

MONTHLY 2-1-1 CALL CENTER REPORTING
FOR THE MONTH/YEAR: October 2007
CALL CENTER: 2-1-1 of Southeastern Oklahoma

COUNTIES COVERED:

| | | | | | |
|--------|---------|-----------|-----------|------------|----------|
| Atoka | Choctaw | Jefferson | Love | Pittsburg | Stephens |
| Bryan | Garvin | Johnston | McCurtain | Pontotoc | |
| Carter | Haskell | Latimer | Marshall | Pushmataha | |
| Coal | Hughes | Le Flore | Murray | Seminole | |

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

| County | Number of Calls | % of Total call |
|--|-----------------|-----------------|
| Atoka County | 1 | 0.11 |
| Bryan County | 40 | 4.42 |
| Carter County | 26 | 2.88 |
| Choctaw County | 9 | 1.00 |
| Coal County | 7 | 0.77 |
| Comanche | 4 | 0.44 |
| Craig County | 1 | 0.11 |
| Custer County | 1 | 0.11 |
| Garvin County | 51 | 5.64 |
| Grady County | 2 | 0.23 |
| Haskell County | 9 | 1.00 |
| Hughes County | 5 | 0.55 |
| Jefferson County | 3 | 0.33 |
| Johnston County | 5 | 0.55 |
| Kay County | 1 | 0.11 |
| Latimer County | 2 | 0.23 |
| Le Flore County | 20 | 2.21 |
| Love County | 3 | 0.33 |
| Marshall County | 20 | 2.21 |
| McCurtain County | 13 | 1.44 |
| McIntosh County | 4 | 0.44 |
| Murray County | 4 | 0.44 |
| Muskogee County | 1 | 0.11 |
| Ottawa County | 1 | 0.11 |
| Pittsburg County | 28 | 3.10 |
| Pontotoc County | 426 | 47.12 |
| Pushmataha County | 5 | 0.55 |
| Seminole County | 37 | 4.09 |
| Stephens County | 97 | 10.73 |
| Tulsa County | 4 | 0.44 |
| Washington County | 2 | 0.23 |
| Unknown County and out of state calls | 72 | 7.97 |
| Total | 904 | 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 |
|--------------------------|----------------|------------------|
| Advocacy | 10 | 1.10 |
| Agency | 9 | 0.88 |
| Crisis/Emergency | 0 | 0.00 |
| Hang up/Prank | 67 | 7.41 |
| Information and Referral | 530 | 58.64 |
| Information Only | 263 | 29.09 |
| Staff | 25 | 2.77 |
| Total | 904 | 100% |

CALL MANAGEMENT STATISTICS

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

| Hour | Calls | Percent |
|-------------------|------------|----------------|
| 12:00AM - 12:59AM | 7 | 0.77% |
| 1:00AM - 1:59AM | 1 | 0.11% |
| 2:00AM - 2:59AM | 1 | 0.11% |
| 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 | 36 | 3.98% |
| 8:00AM - 8:59AM | 63 | 6.97% |
| 9:00AM - 9:59AM | 82 | 9.07% |
| 10:00AM - 10:59AM | 100 | 11.06% |
| 11:00AM - 11:59AM | 108 | 11.95% |
| 12:00PM - 12:59PM | 84 | 9.29% |
| 1:00PM - 1:59PM | 92 | 10.18% |
| 2:00PM - 2:59PM | 89 | 9.85% |
| 3:00PM - 3:59PM | 80 | 8.85% |
| 4:00PM - 4:59PM | 50 | 5.53% |
| 5:00PM - 5:59PM | 52 | 5.76% |
| 6:00PM - 6:59PM | 9 | 1.00% |
| 7:00PM - 7:59PM | 15 | 1.66% |
| 8:00PM - 8:59PM | 19 | 2.10% |
| 9:00PM - 9:59PM | 7 | 0.77% |
| 10:00PM - 10:59PM | 4 | 0.44% |
| 11:00PM - 11:59PM | 5 | 0.55% |
| Total | 904 | 100.00% |

**MONTHLY 2-1-1 CALL CENTER REPORTING, ctd.
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AVERAGE SPEED OF ANSWERING CALLS (telephone system report): 00:00:17 sec.

