</b>	<b>10</b>	<b>7.25%</b>	<b>Faith-Based</b>
<b>Legal Aid of Oklahoma</b>	<b>7</b>	<b>5.07%</b>	<b>Non-Profit</b>
<b>Family Crisis &amp; Counseling</b>	<b>6</b>	<b>4.35%</b>	<b>Non-Profit</b>
<b>Green County Free Clinic</b>	<b>6</b>	<b>4.35%</b>	<b>Non-Profit</b>
<b>Four Corners Helping Hands, Inc.</b>	<b>5</b>	<b>3.62%</b>	<b>Non-Profit</b>
<b>Total Agency/Programs Referred</b>	<b>138</b>	<b>100.00%</b>	

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

None.

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!