

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

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):

County	Number of Calls	% of Total calls
Washington County	140	40.82%
Nowata County	5	1.46%
Craig County	5	1.46%
Delaware County	19	5.54%
Ottawa County	63	18.73%
Mayes County	26	7.58%
Osage County (a portion thereof)	16	4.66%
Outside Jurisdiction	69	20.12%
Total	343	100%

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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)

Type of Call	Number of Type	% of Total Calls
Information Request (Specific - telephone, address)	132	38.48%
Referral (Assess and refer)	209	60.93%
Crisis (Link to immediate help)	2	0.58%
Advocacy (Link to special help)		

CALL MANAGEMENT STATISTICS

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

Hour	Calls	Percent
12:00AM - 12:59AM	1	0.00%
1:00AM - 1:59AM	0	0.00%
2:00AM - 2:59AM	0	0.00%
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	1	0.00%
8:00AM - 8:59AM	18	6.42%
9:00AM - 9:59AM	46	9.63%
10:00AM - 10:59AM	47	16.97%
11:00AM - 11:59AM	68	13.30%
12:00PM - 12:59PM	35	12.84%
1:00PM - 1:59PM	36	10.55%
2:00PM - 2:59PM	38	10.09%
3:00PM - 3:59PM	28	8.26%
4:00PM - 4:59PM	24	11.01%
5:00PM - 5:59PM	0	0.00%
6:00PM - 6:59PM	1	0.00%
7:00PM - 7:59PM	0	0.00%
8:00PM - 8:59PM	0	0.00%
9:00PM - 9:59PM	0	0.00%
10:00PM - 10:59PM	0	0.00%
11:00PM - 11:59PM	2	0.92%
Total	343	100.00%

Please note that most all calls after 5:00 p.m. and weekend calls are NOT being logged.

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AVERAGE SPEED OF ANSWERING CALLS (telephone system report):

UNDER 30 SECONDS

PERCENT OF ABANDONED CALLS (telephone system report):

9.91%

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

1 Min.

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

6 MINUTES

FOLLOW-UP CALLS REPORT—

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

JULY 2007 –28 CALLS FLAGGED = 8.1% OF TOTAL CALL VOLUME

(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)

TOTAL NUMBER OF OUTGOING CALLS MADE FOR FOLLOW-UP:

28 CALLS MADE FOR FOLLOW-UP

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

18 FOLLOW-UP CALLS COMPLETED =	64%
10 FOLLOW-UP CALLERS UNAVAILABLE =	36 %
0 FOLLOW-UP CALLS INCOMPLETE =	00%

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:

100.00%

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

78%

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

22% (DID NOT CALL REFERRALS PROVIDED)

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

50% OF THE INDIVIDUALS WHO ACCESSED SERVICES DID NOT RECEIVE THE HELP THEY DESIRED.

LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY TELE-INTERPRETER SERVICE:

Number & Percentage

0%

CALLER'S 3RD 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:

Top 10 Needs	Number of Callers	Percentage of Total Needs
Information	132	38.48%
Fin Assistance & Support	61	17.78%
Health/Medical	16	4.67%
Housing	17	4.96%
Utilities	36	10.50%
Food	19	5.54%
Transportation	15	4.37%
Legal	8	2.33%
Suicide	2	.58%
Clothing	2	.58%
Disaster, Natural or manmade	6	1.75%
Total Needs	315	91.84%

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

Agency	Referrals	%	Agency Type
Community Action	59	32.78%	Non-Profit
Department of Human Services	36	20.00%	Government
Salvation Armies	18	10.00%	Faith-Based
CONCERN	17	9.44%	Faith-Based
Neighbor for Neighbor	27	15.00%	Non-Profit
Green Country Free Clinic	8	4.44%	Faith-Based
Mary Martha Outreach	6	3.33%	Non-Profit
Elder Care	5	2.78%	Faith-Based
Sooner Ride	4	2.22%	Non-Profit
Total Agency/Programs Referred	180	100.00%	

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

We are having difficulty with our current after hours provider and are working to remedy the problem.

Please e-mail Monthly Reports to Carrie.Wiggs@okdhs.org, no later than the 15th of the following month. Thank you!