PERCENT OF ABANDONED CALLS (telephone system report): 5.84 %

AVERAGE TIME A CALLER IS IN QUEUE BEFORE ABANDONING CALL (telephone system report): 00:01:36 minutes

AVERAGE INCOMING CALL LENGTH (telephone system report -does not include data entry time): 00:03:48

FOLLOW-UP CALLS REPORT

PERCENTAGE OF CALLS FLAGGED FOR FOLLOW-UP:

**OCTOBER 2007 – 12 CALLS FLAGGED = 1.33% OF TOTAL CALL VOLUME
(ALL CALLS LEAVING PHONE NUMBERS ARE FLAGGED)**

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

TOTAL NUMBER & PERCENTAGE OF COMPLETED FOLLOW-UP:

6 FOLLOW-UP CALLS COMPLETED = 13.95%
**6 FOLLOW-UP CALLERS
UNAVAILABLE = 13.95%**
FOLLOW-UP CALLS INCOMPLETE = 50.00%

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

RESULTS OF FOLLOW-UP INQUIRIES:

PERCENTAGE REPORTING SATISFACTION WITH 211 SERVICES:

100 %
Individuals were satisfied with the 2-1-1 services.

PERCENTAGE REPORTING HAVING ACCESSED SERVICES:

100 %
Individuals were able to access the desired service programs through the information and referrals from 2-1-1 of SEOK.

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

0.00 %
Individuals did not contact the referrals provided by 2-1-1 of SEOK, able to find assistance within the family support network.

PERCENTAGE REPORTING NOT RECEIVING THE DESIRED SERVICES:

5.00 % (NO FUNDING AVAILABLE OR NO PROGRAM FOR NEED)
Individuals contacted for follow-up information were unable to receive assistance as of the time of the follow-up call. Some individuals were told they did not meet specific qualifications for the services, others were told that the program/service was out of funding. These individuals were all encouraged to contact 2-1-1 of SEOK if needing further assistance.

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LANGUAGE TRANSLATION (NUMBER & PERCENTAGE OF TOTAL CALLS)

CALLS TAKEN BY BILINGUAL 2-1-1 SPECIALISTS:

Number & Percentage

0 CALLS = 0.00% OF TOTAL CALL VOLUME

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

OTHER REPORTING:

TOP 10 NEEDS FOR THIS MONTH:

| Top 10 Needs | Number of Callers | Percentage of Total Needs |
|---|--------------------------|----------------------------------|
| Information | 330 | 31.91 |
| Utilities: Electric-163 Gas-39* Water-26 Telephone-2 | 228 | 22.05 |
| Housing | 74 | 7.16 |
| Food | 69 | 6.67 |
| Financial Assistance | 65 | 6.29 |
| Health/Medical | 49 | 4.74 |
| Transportation | 45 | 4.35 |
| Emergency Services | 20 | 1.93 |
| Clothing | 19 | 1.84 |
| Government/Taxes | 18 | 1.74 |
| Other | 117 | 11.32 |
| Total Needs | 1,034 | 100% |

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

| Agency | Referrals | % | Agency Type |
|---|------------------|-------------|------------------------|
| Telephone and Address | 116 | 9.12 | Government/Profit |
| Community Action Agencies | 104 | 8.18 | Non-Profit |
| Salvation Army | 102 | 8.02 | Faith based/Non-Profit |
| Trinity Baptist Church-Ada | 71 | 5.58 | Faith based/Non-Profit |
| United Way | 65 | 5.11 | Non-Profit |
| AACES | 58 | 4.56 | Non-Profit |
| Department of Human Services | 44 | 3.46 | State Government |
| South West Church of Christ-Ada | 41 | 3.22 | Faith based/Non-Profit |
| First Presbyterian Church-Ada | 34 | 2.67 | Faith based/Non-Profit |
| Covenant Cumberland Presbyterian Church | 27 | 2.12 | Faith based/Non-Profit |
| Other Agency/Program Referrals | 610 | 47.96 | Varied |
| Total Agency/Programs Referred | 1,272 | 100% | |

SPECIAL CIRCUMSTANCES RELATED TO CALL VOLUME THIS MONTH:

2-1-1 of Southeastern Oklahoma received 59 calls for Southwest Oklahoma 2-1-1 and First Call 2-1-1 during the overnight and weekend hours of October. Referrals were provided via the combined IRis database, web searches and email communications from SWOK 2-1-1. These call statistics have been removed from all reporting areas for this report.

Call statistics for time and frequency had to be estimated during the period of October 11, 2007 to October 18, 2007 due to the server for 2-1-1 of SEOK crashing. We were able to obtain statistics and numbers for all other areas included in this report.

ADDITIONAL ITEMS OF NOTE:

| | |
|-----------------------------|-----------------------|
| Total Calls for 05-07 = 553 | Increase of 68 calls |
| Total Calls for 06-07 = 590 | Increase of 37 calls |
| Total Calls for 07-07 = 664 | Increase of 74 calls |
| Total Calls for 08-07 = 851 | Increase of 187 calls |
| Total Calls for 09 07 = 802 | Decrease of 49 calls |
| Total Calls for 10 07 = 904 | Increase of 102 calls |